

FastForward OnboardingSM – Staff Training Microsoft Hosted Exchange

Curriculum modules, topics covered and estimated time required.

Module One: Introduction to Microsoft Hosted Exchange and the Outlook Interface *Est. Time: 60 Min.*

- Introduce Microsoft Hosted Exchange, its history, purpose, and uses
- Sending/receiving
- Conversations
- Customize your email message
- Managing and using rules
- Flags and follow ups
- How to create and configure email profiles in Outlook

Module Two: Contacts *Est. Time: 10 Min.*

- Create or add a contact
- Grouping contacts
- Change the default address list
- How to update the global address list
- How to Import/export contacts

Module Three: Events *Est. Time: 10 Min.*

- Create appointments and events
- Organize meetings
- View group schedules
- Calendars

Module Four: Tasks *Est. Time: 15 Min.*

- Create a task
- Create a task from an Outlook item
- Create a task in the to-do bar
- Create a task in the daily task list in calendar

Conclusion *Est. Time: 15 Min.*

- Quizzes for comprehension
- Customer questions, collection of topics to study and follow up
- Deliverables including cheat sheets and reference documents
- Post training interview for feedback

