

### Task



Hopefully, you took in as much of the information in this 17<sup>th</sup> module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

#### SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

#### Activity #1



10 minutes

In a paragraph, describe what Microsoft Outlook is used for and how it can benefit a personal assistant.

Write or type your answer here

## Activity #2

 10 minutes

Write a paragraph explaining how to quickly and efficiently download email.

Write or type your answers here

Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

The 1\_\_\_\_\_ pane can usually take up a lot of space on the screen. You may not always need to see the navigation pane as it lists different 2\_\_\_\_\_. You may be better off reserving screen space for reading your email. If you wish to hide the navigation pane, click ALT + 3\_\_\_\_. Pressing ALT+F1 again will 4\_\_\_\_\_ it again.

The 5\_\_\_\_\_ list is designed to display information regarding email messages. Users seldom need to read all the 6\_\_\_\_\_. All that is required is to select the message and one line of information. Click on 'Arrange By' option from the 'View' 7\_\_\_\_\_.

The 8\_\_\_\_\_ tab is consistent across every function you use apart from Calendar. The inbox tab will allow you to sort 9\_\_\_\_\_ means of folder administration. If you do not use an IMAP 10\_\_\_\_\_, then you will not see the IMAP tab.

Write or type your answer here

1

2

3

4

5

6

7

8

9

10



## Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

### Activity #1

#### Advice and Feedback

Microsoft Outlook is a crucial tool in the office, which connects to an exchange server so that everyone in the office can access its many features. In addition to email, it enables professionals to send emails, access calendars, tasks, contacts sheets and much more. Outlook offers a variety of benefits to its users including user-friendliness and versatility. Also, personal assistants who are particularly adept in Outlook are more efficient and can synchronise their work and offices.

### Activity #2

#### Advice and Feedback

Most emails that you will receive as a personal assistant will come in an HTML format, which will take longer to download. In this case, you can go to the tools menu and select 'Options' and then the 'Security' tab. Once you have reached the security tab, choose, 'Change Automatic Download Settings', which you will find in the 'Download Pictures' section. Finally, select the option that says 'Don't Download Pictures or Content Automatically in HTML Email'. After you double-click twice to confirm your selection, you will notice that your emails will download much faster.

### Activity #3

#### Answers

1. Navigation 2. Folders 3. F1 4. Display 5. Message 6. Information 7. Menu  
8. Folder 9. Various 10. Account

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## SUMMARY

Now that you have studied Module 17, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

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