

Gearing You For Growth

Bursaries | Business Skills | Coaching and Mentoring | **Computer Skills** | E-Learning | Learnerships | Skills Development | Virtual Training

Microsoft Outlook 2013 (Level 2)

Course Overview

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organisations, large or small, email is the preferred form of communicating information among employees. As email grew in popularity and use, most organisations found the need to implement a corporate mail management system such as Microsoft Office Outlook to handle the emails, meeting invitations and other communications sent amongst employees.

In this course, delegates will explore the advanced features provided. Delegates will use the Tasks or Journal workspaces provided in the application to manage task assignments and to record interactions you have with your colleagues. Delegates will also share workspaces with other users and use Outlook data files to save or back up important information.

This course is the second in a series of two Microsoft Office Outlook 2013 courses. It will provide delegates with the advanced skills they may need to fully and efficiently use Outlook 2013 to manage communications interactions with other people.

Target Audience

This course is intended for delegates who have a basic understanding of Microsoft Windows and Microsoft Office Outlook 2013 and want or need to know how to perform more advanced tasks in Outlook.

Prerequisites

To ensure success, delegates should be familiar with using personal computers, have experience using a keyboard and mouse. Delegates should be computer literate.

Specific tasks the delegates should be able to perform include launching and closing applications, navigating basic file structures, and managing files and folders.

Duration

- 1 Day



Course Outline

Module 1: Configure advanced message options

- Insert advanced characters and objects.
- Modify message settings, properties, and options.
- Use automatic replies.

Module 2: Advanced message management

- Sort messages.
- Filter messages.
- Organize messages.
- Search messages.
- Manage junk mail.
- Manage your mailbox.

Module 3: Advanced calendar management

- Manage advanced calendar options.
- Create calendar groups.
- Manage meeting responses.

Module 4: Advanced contact management

- Edit on electronic business card.
- Manage advanced contacts options.
- Forward contacts.
- Export contacts.

Module 5: Managing activities by using tasks and journal entries

- Assign and manage tasks.
- Record and modify journal entries.

Module 6: Sharing workspaces with others

- Delegate access to mail folders.
- Share your calendar.
- Share your contacts.

Module 7: Managing Outlook data files

- Back up Outlook items.
- Change data file settings.