Microsoft Outlook 2013
Level 2 Training

Overview:
The skills and knowledge acquired in **Microsoft Outlook 2013 - Level 2** are sufficient to be able 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.

Learning Outcomes:
At the completion of this course you should be able to:

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other **Outlook** items
- work with message views
- create and work with colour categories
- create and use rules to manage your email messages
- use many **Outlook** features as you work with email messages
- schedule appointments and events in your calendar
- schedule meetings using **Outlook**
- monitor and manage your contacts within **Outlook**
- create and work with task requests

Prerequisites:
Microsoft Outlook 2013 - Level 2 assumes some knowledge of the software and it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

Duration:
1 Day

Courseware:
High quality learning materials are available for purchase by participants.
Participants will also be presented with a certificate of achievement upon completion of the course.

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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 Deleted Messages
- Cleaning Up Conversations
- Working With Favourites
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Automating Common Tasks With Quick Steps
- Customising A Default Quick Step
- Creating A Quick Step
- Using Quick Steps
- Archiving Messages
- Recovering Archived Messages

Searching
- Using Instant Search
- Expanding The Search
- Search Query Syntax
- Search Query Syntax – Dates and Size
- 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

Working With Views
- Changing The Current 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
- 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

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 A Theme
- Saving A Message Draft
- Using A Saved Message
- Sending A Voting Message
- Responding To A Voting Message
- Tracking Voting Responses
- Sending Automatic Responses

Appointments and Events
- Quickly Scheduling An Appointment
- Scheduling Using The Appointment Window
- Rescheduling An Appointment To Another Day
- Rescheduling An Appointment To Another Time
- Creating Recurring Appointments
- Changing Recurring Appointments
- Scheduling An Event
- Scheduling Free And Busy Times
- Categorising Activities

- Printing Your Calendar
- 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
- Scheduling Meetings Using Calendar Groups

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

Computer Training Options