

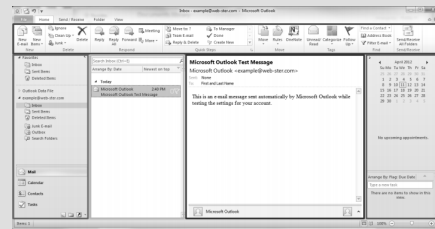
[Day 1] Troubleshooting Process

1. Identify Problem
2. Establish Theory
3. Test Theory
4. Plan of Action
5. Verify Functionality
6. Document Solution

[Day 1] Outlook Configuration

1. Configuring Gmail
 - Enable Forwarding
 - Enable POP/IMAP
 2. (Manually) Configuring Outlook
 - Fill in info.
 - Server type: IMAP
 3. More Settings > Advanced
 - Incoming Server (IMAP): 993
 - Encryption Type: SSL
 - Outgoing Server (SMTP): 587
 - Encryption Type: TLS
- Change Outgoing Server to 587 if needed**
4. More Settings > Outgoing Server
 - Enable authentication for outgoing server (SMTP)

[Day 2] Navigating Outlook



Ribbon: contains buttons for common commands or actions
Navigation: allows you to navigate the different parts/views of Outlook
Messages: shows all of the mail currently stored in the folder selected
View Pane: displays the email message selected
To Do Bar: shows all upcoming events, appointments, and flagged mail

[Day 2] Writing Emails

Use **High Importance** if a reply is urgently needed.

Use **Autocorrect** to spell check emails.

Use **Automated Replies** if will be out of office for some time. Provide emergency contact information if needed.

Signatures

Your Name

Genesys Works Young Professional
name@email.com
555-555-5555

C

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