



Microsoft Outlook Training

Microsoft Outlook Advanced

Who Should Do This Course?

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

Duration: 1 day

Class size: 10 students max

Times: 9:00am - 5:00pm

Price: Refer to our website for current course and package pricing

After the course?

Each student will receive:

- Certificate of completion
- Training manual
- 12 months FREE email support
- FREE class re-sit (if necessary)

About The Course

This course aims to increase your productivity by providing the skills and knowledge to use Microsoft Outlook more effectively, including advanced formatting and organisation of emails, taking control of junk mail, customising views and use other special features.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

- Effectively edit email messages
- Organise and work with mail folders
- Use the search facilities to locate email messages
- Work with message views
- 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

Content

Unit 1: Editing Messages

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

Unit 2: 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

Unit 3: 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

Unit 4: 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

Unit 5: Colour Categories

- Creating a New Colour Category
- Assigning a Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting a Colour Category

Unit 6: 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

Unit 7: 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

Unit 8: 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

Unit 9: 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

Unit 10: 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

Unit 10: Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Viewing Updated Task Requests

Looking for course dates?

To view a full list of course dates, please visit our website at www.dynamicwebtraining.com.au

Alternatively please contact our office on **1300 888 724**