
microsoft outlook

Intermediate

PROGRAM OVERVIEW:

During this course, you will be building upon skills from the introduction course in Microsoft Outlook. The course will provide a higher level overview of the application with specific Productivity Hints & Tips for the everyday worker. You will also acquire the skills and knowledge necessary to be productive using Outlook.

LEARNING OUTCOMES

At the completion of this session you should be able to:

- work with the Calendar
- create and work with people and contacts
- create and work with tasks
- create and work with colour categories
- organise and work with mail folders and use quick steps
- use many Outlook features as you work with email messages
- use the search facilities to locate messages and other Outlook items
- understanding junk email management

TARGET AUDIENCE:

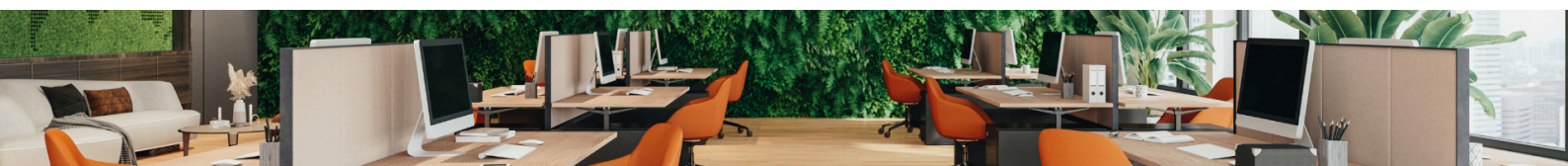
This course is designed for users who already have the fundamental basics of Microsoft Outlook and wish to build upon the Introduction course.

PREREQUISITES:

Assumes users have some experience with Microsoft Outlook and a medium level of knowledge of software. However, it would also be beneficial to have a general understanding of the cloud, personal computers and the Windows operating system environment.

COURSE LENGTH:

- Half-Day



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TOPICS:

Working With The Calendar

- Creating A Second Time Zone
- Removing A Time Zone
- Creating A New Calendar
- Deleting A Calendar
- Sharing Calendars
- Working With Multiple Calendars
- Creating Calendar Groups
- Opening multiple Calendars
- Overlay Mode
- Sharing your Calendar

Editing Emails

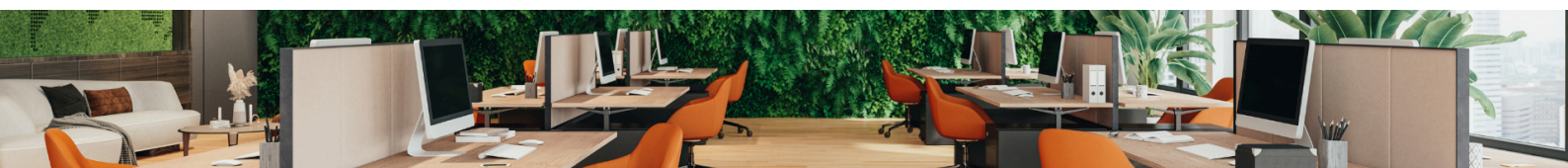
- Creating tables in email
- Inserting Calendar into email
- Inserting Screenshots
- Using Dictate
- Creating Polls
- Inserting Links

Tasks

- Tasks And The To-Do List
- Creating Tasks
- Changing Task Views
- Sorting Tasks
- Working With Tasks
- Deleting Tasks
- Printing A Task List

People

- Understanding People View
- Understanding The Contact Form
- Viewing Your Contacts
- Creating A New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting A Contact Picture
- Adding Contacts For An Existing Company
- Printing Contact Details
- Deleting An Unwanted Contact
- Recovering A Deleted Contact
- Creating A Contact Group
- Using A Contact Group
- Using A Partial Contact Group
- Deleting Members From A Contact Group
- Adding A Contact From An Email
- Pinning A Contact To Favourites
- Contacting A Contact
- Contacting A Contact From The People Peek
- Forwarding Contacts



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Colour Categories

- Creating A New Colour Category
- Assigning A Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting A Colour Category

Junk Email

- Spamming And Junk Email
- Phishing And Junk Email
- Understanding Junk Email Options
- Marking Messages As Junk Mail
- Marking Messages As Safe
- Managing The Senders Lists
- Importing A Blocked Senders List
- Exporting A Blocked Senders List
- Deleting Junk Email

Searching

- Using Instant Search
- Expanding The Search
- Search Query Syntax
- Search Query Syntax Dates And Sizes
- Using Recent Searches
- Search Options
- Searching Other Outlook Items
- Using A Search Folder
- Adding A Predefined Search Folder
- Customising Predefined Search Folders
- Creating A Custom Search Folder

