COURSE SYLLABUS

Microsoft Outlook Level II

Master advanced Outlook skills—learn how to customize the Outlook interface, group, sort, and filter messages, and use rules to automate message organization in your mailbox. After this one-day course, you'll be able to significantly reduce the time you spend managing email in Outlook.

> Group classes (NYC) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.careercenters.com/courses/advanced-outlook



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Course Outline

Working with Messages

- Hyperlinks
- Equations
- Symbols
- Horizontal Lines
- Tables
- Review exercise

Message Settings and Options

- Importance
- Sensitivity
- Delivery Options
- Manage Multiple Accounts
- From Option
- Language Options
- Advanced Options in Outlook
- Review exercise

Managing Messages

- Sorting Messages - Basic
- Sorting Messages – Advanced
- Filter Messages
- Outlook Search
- Advanced Find Dialog box
- Search Folders

- Custom Search Folder
- Review exercise

Mailbox Management

- Junk E-mail Settings
- Safe Senders List
- Safe Recipients List
- Blocked Senders List
- Message Formats
- Mailbox Cleanup
- Review exercises

Creating Inbox Rules

- Automatic Replies
- Automatic Reply Rules
- Conditional Formatting
- Rules Wizard
- Quick Steps
- Quick Steps commands
- Review exercise

Managing Contacts

- Import Contacts
- Address Book
- Edit Business Cards
- Forward Contacts
- Share Contacts
- Review exercises

Advanced Calendar Management

- Customize Work Time
- Appointment/Meeting Options
- Calendar Appearance
- View Multiple Calendars
- Multiple Calendar Overlay
- Meeting Invitation Management
- Rules for Meeting Responses
- Tracking Meeting Responses
- Review exercises

Tasks

- Viewing Tasks
- Task Details
- Assign a Task
- Respond to an Assigned Task
- Status Report

- Task Options
- Review exercises
- Outlook – Shortcut Glossary