



# Microsoft Outlook (Intermediate)

2016



# Topics Covered:

## Editing Messages

- Copying Text Within a Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing an Attachment

## Organising Messages

- Creating a Message Folder
- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Deleted Messages
- Cleaning Up Conversations
- Working With Favourites
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Automating Common Tasks With Quick Steps
- Customising a Default Quick Step
- Creating a Quick Step
- Using Quick Steps
- Archiving Messages
- Recovering Archived Messages

## Searching

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax Dates and Size
- Using Recent Searches
- Search Options
- Searching Other Outlook Items
- Using a Search Folder
- Customising Predefined Search Folders
- Creating a Custom Search Folder

## Working With Views

- Changing the Current View
- Arranging Messages Within a View
- Sorting Messages Within a View
- Working With Columns in a View
- Formatting Columns in a View
- Creating a Custom View
- Adding a Filter to a Custom View
- Deleting a Custom View

## Colour Categories

- Creating a New Colour Category
- Assigning a Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting a Colour Category

## Working With Rules

- About Rules
- Creating a New Rule From a Template
- Selecting the Rule Conditions
- Selecting the Rule Actions
- Selecting the Rule Exceptions
- Naming and Reviewing the Rule
- Testing the Rule
- Managing Existing Rules

## Email Techniques

- Effective Email Management
- Recalling a Sent Message
- Printing a Message
- Printing a Message List
- Message Formats
- Changing the Message Format
- Choosing Themes or Stationery
- Applying a Theme or Stationery to a Message
- Turning Themes or Stationery Off
- Applying a Theme
- Saving a Message Draft
- Using a Saved Message
- Sending a Voting Message
- Responding to a Voting Message
- Tracking Voting Responses
- Sending Automatic Responses

## Appointments and Events

- Quickly Scheduling an Appointment
- Scheduling Using the Appointment Window
- Rescheduling an Appointment to Another Day
- Rescheduling an Appointment to Another Time
- Creating Recurring Appointments
- Changing Recurring Appointments
- Scheduling an Event
- Scheduling Free and Busy Times
- Categorising Activities
- Printing Your Calendar
- Deleting Activities

## Scheduling Meetings

- Scheduling a Meeting
- Meeting Response Options
- Responding to Meeting Requests
- Tracking Meeting Responses
- Changing a Meeting
- Adding or Removing Attendees
- Preventing Responses
- Cancelling a Meeting
- The Scheduling Assistant
- Using the Scheduling Assistant
- Scheduling Meetings Using Calendar Groups

## Managing Contacts

- Adding a Contact From an Email
- Pinning a Contact to Favourites
- Contacting a Contact
- Contacting a Contact From the People Peek
- Forwarding Contacts
- Creating a Contact Group
- Using a Contact Group
- Using a Partial Contact Group
- Deleting Members From a Contact Group
- Linking Contacts

## Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Viewing Updated Task Requests

# Course Details:

## Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enrol online.

## Envisage Training:

- Computer Training
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## Delivery Modes:

- On-Site
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## Duration:

1 Full Day

## Who should attend:

The skills and knowledge acquired in this workshop are sufficient to be able to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, create task requests for others to perform and much more.

## Course Pre-requisites:

This workshop assumes some knowledge of the software and it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

## Related Courses:

Why not extend on what you have learned in this course, and gain the skills needed to unleash the full power of the Microsoft Excel application. Envisage Training's basic, intermediate, and advanced courses will provide you with the training needed to give you every advantage.

- Microsoft Excel Intermediate
- Microsoft Word Advanced
- Microsoft Office 365

