

Windows XP (1/2 Day)

Windows Operating System

- Operating System explained
- Windows XP
- What is a Window?

Desktop Features

- Shortcuts
- Start Menu
- Task Bar
- Status Area

Using a Mouse

- Single Click or Double Click?
- Comparison of the 2 methods

Using the Keyboard

- Accessing Menus & Icons

Help & Support

- The Help & Support Centre
- Using the Search Facility

Searching for Documents &

Files

- Using the Search Facility
- What are you searching for?
- How do you want to search?
- The Search Task Pane
- Search Results

The Control Panel

- Accessing the Control Panel
- Creating & Changing a User Account
- Setting the Date & Time
- Changing the Desktop background & Screen Saver

Windows

- Minimising, Maximising & Restoring Windows
- Resizing Windows
- Moving Windows
- Scrolling through a Window
- Working with More than One Window
- Activating different Windows
- Closing a Window

Using Applications

- Starting an Application
- Working with more than One Application
- Minimising & Restoring Applications
- Closing Applications
- The Recently Used List

Windows Explorer

- Opening Windows Explorer
- Features of the Windows Explorer Screen
- Changing the View
- Navigating the Folder List
- Closing Windows Explorer

Working with Folders

- Features of Drives, Folders & Files
- Creating a Folder
- The Folder Hierarchy
- Renaming a Folder
- Moving & Copying Folders
- Deleting Folders

Working with Files

- Selecting a File
- Selecting Multiple Files
- Renaming a File
- Moving & Copying Files
- Deleting Files

Printing

- Check your Installed Printers
- Change the Default Printer
- The Print Queue

Shortcuts

- Using Shortcuts
- Shortcut Properties
- Creating a Document Shortcut
- Creating an Application Shortcut
- Renaming a Shortcut
- Deleting a Shortcut

Internet Explorer (1/2 Day)

Web Browsers

- Web Browser Features
- Microsoft Internet Explorer

The Explorer Screen

- Title Bar
- Menu Bar
- Toolbar
- Address Bar
- Links Bar
- Scroll Bar
- Status Bar

The Toolbar Functions

- Navigating Pages
- Cancel Loading of Pages
- Refreshing the Page
- Going to your Home Page
- Searching
- Favourites Folder
- Viewing History
- Emailing from the Browser
- Printing
- Viewing & Editing Source Code

Help

- Searching for General Help
- Searching for Specific Help

Favourites

- Selecting Web Sites from a List
- Adding your Own Favourites
- Organising Favourites
- Deleting Favourites

Searching on the Web

- Search Engines
- Tips for Better Searching

Outlook Essentials (1 Full Day)

Outlook 2003 Basics

- Understanding Outlook 2003
- Starting Outlook 2003
- Common Outlook 2003 Screen Elements
- Going To Outlook 2003 Features
- Navigating to Outlook 2003 Features
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- Exiting Outlook 2003

Sending Email

- Understanding Email
- Email in Outlook 2003
- How Outlook 2003 Mail Works
- Composing an Email Message
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving Email

- Understanding the InBox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Reading Messages
- Marking Messages as Unread
- Viewing Unread Messages
- Deleting Messages
- Recovering Deleted Messages
- Understanding Message Attachments
- Saving a Message Attachment
- Opening a Message Attachment
- Replying to a Message
- Replying to All Messages
- Replying without the Original Message
- Forwarding Messages

Working with the Calendar

- Accessing the Calendar
- Changing Calendar Views
- Moving to Specific Dates
- Creating a Second Time Zone
- Deleting a Second Time Zone
- Sharing your Calendar
- Viewing Shared Calendars
- Closing & Deleting Shared Calendars
- Creating a New Calendar
- Deleting a Calendar
- Creating a Public Calendar

Appointments & Events

- Using a Specific Calendar
- Scheduling an Appointment
- Scheduling an Appointment from the Menu
- Rescheduling an Appointment to another Day
- Rescheduling an Appointment to another Time
- Creating Recurring Appointments
- Scheduling an Event
- Deleting Appointments & Events
- Organising your Appointments
- Printing your Calendar
- Specifying the Work Week
- Labelling Appointments

Contacts

- Understanding the Contact Card
- Accessing Contacts
- Creating a New Contact Card
- Entering Contact Details
- Adding Contacts to Existing Companies
- Editing Contact Details
- Inserting a Contact Picture
- Deleting an Unwanted Contact
- Recovering a Deleted Contact
- Printing the Contact Listing

Tasks

- Accessing Outlook Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing a Task List

General Computer Usage

- Printed Help Sources
- The Help Task Pane
- Searching for General Help
- Searching for Specific Help
- Understanding a Help Window
- Disabling Online Content
- Enabling Online Content
- Displaying & Using the Office Assistant
- Customising the Office Assistant
- Disabling the Office Assistant
- Screen Tips & Dialog Box Help