



# Outlook 2019 Level 2

Course ID #: 7000-301-ZZ-Z

Hours: 7

## Course Content

### Course Description:

Every day, millions of email messages are exchanged among people within and between organizations. Email has a ubiquitous presence in the lives of many, and it's likely that email technologies will continue to evolve with the changing needs of workplaces. After all, email communication has not been replaced, or its growth slowed, as many predicted with the rise of social media and the widespread adoption of mobile technologies. Many organizations have implemented mail management systems that combine the back-end power of Microsoft® Exchange Server and the front-end intuitive user interface of Microsoft® Office Outlook® 2019.

In this course, you 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 mail management tasks, work with calendars and contacts, manage tasks, preserve data with archives and data files, as well as share and delegate access to your Outlook items. 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.

### Course Objectives:

Upon completion, students will be able to:

- Insert objects in messages, and modify properties and global options.
- Organize, search, and manage messages.
- Protect your mailbox and manage its size.
- Use rules and Quick Steps to automate message management.
- Work with advanced calendar settings.
- Import and forward contacts.
- Manage activities by assigning tasks to others.
- Delegate access to and share Outlook items with others.
- Archive and back up Outlook items using data files.

### Target Audience:

This course is intended for people who have a basic understanding of Microsoft® Office Outlook® and want to know how to use its advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks.

### Prerequisites:

To ensure your success in this course, you should have Windows end-user skills and completed the Outlook 2019 Level 1 course.



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## Topics:

### Modifying Message Properties and Customizing Outlook

- Insert Advanced Characters and Objects
- Modify Message Properties
- Add Email Accounts to Outlook
- Customize Outlook Options

### Organizing, Searching, and Managing Messages

- Group and Sort Messages
- Filter and Manage Messages
- Search Outlook Items

### Managing Your Mailbox

- Manage Junk Email Options
- Manage Your Mailbox Size

### Automating Message Management

- Use Automatic Replies
- Use Rules to Organize Messages
- Create and Use Quick Steps

### Working with Calendar Settings

- Set Advanced Calendar Options
- Create and Manage Additional Calendars
- Manage Meeting Responses

### Managing Contacts

- Import and Export Contacts
- Use Electronic Business Cards
- Forward Contacts

### Managing Activities by Using Tasks

- Assign and Manage Tasks

### Sharing Outlook Items

- Delegate Access to Outlook Folders
- Share Your Calendar
- Share Your Contacts

### Managing Outlook Data Files

- Use Archiving to Manage Mailbox Size
- Work with Outlook Data Files