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Microsoft Outlook 2016 **Level 2 Training**

Overview & Learning Outcomes

The skills and knowledge acquired in **Microsoft Outlook 2016 - Level 1** 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.

Upon successful 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 2016 - 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.

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Microsoft Outlook 2016 – Level 2 Training Course Outline

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
- 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
- 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 stationary
- Applying a theme or stationary to a message
- Turning themes or stationary off



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- 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

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