Microsoft Outlook (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 amongst employees. As email grows in popularity and use, most organisations have found the need to implement a corporate mail management system such as Microsoft Office Outlook to handle the messages and meeting invitations sent among employees.

Every day, millions of email messages are exchanged among people within and between organisations. Email has a ubiquitous presence in the lives of many, and it is likely that email technologies will continue to evolve with the changing needs of workplaces. After all, email communication has not been replaced, or its growth slowed, as many predicted with the rise of social media and the widespread adoption of mobile technologies. Many organisations have implemented mail management systems that combine the back-end power of Microsoft Exchange Server and the front-end intuitive user interface of Microsoft Office Outlook.

In this course, delegates will:
- Customise command sets.
- Configure mail accounts.
- Set global options.
- Perform advanced searches.
- Apply filters to intercept mail and control spam.
- Create rules to automate many management tasks.
- Work with calendars and contacts.
- Manage tasks.
- Protect data with archiving and data files.
- As well as share and delegate access to your workspaces.

In short, delegates will work with a wide range of features and options. In so doing, understand why Outlook is a leading personal management system.

Target Audience

This course is intended for delegates who have a basic understanding of Microsoft Windows and want or need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information and other communication tasks.

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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: Modifying messages and setting global options
- Insert advanced characters and objects.
- Modify message settings and options.
- Configure global Outlook options.
- Customise the Outlook interface.

Module 2: Organizing, Searching, and Managing Messages
- Group and sort messages.
- Filter and manage messages.
- Search Outlook items.

Module 3: Managing your mailbox
- Use the junk e-mail filter to manage messages.
- Manage your mailbox.

Module 4: Automating Message management
- Use automatic replies.
- Use the rules wizard to organize messages.
- Create and use quick steps.

Module 5: Working with calendar settings
- Set advanced calendar options.
- Create and manage additional calendars.
- Manage meeting responses.

Module 6: Managing contacts
- Import and export contacts.
- Use electronic business cards.
- Forward contacts.

Module 7: Managing activities by using tasks
- Assign and manage tasks.

Module 8: Sharing workspaces with others
- Delegate access to Outlook folders.
- Share your calendar.
- Shar your contacts.

Module 9: Managing Outlook data files
- Use archiving to manage mailbox size
- Back up Outlook items.
- Change data file settings.