

## OVERVIEW

Every day, millions of email messages are exchanged among people within and between organizations.

Email has a ubiquitous presence in the lives of many, and it's likely that email technologies will continue to evolve with the changing needs of workplaces. After all, email communication has not been replaced, or its growth slowed, as many predicted with the rise of social media and the widespread adoption of mobile technologies. Many organizations have implemented mail management systems that combine the back-end power of Microsoft® Exchange Server and the front-end intuitive user interface of Microsoft® Office Outlook® 2019.

In this course, you will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate mail management tasks, work with calendars and contacts, manage tasks, preserve data with archives and data files, as well as share and delegate access to your Outlook items. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

This course builds upon the foundational knowledge presented in the Microsoft® Office Outlook® 2019: Part 1 course and will help you customize a communication system well-suited to your work style..



# MICROSOFT OFFICE OUTLOOK 2019, LEVEL 2

COURSE DURATION: 1 DAY

## COURSE OBJECTIVES

In this course, you will use Outlook's advanced features to customize and manage your email communications, including using advanced features to organize emails; managing calendar settings and options; managing contact information; scheduling tasks; and managing Outlook archives and data file settings.

You will:

- Insert objects in messages, and modify properties and global options.
- Organize, search, and manage messages.
- Protect your mailbox and manage its size.
- Use rules and Quick Steps to automate message management.
- Work with advanced calendar settings.
- Import and forward contacts.
- Manage activities by assigning tasks to others.
- Delegate access to and share Outlook items with others.
- Archive and back up Outlook items using data files.

## TARGET STUDENT

This course is intended for people who have a basic understanding of Microsoft® Office Outlook® and want to know how to use its advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks.

## PREREQUISITES

To ensure your success in this course, you should have end-user skills with any current version of Windows, including being able to open and close applications, navigate basic file structures, and manage files and folders. Additionally, it will benefit you to have basic Outlook skills. You can obtain this level of skills and knowledge by taking the following Logical Operations courses:

- Using Microsoft® Windows® 10
- Microsoft® Office Outlook® 2019: Part 1.

## COURSE CONTENT

### Lesson 1: Modifying Message Properties and Customizing Outlook

- Insert Advanced Characters and Objects
- Modify Message Properties
- Add Email Accounts to Outlook
- Customize Outlook Options

### Lesson 2: Organizing, Searching, and Managing Messages

- Group and Sort Messages
- Filter and Manage Messages
- Search Outlook Items

### Lesson 3: Managing Your Mailbox

- Manage Junk Email Options
- Manage Your Mailbox Size

### Lesson 4: Automating Message Management

- Use Automatic Replies
- Use Rules to Organize Messages
- Create and Use Quick Steps

### Lesson 5: Working with Calendar Settings

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

### Lesson 6: Managing Contacts

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

### Lesson 7: Managing Activities by Using Tasks

- Assign and Manage Tasks

### Lesson 8: Sharing Outlook Items

- Delegate Access to Outlook Folders
- Share Your Calendar
- Share Your Contacts

## Lesson 9: Managing Outlook Data Files

- Use Archiving to Manage Mailbox Size
- Work with Outlook Data Files