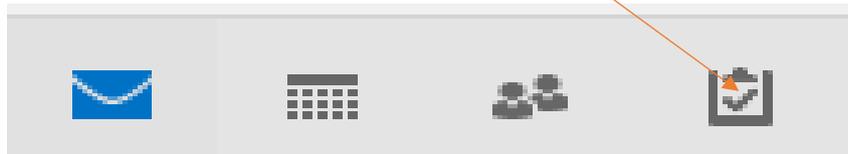


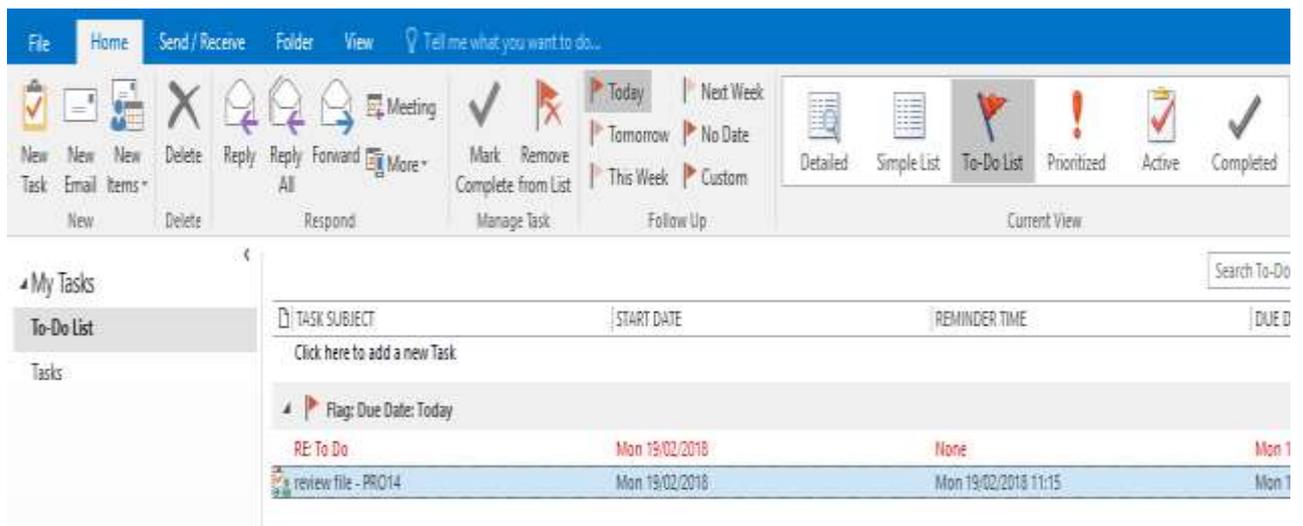
Tasks

There is a way to create tasks for yourself on outlook, these will prompt you to deal with deadlines and flash up reminders for you to complete the required tasks, these tasks can also be sent to other people and will appear in their task list, please see below a quick guide on creating these tasks.

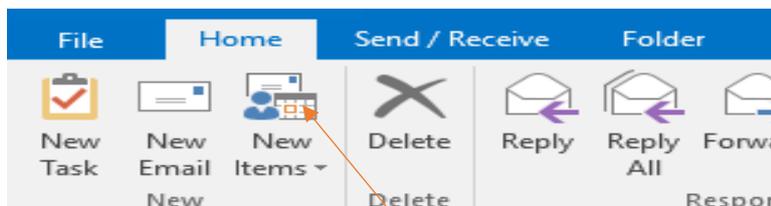
Your Task list can be found on Outlook at the rear of the page;



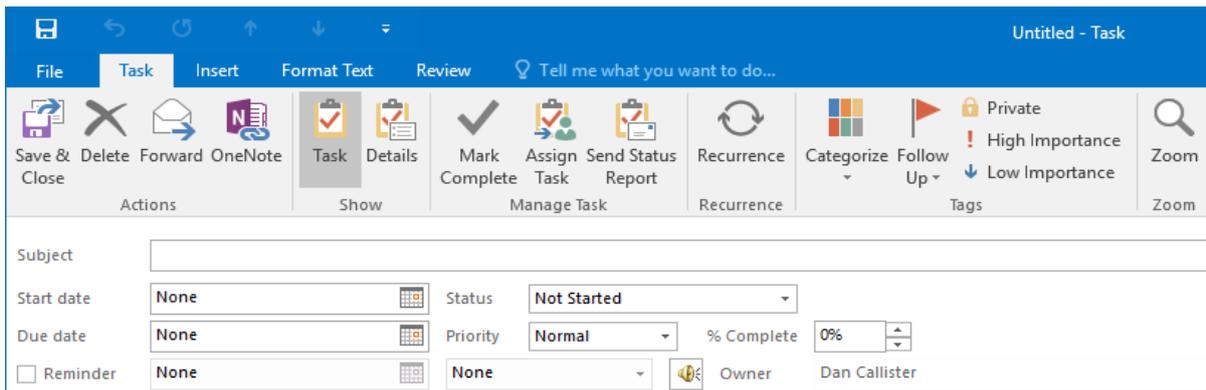
Once you click this you will be taken to the below page; from this you can view any flagged emails which need attention in your inbox and any tasks to complete for yourself or that has been set by someone else.



When on this screen use the toolbar at the top, from this you can prioritise tasks in your list complete, remove tasks, and set date for a task to be completed by.



To create a new task, Press the New Task button, the below window will appear:



From this screen you can set a task for yourself, in the subject box you note what the task is, set a start date for the tasks and also when it needs to be completed by, the reminders will flash up on your outlook to remind you of a deadline or the need to complete that task.

Assigning a task to another person

Press the Assign task button (located in the tool bar once you have pressed new task) to send a task to someone. Just complete the above steps to set a task and put in the email of the recipient of the task and send, you can now see if this is accepted and when it will complete.

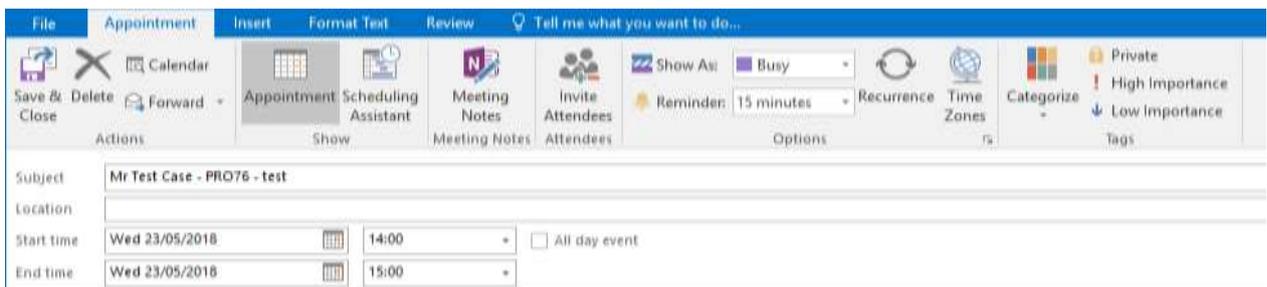
Appointments

You can now make appointments on cases directly from insight and appear on your outlook calendar, this will help you remember deadlines and important dates, and it will reduce risk of being fined.

To use this feature go into a case and select the appointment button.



After you have pressed this, a window will appear in outlook like the one below:



From this window, you can add in people to see the appointment (under attendees) and set alerts on outlook so it will remind you to action the appointment when it is due. Once finished just press the save and close tab.