

Course Content (1/2 Day)

Email Techniques

- Recalling a Sent Message
- Printing a Message
- Printing the Message List
- Making Word the Email Editor
- Formatting Messages as Rich Text
- Formatting Messages as HTML
- Formatting Email Messages
- Choosing Stationery
- Choosing a Message Theme
- Saving Draft Message
- Using a Saved Message
- Sending a Voting Message
- Receiving a Voting Message
- Configuring Send & Receive

Organising Messages

- Finding Messages
- Performing an Advanced Find
- Assigning Categories to Messages
- Finding Messages by Categories
- Using a Search Folder
- Creating your own Search Folder
- Creating a Message Folder
- Moving Messages
- Deleting Message Folders
- Recovering Deleted Folders
- Sharing Folders
- Accessing Shared Folders
- Disabling Shared Folder Access
- Working with Message Views
- Creating a Custom Message View
- Creating a Message Filter
- Creating a Message Rule
- Archiving Messages
- Recovering Archived Messages

Junk Email

- Spamming and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Email
- Marking Messages as Safe
- Managing Sender Lists
- Importing a Black List
- Exporting your Blocked Senders List
- Reviewing and Deleting Junk Email

Scheduling Meetings

- Scheduling a Meeting
- Responding to Meeting Requests
- Tracking Meeting Responses
- Planning a Meeting
- Cancelling a Meeting
- Respond to a Meeting Cancellation
- Viewing Other Users Calendars
- Saving a Calendar as a Web Page

Managing Contacts

- Importing Contact Information
- Organising Contacts with Views
- Creating a Custom View
- Setting Contact Activity Options
- Entering Contact Encounter Details
- Recording Timed Encounters
- Reviewing Contact Encounters
- Sending Email to a Contact
- Adding a Contact from an Email
- Creating a Distribution List
- Using a Distribution List

Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Updating your Task Request