

## Microsoft Outlook 2016

Level 2

One Day Workshop

You will work in a small group. You will have your own individual PC and will work through a specifically prepared coursebook, under the direction of a highly experienced, technically qualified trainer.

### General Description:

The skills and knowledge acquired in Microsoft Outlook 2016 Level 2 will enable you to use some of the more advanced features of Microsoft Outlook 2016 to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, create task requests for others to perform and much more.

### What You Will Learn:

At the completion of this course participants will be able to:

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate email messages
- work with message views
- create & work with colour categories
- create and use rules to manage your email messages
- format email messages and use special features to control how emails work
- schedule appointments and events in your calendar
- schedule meetings using Microsoft Outlook
- monitor and manage your contacts within Outlook
- create and work with task requests.

### Target Audience:

Microsoft Outlook 2016 Level 2 is designed for users who are keen to how to use some of the more advanced aspects of Microsoft Outlook 2016 including organising email messages, restricting junk email, scheduling meetings, creating and managing task requests, and the like.

### Course Content

The course covers:

#### Editing Messages

- Copying Text Within A Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing An Attachment

#### Organising Messages

- Creating A Message Folder

- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Messages
- Clean up conversations
- Working with Favourite Folders
- Deleting Message Folder
- Recovering Deleted Folders
- Emptying Deleted Items
- Archiving Messages
- Recovering Archived Messages

#### Searching

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax – Dates and Size
- Using Recent Searches
- Searching The Desktop
- Search Options
- Searching Other Outlook Items
- Using A Search Folder

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- Adding A Predefined Search Folder
- Customising Predefined Search Folders
- Creating A Custom Search Folder

#### Working With Views

- Using A Custom View
- Arranging Messages Within A View
- Sorting Messages Within A View
- Working With Columns In A View
- Formatting Columns In A View
- Creating A Custom View
- Adding A Filter To A Custom View
- Deleting A Custom View

#### Colour Categories

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

#### Working With Rules

- About Rules
- Creating A New Rule From A Template
- Selecting The Rule Conditions
- Selecting The Rule Actions
- Selecting The Rule Exceptions
- Naming And Reviewing The Rule
- Testing The Rule
- Managing Existing Rules

- Deleting A Rule

#### Email Techniques

- Effective Email Management
- Recalling A Sent Message
- Printing A Message
- Printing A Message List
- Message Formats
- Changing The Message Format
- Choosing Themes Or Stationery
- Applying A Theme Or Stationery To A Message
- Turning Themes Or Stationery Off
- Applying An Office Theme
- Saving A Message Draft
- Using A Saved Message
- Sending A Voting Message
- Responding To A Voting Message
- Tracking Voting Responses
- Configuring Send And Receive
- Sending Automatic Responses

#### Appointments And Events

- Scheduling A Meeting
- Scheduling An Appointment
- Using Click To Add
- Scheduling Using The Appointment Window
- Rescheduling An Appointment To Another Day
- Creating Recurring Appointments
- Changing Recurring Appointments
- Printing Your Calendar
- Scheduling Free And Busy Times
- Categorising Activities
- Deleting Activities

#### Scheduling Meetings

- Scheduling A Meeting
- Meeting Response Options
- Responding To Meeting Requests
- Tracking Meeting Responses
- Changing A Meeting
- Adding Or Removing Attendees
- Preventing Responses
- Cancelling A Meeting
- The Scheduling Assistant
- Using The Scheduling Assistant
- Viewing Calendars
- Using Group Schedules

#### Managing Contacts

- Adding a Contact From an Email
- Pinning a Contact to Favourites
- Contacting a Contact
- Contacting a Contact From the People Peek
- Forwarding Contacts
- Creating a Contact Group
- Using a Contact Group
- Using a Partial Contact Group
- Deleting Members From a Contact Group
- Linking Contacts

#### Task Requests

- How Task Requests Work
- Creating A Task Request
- Responding To A Task Request
- Completing An Assigned Task
- Viewing Updated Task Requests

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**What You Take  
Away:**

At the completion of the course, you get to take away the extensive coursebook for future reference.

**What You Need To  
Know:**

Microsoft Outlook 2016 Level 2 assumes some knowledge of the software. It would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

**Measure of Success:**

A questionnaire or workshop exercise at the end of each course enables participants to evaluate the success of the course and determine the extent of their enhanced productivity.

**Certificate:**

Upon successful completion of the workshop, you will be issued with an official course certificate

**Which Course  
Next?:**

This is the most advanced Outlook course

**Dates & Times:**

Please refer to separate workshop schedule.

**Course Policies  
Warranty:**

There are no warranties expressed or implied relating to the content or results of attending a Screen Smart course