



Software can be an expensive proposition for any business. For the software to deliver on its value your end users must develop the skills and knowledge on how to use it effectively. Your user's adoption is critical to a successful software implementation and its on-going use.

With this in mind, effective education and training become a critical component of any software deployment. Cypress Systems, Inc. provides training and education for multiple software suites and applications. We provide a comprehensive approach to your learning experience with instructor-led, onsite training sessions tailored to your users in their work environment.

Microsoft Office is the work horse of most of the modern business world. While most of use it on a daily basis there is always room for improvement. Our instructors can show you how to get the most out of Microsoft's popular productivity suites. Even if you're a power user there is always something to be learned. We offer group or individual training sessions.

Thanks from the Cypress Team

Microsoft Outlook Topics

Outlook Overview

- Outlook environment, Ribbons and Toolbars
- Navigation Pane
- Preview Pane
- Access Help
- Outlook To Do Bar
- To do Bar
- File Tab
- People Pane

Address Books

- Understanding address books
- The global address list
- Contacts / Personal address book
- Creating contacts
- Contact options Sending an email to a contact
- Creating a distribution list
- More contact folders
- Add a contact from an email
- Shared Contacts
- Find Geographical position of contact

Working with Messages

- Addressing the message
- To, Cc and Bcc
- Composing and Formatting
- Mail Formats
- Spell-check
- Sending / receiving
- Read emails in the Preview Pane
- Read Emails by opening and closing
- Reply, Forward, Forward to all
- Conversations
- Create an Auto signature
- Attaching Files
- Set importance and sensitivity
- Read and delivery receipts

Organizing Mail

- Create mail Folders
- Move mail
- Deleting messages
- Sort and Find messages
- Quick Find
- Clean-up Mailbox
- Using Out of Office Assistant
- Categories
- Filters

Using the Calendar

- Enter appointments
- Appointment formatting
- View and navigate within calendar
- Enter Events
- Adding religious/National Holidays
- Schedule Meetings
- Creating other calendars
- Viewing other calendars
- Merging calendars
- Printing the calendar
- Set Reminders
- Dealing with reminders

Tasks & Notes

- Enter Tasks in task view
- Enter tasks in to do bar
- Setting reminders
- Delete tasks
- Create Recurring Tasks
- Delegate Tasks to others
- Sending a status report
- Entering and Editing Notes
- Re-coloring notes
- Forwarding notes to others
- Saving a note to your desktop

Default Options

- Set options for the various aspects of Outlook
- Understand data files (PST)