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I.T. TRAINING & CONSULTING

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Microsoft® Office Outlook® 2013: Level 2

Course Specifications

Course Length:

1 day

Course Description

Overview:

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information among employees. As email grew in popularity and use, most organizations found the need to implement a corporate mail management system such as Microsoft® Outlook® to handle the emails, meeting invitations, and other communications sent among employees.

In this course, you will explore the advanced features provided with the Outlook interface, such as advanced message, calendar, and contacts management. You will use the Tasks and Journal workspaces provided in the application to manage task assignments to you and others, and to record interactions you have with your colleagues. You will also share your workspaces with other users, and use Outlook data files to save and back up your important information.

Course Objectives:

Course Content

Lesson 1: Configure Advanced Message Options

Topic A: Insert Advanced Characters and Objects

Topic B: Modify Message Settings, Properties, and Options

Topic C: Use Automatic Replies

Lesson 2: Advanced Message Management

Topic A: Sort Messages

Topic B: Filter Messages

Topic C: Organize Messages

Topic D: Search Messages

Topic E: Manage Junk Mail

Topic F: Manage Your Mailbox

Lesson 3: Advanced Calendar Management

Topic A: Manage Advanced Calendar Options

Topic B: Create Calendar Groups

Topic C: Manage Meeting Responses

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Lesson 4: Advanced Contact Management

Topic A: Edit an Electronic Business Card

Topic B: Manage Advanced Contacts Options

Topic C: Forward Contacts

Topic D: Export Contacts

Lesson 5: Managing Activities by Using Tasks and Journal Entries

Topic A: Assign and Manage Tasks

Topic B: Record and Modify Journal Entries

Lesson 6: Sharing Workspaces with Others

Topic A: Delegate Access to Mail Folders

Topic B: Share Your Calendar

Topic C: Share Your Contacts

Lesson 7: Managing Outlook Data Files

Topic A: Back Up Outlook Items

Topic B: Change Data File Settings