

Microsoft Outlook 2019/2021 Part 2

Course Length: 1-day (8:30am – 4:00pm)

Course Cost \$310.00 + applicable taxes

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 material will benefit users of any current Office version. The classroom environment setup is based on Office 2019.

This course builds upon the foundational knowledge presented in the *Microsoft® Office Outlook® 2019/2021: Part 1* course and will help you customize a communication system well-suited to your work style.

This course covers Microsoft Office Specialist Program exam objectives to help you prepare for the Outlook Associate (Office 365 and Office 2019): Exam MO-400 certification.

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.

Course Content

Lesson 1: Modifying Message Properties and Customizing Outlook

Topic A: Insert Advanced Characters and Objects

Topic B: Modify Message Properties

Topic C: Add Email Accounts to Outlook

Topic D: Customize Outlook Options

Lesson 2: Organizing, Searching, and Managing Messages

Topic A: Group and Sort Messages

Topic B: Filter and Manage Messages

Topic C: Search Outlook Items

Lesson 3: Managing Your Mailbox

Topic A: Manage Junk Email Options

Topic B: Manage Your Mailbox Size

Lesson 4: Automating Message Management

Topic A: Use Automatic Replies

Topic B: Use Rules to Organize Messages

Topic C: Create and Use Quick Steps

Lesson 5: Working with Calendar Settings

Topic A: Set Advanced Calendar Options

Topic B: Create and Manage Additional Calendars

Topic C: Manage Meeting Responses

Lesson 6: Managing Contacts

Topic A: Import and Export Contacts

Topic B: Use Electronic Business Cards

Topic C: Forward Contacts



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CORPORATE TRAINING

Lesson 7: Managing Activities by Using Tasks

Topic A: Assign and Manage Tasks

Lesson 8: Sharing Outlook Items

Topic A: Delegate Access to Outlook Folders

Topic B: Share Your Calendar

Topic C: Share Your Contacts

Lesson 9: Managing Outlook Data Files

Topic A: Use Archiving to Manage Mailbox Size

Topic B: Work with Outlook Data Files

Appendix A: Mapping Course Content to Outlook Associate (Office 365 and Office 2019): Exam MO-400

Appendix B: Configuring Email Message Security Settings

Appendix C: Microsoft® Office Outlook® 2019 Common Keyboard Shortcuts