

InformComm

Creating Competitive Advantage

Through People and Technology



Course content: Email

Although we are still some way from the paperless office, increasingly paper documents are giving way to electronic ones. Witness the rise in importance of Email. Today, your email address is as important as your office address. An InformComm Email training course will typically cover the content listed below but we can tailor course to meet your specific requirements.

Beginner level: Getting to know email

- Screen layout
- Receiving and reading an email
- Creating and sending an email
 - The email header
 - The body text
- Replying to an email
- Forwarding an email
- Deleting an email
- Attaching a document to an email
- The dangers of email attachments
- Opening an attachment
- Saving an attachment
- Sending emails to multiple recipients
- The deleted items folder

Intermediate level : Becoming more efficient in using email

- Setting up email folders
- The sent items folder
- Attaching multiple documents to an email
- Ensuring that subject and body text are relevant and informative
- Using the address book/contacts

- CC: when you would use it and how
- BCC: when you would use it and how
- Setting email priority
- Setting up an email signature
- Junk mail and spam The Junk mail folder
- Setting up an email account

Advanced level : Becoming an Email power user

- Finding an email message
- Archiving and retrieving emails.
- Using the calendar
- Sharing calendars
- Setting rules and alerts
- Using forms
- Email options
 - What they mean
 - How to set them
- Customisation

Courses can be given for both Outlook and Thunderbird email clients.