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