

# Outlook Intermediate

This course is for anyone who needs to use Microsoft Outlook to manage and organise e-mail, schedule appointments and events using the calendar and manage contacts information and tasks.

## Snapshot

Duration: 1 day

Version: 2010, 2013, 2016

Target Audience: People who are familiar with the basic email functionality of Outlook and who need to learn to use the other components in Outlook more effectively.

Prerequisites: Successful completion of MCI Solutions' Outlook Introduction courses or equivalent knowledge and skills are required to participate in this course.

## Learning Outcomes

At the end of this program you will be able to:

- Schedule appointments and events in the calendar
- Use the People cards to create and manage contacts
- Create and manage to do lists using Tasks
- Organize and find email messages quickly and effectively

## Course Content

### Working with the Calendar

- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
- Navigating Within a Calendar
- Changing the Current View
- Creating a Second Time Zone
- Removing a Time Zone
- Creating a New Calendar
- Working with Multiple Calendars
- Deleting a Calendar
- Sharing Calendars
- Understanding the Weather Bar

## People

- Understanding People View
- Understanding the Contact Form
- Viewing Your Contacts
- Creating a New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting a Contact Picture
- Adding Contacts to an Existing Company
- Printing Contact Details
- Deleting an Unwanted Contact
- Recovering a Deleted Contact

## Tasks

- Tasks and the To-Do List
- Creating Tasks
- Changing Task Views
- Sorting Tasks
- Working with Tasks
- Deleting Tasks
- Printing a Task List

## 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

## 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

## Task Requests

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