



Outlook Intermediate - Course Outline

Customising Outlook

- Adding Items to the Quick Access Toolbar
- Creating a new tab in the Ribbon
- Exporting and Importing Customisation

Managing E-Mail Messages

- Importance and Sensitivity Levels of a Message
- Setting Delivery Options for a Message
- Flagging Messages
- Tracking and Recalling Messages
- Automatic Replies (Out of Office)
- Setting Email Rules and Alerts
- Grouping Messages
- Ignore and Clean Up messages
- Quick Parts
- Create a meeting from an email message
- Create items with drag and drop
- Voting
- Conditional Formatting
- Quick Steps

Working with Views and Groups

- Customising and Creating Views
- Grouping Messages

Working with Categories

- Managing Items in Categories
- Creating New Categories
- Deleting Categories

Outlook Calendar Features

- Setting up Meeting Requests
- Changing an Existing Meeting
- Responding to Meeting Requests
- Tracking Meeting Responses
- Cancelling a Meeting
- Entering Natural-language dates



Reboot Computer Training

- Create new calendar group
- Setting Recurring Appointments and Events
- Calendar Sharing
- Find a meeting quickly

Outlook Task Features

- Creating Task Entries
- Assigning and Tracking Tasks

Outlook People and Contacts Features

- Add Contacts to favourites
- Viewing a Business Card
- Record work anniversaries for your contacts
- Creating Contact Groups
- Adding an email address to a customised contact group
- Removing a contact from a contact group
- Sending an email to an entire contact group list
- Share Contacts

Outlook Shortcut keys