



Allanson's Computer Training

www.act.co.im

Course title: **Introduction To Microsoft Outlook 2010**

Course duration: 2 hours x 3 weeks (or 2 x ½ days)

Course format:

One to one or group tuition. This can be in the comfort of your own home or at your place of work. We can bring a laptop with the appropriate software on it. Alternatively you may visit us at our comfortable and spacious training rooms.

By the end of this course you will be able to:

- Understand how e-mail works (overview)
- Know how to layout an e-mail correctly
- Send, receive and forward e-mails confidently
- Use CC, BCC and Drafts appropriately
- Understand how the Data Protection Act relates to e-mail
- Use the Address Book (Contacts) to store e-mail addresses
- Send e-mail attachments including documents and photos
- Understand the importance of file size and type of attachment
- Ask for read receipts
- Add automatic signatures
- Use Distribution lists for bulk e-mailing
- Use mail rules to organise incoming mail
- Organise and archive your e-mails
- Use other Outlook features including Calendar, Tasks and Notes

Course pre-requisite:

Familiarity with the keyboard and mouse is assumed. Some experience with other programs such as Microsoft Word beforehand would be an advisable.

During the course:

You will get plenty of 'hands on' practice and can request help from your tutor at any time. The class is small, friendly and informal. There will be lots of useful hand-outs which you can keep. Class size will be a maximum of five people.

PTO for further information

Course information

*For further details and to register your interest (no obligation) – please contact Shem on
Tel: 896126 or e-mail: shem@act.co.im. Our training rooms in based in Ballaugh.*

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About your course tutors:

Ms Shem Heather Allanson, BSc, MLPI. Shem teaches a wide range of business and vocational computer courses for all ages and skill levels; and has done so for many years. Prior to this she worked within medical teaching and then in IT management. Shem was nominated for the Isle of Man Newspaper award for 'exceptional customer service' in 2006.



Mrs Diane Brown, MA, BA (Hons), has a strong background in business, teaching and training. She was a finalist in the Institute of IT Training's "Trainer of the Year 2011" award. She has worked for many years as a full-time senior lecturer at the Isle of Man College teaching business administration and Microsoft Office for business purposes.

Course price: Please see website www.act.co.im for current price list. Discounts may be available for larger groups.

Payment: Course fees are due on the first day of the course for group sessions. For one to one training you can pay as you go. Please see the website for terms and conditions and cancellation policy.

Bespoke courses: We are happy to adjust course contents where practical to suit your exact requirements. Please telephone us to discuss.

How to find us: We are easy to find and have ample parking. We will send you detailed directions at the time of booking.

For the first session: Please arrive in good time and bring suitable glasses if you need them. For all courses, except the beginners' course, we ask you to bring an empty 1GB USB stick. We also request that all mobile phones be switched off during training sessions. We will provide you with a drink during your training – we have a good selection of tea, coffee and fruit teas.



Following your training: You can e-mail, (or Skype) your tutor for further advice or help should you need it.