COURSE SYLLABUS

Microsoft Outlook Level II (Self-Paced)

In this course, students learn how to manage mail accounts, perform advanced searches, use filters, automate tasks, and develop advanced calendar and contact management skills. Customize your communication system to suit your work style.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/self-paced-outlook-level-ii



CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Working with Messages

- Hyperlinks
- Equations
- Symbols
- Horizontal Lines
- Tables
- Review exercise

Message Settings and Options

- Importance
- Sensitivity
- Delivery Options
- Manage Multiple Accounts
- From Option
- Language Options
- Advanced Options in Outlook
- Review exercise

Managing Messages

- Sorting Messages - Basic
- Sorting Messages – Advanced
- Filter Messages
- Outlook Search
- Advanced Find Dialog box
- Search Folders
- Custom Search Folder

- Review exercise

Mailbox Management

- Junk E-mail Settings
- Safe Senders List
- Safe Recipients List
- Blocked Senders List
- Message Formats
- Mailbox Cleanup
- Review exercises

Creating Inbox Rules

- Automatic Replies
- Automatic Reply Rules
- Conditional Formatting
- Rules Wizard
- Quick Steps
- Quick Steps commands
- Review exercise

Managing Contacts

- Import Contacts
- Address Book
- Edit Business Cards
- Forward Contacts
- Share Contacts
- Review exercises

Advanced Calendar Management

- Customize Work Time
- Appointment/Meeting Options
- Calendar Appearance
- View Multiple Calendars
- Multiple Calendar Overlay
- Meeting Invitation Management
- Rules for Meeting Responses
- Tracking Meeting Responses
- Review exercises

Tasks

- Viewing Tasks
- Task Details
- Assign a Task
- Respond to an Assigned Task
- Status Report
- Task Options

- Review exercises
- Outlook – Shortcut Glossary