



Microsoft® Office Outlook® 2016: Level 2

Training Course Content

Course Objective: Students will customize command sets, configure mail accounts, set global options, perform advanced searches, apply filters to intercept mail and control spam, create rules to automate many management tasks, work with calendars and contacts, manage tasks, protect data with archiving and data files, as well as share and delegate access to your workspaces. In short, you'll work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

Prerequisites: Students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders in a Windows environment. To ensure your success, we recommend that you first take Outlook 2016: Level 1 or have equivalent knowledge and skills.

Lesson 1: Modifying Messages and Setting Global Options

Topic A: Insert Advanced Characters and Objects
Topic B: Modify Message Settings and Options
Topic C: Configure Global Outlook Options
Topic D: Customize the Outlook Interface

Lesson 2: Organizing, Searching and Managing Messages

Topic A: Group and Sort Messages
Topic B: Filter and Manage Messages
Topic C: Search Outlook Items

Lesson 3: Managing Your Mailbox

Topic A: Use the Junk E-Mail Filter to Manage Messages
Topic B: Manage Your Mailbox

Lesson 4: Automating Message Management

Topic A: Use Automatic Replies
Topic B: Use the Rules Wizard to Organize Messages
Topic C: Manage Your Mailbox

Lesson 5: Working with Calendar Settings

Topic A: Set Advanced Calendar Options
Topic B: Create and Manage Additional Calendars
Topic C: Manage Meeting Responses

Lesson 6: Managing Contacts

Topic A: Import and Export Contacts
Topic B: Use Electronic Business Cards
Topic C: Forward Contacts

Lesson 7: Managing Activities by Using Tasks

Topic A: Assign and Manage Tasks

Lesson 8: Sharing Workspaces with Others

Topic A: Delegate Access to Outlook Folders
Topic B: Share Your Calendar
Topic C: Share Your Contacts

Lesson 9: Managing Outlook Data Files

Topic A: Use Archiving to Manage Mailbox Size
Topic B: Back Up Outlook Items
Topic C: Change Data File Settings