

COURSE OVERVIEW

Course Name:
Microsoft Outlook 2019:
Level 2

COURSE DURATION: 1 Day

Gauteng:

3rd Floor 34 Whitely Road
Melrose Arch
Johannesburg
2196
Tel: 087 941 5764
sales@impactful.co.za

Gauteng:

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160
sales@impactful.co.za

Cape Town:

3rd Floor Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000
sales@impactful.co.za

COURSE OVERVIEW

You will use Outlook's advanced features to customize a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

COURSE OBJECTIVES

Upon successful completion of this course, you will be able to use Outlook's advanced features to customize and manage your email communications; manage calendar settings; manage contact information; schedule tasks; and manage Outlook archives and data file settings.

You will

- Modify properties and global options.
- Organize, search, and manage messages.
- Protect your mailbox and manage its size.
- Use rules to automate message management.
- Work with advanced calendar settings.
- Import and forward contacts.
- Manage activities by assigning tasks to others.
- Delegate access to and share Outlook items with others.
- Archive and back up Outlook items using data files.

COURSE OUTLINE

Lesson 1: Modifying Message Properties and Customizing Outlook

- Topic A: Insert Advanced Characters and Objects
- Topic B: Modify Message Properties
- Topic C: Add Email Accounts to Outlook
- Topic D: Customize Outlook Options

Lesson 2: Organizing, Searching, and Managing Messages

- Topic A: Group and Sort Messages
- Topic B: Filter and Manage Messages
- Topic C: Search Outlook Items

Lesson 3: Managing Your Mailbox

- Topic A: Manage Junk Email Options
- Topic B: Manage Your Mailbox Size

Lesson 4: Automating Message Management

- Topic A: Use Automatic Replies
- Topic B: Use Rules to Organize Messages
- Topic C: Create and Use Quick Steps

Lesson 5: Working with Calendar Settings

- Topic A: Set Advanced Calendar Options
- Topic B: Create and Manage Additional Calendars
- Topic C: Manage Meeting Responses

Lesson 6: Managing Contacts

- Topic A: Import and Export Contacts
- Topic B: Use Electronic Business Cards
- Topic C: Forward Contacts

Lesson 7: Managing Activities by Using Tasks

- Topic A: Assign and Manage Tasks

Lesson 8: Sharing Outlook Items

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

Lesson 9: Managing Outlook Data Files

- Topic A: Use Archiving to Manage Mailbox Size
- Topic B: Work with Outlook Data Files

Appendix A: Mapping Course Content to Outlook Associate (Office 365 and Office 2019): Exam MO-400

Appendix B: Configuring Email Message Security Settings

Appendix C: Microsoft® Office Outlook® 2019 Common Keyboard Shortcuts