

Outlook Advanced - 1 day



Course Objectives

Expand your skills in using Outlook. Understand how to create rules to manage your e-mails automatically, schedule appointments and events on your Outlook calendar, arrange meetings and see people's responses. Customise Outlook to view exactly what you want to view.

Prerequisites

It is recommended that students have attended the Introduction/Intermediate course or are confident in using the topics of the Introduction/Intermediate course.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Topics

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