

# Mastering Microsoft® Outlook

Version 2016 (365)

## Course Objectives:

The aim of this course is to provide participants with a great number of important skills to work effectively with the application Microsoft Outlook and get the most out of using Microsoft Outlook. The Outlook 2010 course is based on the Microsoft Certified Application Specialist exams, if you complete the Outlook 2010 course you should consider sitting the Microsoft Certified Application Specialist exam.

## Who Should Attend:

Participants should either be newcomers, those making the transition from an older version, or those who are **self-taught** in Outlook, and wanting to "fill in the gaps" and learn faster and smarter ways of working with all aspects of Outlook. A knowledge of Windows is required, and attendees must be competent with the keyboard and mouse.

## Course Outline/Table of Contents:

### CHAPTER 1. SETTING UP YOUR OUTLOOK SCREEN

<input type="checkbox"/> THE RIBBON	<input type="checkbox"/> TO SEE WHAT EACH COMMAND BUTTON ON THE RIBBON DOES
<input type="checkbox"/> TO SHOW OR HIDE THE RIBBON	<input type="checkbox"/> FOLDER LIST VIEW IN THE NAVIGATION PANE
<input type="checkbox"/> THE NAVIGATION PANE	<input type="checkbox"/> NAVIGATION PANE BUTTONS
<input type="checkbox"/> THE READING PANE	<input type="checkbox"/> READING PANE OPTIONS
<input type="checkbox"/> THE TO-DO BAR	<input type="checkbox"/> TO-DO BAR OPTIONS
<input type="checkbox"/> CONFIGURE OUTLOOK PANES	<input type="checkbox"/> PEOPLE'S PANE
<input type="checkbox"/> THE QUICK ACCESS TOOLBAR	<input type="checkbox"/> MOVING THE QUICK ACCESS TOOLBAR
<input type="checkbox"/> CUSTOMISING THE QUICK ACCESS TOOLBAR	<input type="checkbox"/> CUSTOMISE THE RIBBON

### CHAPTER 2. YOUR CONTACTS

<input type="checkbox"/> CREATING A NEW CONTACT FROM SCRATCH	<input type="checkbox"/> CREATE A NEW CONTACT QUICKLY FROM AN E-MAIL MESSAGE
<input type="checkbox"/> CREATE A NEW CONTACT FROM THE SAME COMPANY	<input type="checkbox"/> CREATE A CONTACT GROUP
<input type="checkbox"/> MANAGE CONTACT GROUP MEMBERS	<input type="checkbox"/> E-MAIL A CONTACT GROUP
<input type="checkbox"/> TO E-MAIL AND SHARE A CONTACT OR CONTACT GROUP	<input type="checkbox"/> ADDING FURTHER CONTACT DETAILS
<input type="checkbox"/> GENERAL VERSUS DETAILS	<input type="checkbox"/> CONTACT PICTURE
<input type="checkbox"/> ATTACH A FILE TO A CONTACT	<input type="checkbox"/> ATTACH AN ITEM TO A CONTACT
<input type="checkbox"/> CREATE A CONTACT BUSINESS CARD	<input type="checkbox"/> MAP IT
<input type="checkbox"/> CREATING CONTACT FOLDERS	<input type="checkbox"/> MOVING CONTACTS BETWEEN FOLDERS
<input type="checkbox"/> COPYING CONTACTS BETWEEN FOLDERS	<input type="checkbox"/> FOLDER MANAGEMENT
<input type="checkbox"/> CONTACT CATEGORIES	<input type="checkbox"/> CUSTOMISE CATEGORIES
<input type="checkbox"/> APPLY A CATEGORY	<input type="checkbox"/> TO VIEW CONTACTS BY CATEGORY
<input type="checkbox"/> TO APPLY A CATEGORY TO MORE THAN ONE CONTACT	<input type="checkbox"/> FIND A CONTACT
<input type="checkbox"/> FINDING A CONTACT IN THE ADDRESS BOOK	<input type="checkbox"/> FIND ALL ITEMS/ACTIVITIES RELATED TO A CONTACT
<input type="checkbox"/> DELETING A CONTACT	<input type="checkbox"/> SUGGESTED CONTACTS FOLDER
<input type="checkbox"/> VIEWING CONTACTS IN DIFFERENT WAYS	<input type="checkbox"/> ARRANGING CONTACTS
<input type="checkbox"/> CHANGING VIEW SETTINGS	<input type="checkbox"/> CONFIGURING CONTACTS
<input type="checkbox"/> ADDRESS BOOKS	<input type="checkbox"/> ADD AN ADDRESS BOOK
<input type="checkbox"/> REMOVE AN ADDRESS BOOK	

### CHAPTER 3. E-MAILING

<input type="checkbox"/> CREATING AN E-MAIL	<input type="checkbox"/> ENABLE THE BCC FIELD
<input type="checkbox"/> THE TO, CC AND BCC FIELDS	<input type="checkbox"/> ATTACHING FILES
<input type="checkbox"/> ATTACHING OUTLOOK ITEMS	<input type="checkbox"/> SIGNATURES

<input type="checkbox"/> SWITCHING BETWEEN SIGNATURES	<input type="checkbox"/> FOLLOW UP
<input type="checkbox"/> IMPORTANCE AND SENSITIVITY	<input type="checkbox"/> ZOOM
<input type="checkbox"/> SEND AN E-MAIL	<input type="checkbox"/> INSERT A BUSINESS CARD IN AN E-MAIL
<input type="checkbox"/> INSERT A CALENDAR IN AN E-MAIL	<input type="checkbox"/> TABLES
<input type="checkbox"/> BORDERS AND GRIDLINES	<input type="checkbox"/> REMOVE BORDERS
<input type="checkbox"/> GRIDLINES	<input type="checkbox"/> MOVING AROUND A TABLE
<input type="checkbox"/> INSERT A ROW OR A COLUMN	<input type="checkbox"/> DELETE A ROW OR COLUMN
<input type="checkbox"/> MERGING CELLS	<input type="checkbox"/> RESIZE COLUMN WIDTHS AND ROW HEIGHTS
<input type="checkbox"/> ADD TABLE BORDERS	<input type="checkbox"/> SHADING
<input type="checkbox"/> TABLE QUICK STYLES AND TABLE STYLE OPTIONS	<input type="checkbox"/> INSERT A PICTURE
<input type="checkbox"/> THE PICTURE TOOLS TAB	<input type="checkbox"/> RESIZE GRAPHICS VISUALLY
<input type="checkbox"/> RESIZE GRAPHICS SPECIFICALLY	<input type="checkbox"/> TEXT WRAPPING
<input type="checkbox"/> MOVING GRAPHICS	<input type="checkbox"/> COMPRESS PICTURE
<input type="checkbox"/> INSERT CLIP ART	<input type="checkbox"/> SCREENSHOT
<input type="checkbox"/> INSERTING A HYPERLINK IN AN E-MAIL	<input type="checkbox"/> QUICK PARTS
<input type="checkbox"/> AUTOCORRECT	<input type="checkbox"/> INSERTING SYMBOLS IN AN E-MAIL MESSAGE
<input type="checkbox"/> INSERT HORIZONTAL LINE	<input type="checkbox"/> E-MAIL OPTIONS
<input type="checkbox"/> VOTING BUTTONS	<input type="checkbox"/> REVIEW VOTING RESPONSES
<input type="checkbox"/> RECEIPTS	<input type="checkbox"/> SAVE SENT ITEM TO
<input type="checkbox"/> DELAY DELIVERY	<input type="checkbox"/> DIRECT REPLIES TO
<input type="checkbox"/> READING MAIL	<input type="checkbox"/> MARKING MAIL AS READ OR UNREAD
<input type="checkbox"/> PRINT PREVIEW A MAIL MESSAGE OR LIST OF MAIL MESSAGES	<input type="checkbox"/> PRINT A MAIL MESSAGE OR LIST OF MAIL MESSAGES
<input type="checkbox"/> FORWARD MAIL	<input type="checkbox"/> FORWARD AS AN ATTACHMENT OR AS A TEXT MESSAGE (SMS)
<input type="checkbox"/> REPLYING TO E-MAILS	<input type="checkbox"/> E-MAIL FORMATS
<input type="checkbox"/> FORMATTING TEXT	<input type="checkbox"/> SELECTING TEXT
<input type="checkbox"/> BOLD	<input type="checkbox"/> ITALIC
<input type="checkbox"/> UNDERLINE	<input type="checkbox"/> FONT
<input type="checkbox"/> FONT SIZE	<input type="checkbox"/> FONT COLOUR
<input type="checkbox"/> FORMAT PAINTER	<input type="checkbox"/> SHRINK FONT
<input type="checkbox"/> GROW FONT	<input type="checkbox"/> STRIKETHROUGH
<input type="checkbox"/> CHANGE CASE	<input type="checkbox"/> UNDO
<input type="checkbox"/> REDO	<input type="checkbox"/> SUPERSCRIP (90P)
<input type="checkbox"/> SUBSCRIPT (H2O)	<input type="checkbox"/> OTHER FORMATTING OPTIONS
<input type="checkbox"/> CLEAR FORMATTING	<input type="checkbox"/> REPLY TO ALL
<input type="checkbox"/> REPLY WITH MEETING	<input type="checkbox"/> DELETING MAIL
<input type="checkbox"/> RESENDING A MAIL MESSAGE	<input type="checkbox"/> RECALLING A MAIL MESSAGE
<input type="checkbox"/> DIGITALLY SIGN AND ENCRYPT AN E-MAIL MESSAGE	<input type="checkbox"/> OPENING ATTACHED FILES OR OUTLOOK ITEM
<input type="checkbox"/> PREVIEW AND E-MAIL ATTACHMENT IN OUTLOOK	<input type="checkbox"/> REMOVING AN ATTACHMENT
<input type="checkbox"/> SAVING ATTACHED FILES WITHOUT OPENING	<input type="checkbox"/> SAVING MESSAGES OUTSIDE OF OUTLOOK
<input type="checkbox"/> CHECKING FOR NEW MAIL AND SENDING MAIL	<input type="checkbox"/> E-MAIL FOLDERS
<input type="checkbox"/> FOLDER MANAGEMENT	<input type="checkbox"/> MOVE AN E-MAIL TO A FOLDER
<input type="checkbox"/> COPY AN E-MAIL TO A FOLDER	<input type="checkbox"/> SORTING E-MAILS

<input type="checkbox"/> EDIT AN E-MAIL	<input type="checkbox"/> E-MAIL CATEGORIES
<input type="checkbox"/> CUSTOMISE CATEGORIES	<input type="checkbox"/> APPLY A CATEGORY
<input type="checkbox"/> CHOOSING COLUMN HEADINGS - FIELD CHOOSER	<input type="checkbox"/> FORMATTING E-MAILS – CONDITIONAL FORMATTING
<input type="checkbox"/> FILTER E-MAIL	<input type="checkbox"/> ADVANCED FIND
<input type="checkbox"/> CREATE A PROVIDED SEARCH FOLDER	<input type="checkbox"/> CREATE A CUSTOM SEARCH FOLDER
<input type="checkbox"/> BLOCK JUNK E-MAIL SENDER	<input type="checkbox"/> SAFE SENDERS
<input type="checkbox"/> MANAGING JUNK MAIL	<input type="checkbox"/> MAKING THE MOST OF OUTLOOKS RULES WIZARD
<input type="checkbox"/> TO APPLY A RULE TO A MESSAGE WHEN IT ARRIVES	<input type="checkbox"/> TO CREATE GENERAL RULES
<input type="checkbox"/> THE OUT OF OFFICE ASSISTANT	<input type="checkbox"/> USE RULES WITH AUTOMATIC REPLIES
<input type="checkbox"/> QUICK STEPS	<input type="checkbox"/> DEFAULT QUICK STEPS
<input type="checkbox"/> TO CHANGE QUICK STEPS	<input type="checkbox"/> CREATE A QUICK STEP
<input type="checkbox"/> CONVERSATIONS	<input type="checkbox"/> USE CONVERSATION CLEAN UP TO ELIMINATE REDUNDANT MESSAGES
<input type="checkbox"/> CHANGE CONVERSATION CLEAN UP OPTIONS	<input type="checkbox"/> IGNORE ALL E-MAIL MESSAGES IN A CONVERSATION
<input type="checkbox"/> TO STOP IGNORING A CONVERSATION, DO THE FOLLOWING:	<input type="checkbox"/> CONFIGURING E-MAIL OPTIONS

#### CHAPTER 4. YOUR CALENDAR

<input type="checkbox"/> CALENDAR VIEWS	<input type="checkbox"/> TO-DO BAR OPTIONS
<input type="checkbox"/> CONFIGURE YOUR CALENDAR	<input type="checkbox"/> THE DATE NAVIGATOR
<input type="checkbox"/> MOVE BETWEEN MONTHS EASILY	<input type="checkbox"/> CALENDAR-VIEWING SHORTCUT KEYS
<input type="checkbox"/> CUSTOMIZE CALENDAR TIME INTERVALS	<input type="checkbox"/> MAKE AN APPOINTMENT
<input type="checkbox"/> CREATING AN APPOINTMENT FROM AN E-MAIL	<input type="checkbox"/> FILLING IN APPOINTMENT DETAILS QUICKLY
<input type="checkbox"/> MOVING BETWEEN FIELDS	<input type="checkbox"/> DATES
<input type="checkbox"/> TIMES	<input type="checkbox"/> CALENDAR CATEGORIES
<input type="checkbox"/> CUSTOMISE CATEGORIES	<input type="checkbox"/> APPLY A CATEGORY
<input type="checkbox"/> MAKE AN EVENT	<input type="checkbox"/> PLAN A MEETING
<input type="checkbox"/> MANAGING MEETING REQUESTS	<input type="checkbox"/> TRACKING A MEETING
<input type="checkbox"/> CHANGE A MEETING	<input type="checkbox"/> CANCEL A MEETING
<input type="checkbox"/> MANAGING MEETING RESPONSES USING RULES	<input type="checkbox"/> SCHEDULE A RECURRING APPOINTMENT
<input type="checkbox"/> CREATE ANOTHER CALENDAR	<input type="checkbox"/> SHARING YOUR CALENDAR OR MAILBOX FOLDERS
<input type="checkbox"/> OPEN ANOTHER PERSON'S EXCHANGE CALENDAR	<input type="checkbox"/> VIEW CALENDARS SIDE-BY-SIDE OR OVERLAID
<input type="checkbox"/> OVERLAY THE CALENDARS	<input type="checkbox"/> VIEW CALENDAR IN SIDE-BY-SIDE VIEW
<input type="checkbox"/> KEEP YOUR CALENDAR APPOINTMENTS PRIVATE	<input type="checkbox"/> PRINT PREVIEW OR PRINT A CALENDAR
<input type="checkbox"/> PUBLISH YOUR CALENDAR TO THE INTERNET OR YOUR INTRANET	<input type="checkbox"/> PUBLISH A CALENDAR TO OFFICE.COM
<input type="checkbox"/> GRANT ACCESS TO A PUBLISHED CALENDAR	<input type="checkbox"/> REMOVE ACCESS TO A PRIVATE PUBLISHED CALENDAR
<input type="checkbox"/> CHANGE WHETHER A PUBLISHED CALENDAR IS PRIVATE OR PUBLIC	<input type="checkbox"/> CHANGE THE TIME SPAN OR DETAIL LEVEL OF A PUBLISHED CALENDAR
<input type="checkbox"/> PREVIEW YOUR PUBLISHED CALENDAR	<input type="checkbox"/> WINDOWS LIVE CALENDAR
<input type="checkbox"/> DELETE A PUBLISHED CALENDAR	<input type="checkbox"/> DON'T HESITATE CHANGING APPOINTMENTS TO TASKS AND VICE VERSA

**CHAPTER 5. YOUR TASKS**

<input type="checkbox"/> CREATE A TASK	<input type="checkbox"/> MARKING A TASK AS COMPLETE
<input type="checkbox"/> MARK A TASK AS PRIVATE	<input type="checkbox"/> CREATE A TASK THAT RECURS AT REGULAR INTERVALS
<input type="checkbox"/> TRACKING COSTS AGAINST TASKS	<input type="checkbox"/> DELETE A TASK
<input type="checkbox"/> VIEWING TASKS IN THE TASK PAD	<input type="checkbox"/> CUSTOMISE THE TASK PAD
<input type="checkbox"/> DELEGATING TASKS TO OTHERS	<input type="checkbox"/> KEEP AN UPDATED COPY OF THIS TASK ON MY TASK LIST
<input type="checkbox"/> SEND ME A STATUS REPORT WHEN THE TASK IS COMPLETE	<input type="checkbox"/> RESPONDING TO A TASK REQUEST
<input type="checkbox"/> ACCEPT A TASK REQUEST	<input type="checkbox"/> SEND A STATUS REPORT
<input type="checkbox"/> DELEGATION ACCEPTED	<input type="checkbox"/> DECLINE A TASK REQUEST
<input type="checkbox"/> RECLAIM OWNERSHIP OF A DECLINED TASK	<input type="checkbox"/> CONDITIONAL FORMATTING TASKS
<input type="checkbox"/> ADD TASKS TO THE CALENDAR	<input type="checkbox"/> VIEWING TASKS
<input type="checkbox"/> SORTING TASKS	

**CHAPTER 6. YOUR JOURNAL**

<input type="checkbox"/> RECORD AN ACTIVITY IN YOUR JOURNAL	<input type="checkbox"/> MANUAL JOURNAL ENTRIES
<input type="checkbox"/> MANUALLY RECORD ANY ACTIVITY IN JOURNAL	<input type="checkbox"/> MANUALLY RECORD A DOCUMENT IN JOURNAL
<input type="checkbox"/> AUTOMATICALLY RECORD ITEMS FOR CONTACTS IN JOURNAL	<input type="checkbox"/> AUTOMATICALLY RECORD DOCUMENTS IN JOURNAL

**CHAPTER 7. YOUR NOTES**

<input type="checkbox"/> CREATE A NOTE	<input type="checkbox"/> OPEN AND EDIT A NOTE
<input type="checkbox"/> FORWARDING A NOTE VIA E-MAIL	<input type="checkbox"/> ADDING NOTES TO THE DESKTOP
<input type="checkbox"/> CHANGING THE DEFAULT NOTES COLOUR AND FONT ATTRIBUTES	<input type="checkbox"/> CHANGING THE COLOUR OF SPECIFIC NOTES
<input type="checkbox"/> DISPLAYING OR HIDING DATES AND TIMES ON NOTES	<input type="checkbox"/> DELETING NOTES
<input type="checkbox"/> DRAG NOTES TO CREATE OTHER OUTLOOK ITEMS	

**CHAPTER 8. OUTLOOK MANAGEMENT**

<input type="checkbox"/> THE DELETED ITEMS FOLDER	<input type="checkbox"/> EMPTYING THE DELETED ITEMS FOLDER
<input type="checkbox"/> AUTOMATICALLY EMPTY THE DELETED ITEMS FOLDER	<input type="checkbox"/> CHECK YOUR MAIL BOX SIZE AND CLEANUP
<input type="checkbox"/> OUTLOOK DATA FILES	<input type="checkbox"/> BACK UP ALL YOUR OUTLOOK DATA
<input type="checkbox"/> BACKUP A SPECIFIC OUTLOOK FOLDER	<input type="checkbox"/> IMPORT A BACKUP
<input type="checkbox"/> ARCHIVING	<input type="checkbox"/> TURN ON AUTOARCHIVE
<input type="checkbox"/> SPECIFIC ARCHIVE SETTINGS FOR EACH FOLDER	<input type="checkbox"/> RUN THE AUTOARCHIVE
<input type="checkbox"/> TURN OFF AUTOARCHIVE	

**CHAPTER 9. KEYBOARD SHORTCUTS FOR OUTLOOK**