

Advanced Microsoft® Office Outlook 2010/2013 & 2016

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

In this course, you will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. You will use the Tasks and Journal workspaces provided in the application to manage task assignments to you and others, and to record interactions you have with your colleagues. You will also share your workspaces with other users, and use Outlook data files to save and back up your important information.

This course is the second in a series of two Microsoft® Office Outlook® courses. It will provide you with the advanced skills you may need to fully and efficiently use Outlook to manage your communications and interactions with other people. You can also use this course to prepare for the Microsoft Office Specialist (MOS) certification exams for Microsoft Outlook.

Course Content

Lesson 1: Configure Advanced Message Options

- Topic A:** Insert Advanced Characters and Objects
- Topic B:** Modify Message Settings, Properties, and Options
- Topic C:** Use Automatic Replies

Lesson 2: Advanced Message Management

- Topic A:** Sort Messages
- Topic B:** Filter Messages
- Topic C:** Organize Messages
- Topic D:** Search Messages
- Topic E:** Manage Junk Mail
- Topic F:** Manage Your Mailbox

Lesson 3: Advanced Calendar Management

- Topic A:** Manage Advanced Calendar Options
- Topic B:** Create Calendar Groups
- Topic C:** Manage Meeting Responses

Lesson 4: Advanced Contact Management

- Topic A:** Edit an Electronic Business Card
- Topic B:** Manage Advanced Contacts Options
- Topic C:** Forward Contacts
- Topic D:** Export Contacts

Lesson 5: Managing Activities by Using Tasks and Journal Entries

- Topic A:** Assign and Manage Tasks
- Topic B:** Record and Modify Journal Entries

Lesson 6: Sharing Workspaces with Others

- Topic A:** Delegate Access to Mail Folders
- Topic B:** Share Your Calendar
- Topic C:** Share Your Contacts



Duration: 1 day

Methods of Delivery

- Instructor Led Classroom Facilitated
- On-site Company Training

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Lesson 7: Managing Outlook Data Files

Topic A: Back Up Outlook Items

Topic B: Change Data File Settings

Appendix A: Configuring Email Message Security Settings



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