



Outlook Level 2 – Course Outline

Overview

In this course, you will customise command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks, work with calendars and contacts, manage tasks, protect data with archiving and data files, as well as share and delegate access to your workspaces.

Target Audience

This course is designed for experienced Outlook users who need to customise their Outlook environment and use other advanced level tools to work more efficiently and effectively.

Assumed Knowledge

- ✓ Send and Receive E-mail
- ✓ Reply and Forward E-mails
- ✓ Save E-mails as Drafts
- ✓ Inserting Files
- ✓ Creating Folders
- ✓ Saving E-mails
- ✓ Manage Contacts
- ✓ Work with Calendar Settings
- ✓ Create Tasks and Notes

Course Outline

Unit 1: Modifying Messages and Setting Global Options

- Insert Advanced Characters and Objects
- Modify Message Settings and Options
- Configure Global Outlook Options
- Customise the Outlook Interface

Unit 2: Organising, Searching, and Managing Messages

- Group and Sort Messages
- Filter and Manage Messages
- Colour-Coding E-mails
- Search Outlook Items

Unit 3: Managing Your Mailbox

- Use the Junk E-mail Filter to Manage Messages

Unit 4: Automating Message Management

- Use Automatic Replies
- Use the Rules Wizard to Organise Messages
- Create and Use Quick Steps

Unit 5: Working with Calendar Settings

- Set Advanced Calendar Options
- Create and Manage Additional Calendars
- Manage Meeting Responses

Unit 6: Managing Contacts

- Import and Export Contacts
- Use Electronic Business Cards
- Forward Contacts
- Colour-Coding Contacts



Unit 7: Managing Activities by Using Tasks

- Assign and Manage Tasks
- Track Assigned Tasks

Unit 8: Sharing Workspaces with Others

- Delegate Access to Outlook Folders

- Share Your Calendar
- Share Your Contacts

Unit 9: Managing Outlook Data Files

- Use Archiving to Manage Mailbox Size
- Back Up Outlook Items
- Change Data File Settings

Course duration: one day