Course Description:

LearnKey Senior Instructor Jason Manibog will take you through what is needed to become proficient and efficient in Outlook 2016, the personal information management tool in Microsoft Office. Specific topics include: email, calendar, contacts, tasks, and notes. The course will also prepare you to take exam 77- 731, the Microsoft Office Specialist exam for Outlook 2016.

Course Prerequisites

This course assumes that delegates have completed the Introductory level of PCS' Microsoft Outlook course, or at least have the equivalent Outlook knowledge and experience.

Course Contents:

Session 1

- Section A: Introduction to Outlook 2016
  - Course Opening
  - How to Study for the Exam
  - Tour of Outlook
- Section B: Customise Settings
  - Customise Reply Messages
  - Change Outgoing Message Formats
  - Customise the Navigation Pane
  - Configure Views
  - Add and Manage Multiple Accounts
- Section C: Print and Save Information
  - Print Messages and Calendar Information
  - Print Contact and Task Information
  - Save and Preview Attachments
  - Save Messages in Other Formats
  - Export Messages
- Section D: Search Operations
  - Create Search Folders
  - Item Searches
  - Advanced Searches
  - Folder Searches
- Session Recap
- Test Tips

Microsoft Outlook 2016

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Session 2

- Section A: Configure Mail Settings
  - Set Fonts for New Messages and Replies
  - Create, Assign and Modify Signatures
  - Create Rules
  - Manage Rules, Create Automatic Replies
  - Use Quick Parts to Create Messages
  - Configure Junk Email Settings
  - Configure Clutter Settings
- Section B: Create Messages
  - Compose a Message
  - Add or Remove Attachments
  - Add Attachment as a Link
  - Add Cc and Bcc to Messages
  - Add Tracking and Voting Options
  - Forward, Reply to Messages
  - Request a Receipt
  - Redirect Replies
  - Flag Outgoing Messages
  - Recall a Message
- Section C: Format Messages
  - Format Text
  - Insert Hyperlinks
  - Apply Themes and Styles
  - Insert Images
  - Add a Signature to Specific Messages
- Section D: Organise and Manage Messages
  - Sort Messages
  - Move Messages to Folders
  - Add New Local Folders
  - Apply Categories
  - Clean Up Messages
  - Mark Messages Read or Unread
  - Flag Received Messages
  - Ignore Messages
  - Sort Messages by Conversation
  - Delete Messages
  - Automation Through Quick Steps
  - Configure AutoArchive
  - Delegate Access
- Session Recap
- Test Tips

Session 4

- Section A: Create and Manage Contacts
  - Create New Contacts
  - Import Contacts
  - Delete and Edit Contacts
  - Add Contact Details
  - Share Contacts
  - Create and Manage Address Books

Session 3

- Section A: Create and Manage Calendars
  - Create and Add Calendars
  - Adjust Viewing Details
  - Modify Calendar Time Zones
  - Delete Calendars, Set Work Times
  - Manage Multiple Calendars
  - Manage Calendar Groups
  - Display Multiple Calendars
  - Share Calendars
- Section B: Appointments, Meetings, and Events
  - Create Calendar Items
  - Create Recurring Calendar Items
  - Cancel Items, Create Items from Messages
  - Set Calendar Item Times
  - Schedule Assistant
  - Set Free or Busy Status
  - Schedule Resources and Locations
- Section C: Organise and Manage Calendar Item
  - Set Calendar Item Importance
  - Forward Calendar Items
  - Configure Reminders
  - Add Participants
  - Respond to Invitations
  - Update Calendar Items
  - Update Recurring Calendar Items
  - Share Meeting Notes
  - Categorise Calendar Items
- Section D: Create and Manage Notes and Tasks
  - Create and Manage Tasks
  - Create and Organise Notes
- Session Recap
- Test Tips

- Section B: Create and Manage Contact Groups
  - Create New Contact Groups
  - Add Contacts to Existing Groups
  - Add Notes to a Contact Group
  - Update Contacts within Groups
  - Delete Contact Group Members and Groups
- Session Recap
- Test Tips