

ME-OUT365PT2: MICROSOFT OUTLOOK 365: PART 2

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	CERTIFICATION
1 Day	Intermediate	Office 365	Instructor-led	Attendance Certificate

INTRODUCTION

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 Outlook. 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. Note: Most Office 365 users perform many of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also include helpful notes throughout the material to alert you to cases where the online version of the application may function differently from the primary, desktop version

AUDIENCE PROFILE

This course is intended for those with a basic understanding of Microsoft Outlook and who need to know how to use its advanced features to manage email communications, calendar events, contact information, search functions, and other communication tasks

PREREQUISITES

To ensure your success, you should have end-user skills with any current version of Windows, including being able to start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser. Additionally, it will benefit you to have basic Outlook skills. You can start with Microsoft Outlook for Office 365 Part 1 if you do not meet the pre-requisites.

COURSE CONTENT

Module 1: Modifying Message Properties and Customizing Outlook

- Insert Hyperlinks and Symbols
- Modify Message Properties
- Add Email Accounts to Outlook
- Customize Outlook Options

Module 3: Managing your Mailbox

- Manage Junk Email Options
- Manage Your Mailbox Size

COURSE OBJECTIVES

By the end of this course, users will know how to:

- 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.
- Assign delegate permissions and share Outlook items with others.
- Archive and back up Outlook items using data files.

Module 2: Organizing, Searching, and Managing Messages

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

Module 4: Automating Message Management

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

Module 5: Working with Calendar Settings

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

Module 6: Managing Contacts

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

Module 7: Sharing Outlook Items

- Assign & Manage Tasks
- Share your Calendar
- Share your Contacts

Module 8: Managing Outlook Data Files

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

ASSOCIATED CERTIFICATIONS & EXAM

On successful completion of this course, students will receive an attendance certificate