



# MICROSOFT OUTLOOK

Outlook 2016 Intermediate (OUT002)

Traditional Learning Pathway



## COURSE CONTENTS

### REVIEWING THE BASICS

- The screen layout
- The folder list
- The reading pane
- To-do bar

### ACCESSING YOUR EMAIL

- Web mail
- Using a mobile device

### WORKING EFFICIENTLY

- Ribbons & the QAT
- Keyboard Shortcuts

### OUTLOOK ADD-INS

- Doc management add-ins
- Auto archive/ vault add-ins

### CUSTOMISING OUTLOOK

- Creating multiple signatures
- Other options & preferences

### PEOPLE & CONTACTS

- About address books
- Creating a contact
- Create distribution groups
- Using the contact
- Organising contacts
- Sharing contacts
- Searching your contacts

### EMAIL OVERVIEW

- Reviewing the basics
- Reply, reply to all, forward
- The importance tag
- Using drafts
- Using CC and BCC
- Mark as read/unread
- Proofing your email

### ENHANCED EMAIL CONTENT

- Using styles & formatting
- Using tables
- Sending internet content
- Inserting hyperlinks

### ATTACHMENTS & LINKS

- Previewing attachments
- Send a link vs attachment
- Adding an attachment
- Email from other applications
- Opening an attachment
- Saving the attachment

### PICTURES & PHOTOS

- Sending photos
- Picture compression
- Attachments vs in-body
- Snipping tool

### MORE EMAIL ACTIVITIES

- Tracking
- Recall and resend mail

### GETTING ORGANISED

- Tasking from an email
- Daily task list
- Working with views
- Changing the current view
- Arranging, sorting & grouping
- Flagging messages
- Using mail folders
- Using categories
- Mailbox cleanup

### SEARCHING

- Using Outlook search
- Search scope
- Using search syntax and multiple search criteria
- Searching other Outlook items

### USING THE CALENDAR

- Calendar basics
- Calendar options
- Setting up appointments
- Using categories & colour
- Creating events
- Recurring appointments
- Reminders & the reminders window

### WORKING AS A TEAM

- Open another calendar
- Side-by-side calendars
- Out of office auto reply

### ORGANISING A MEETING

- Planning a meeting
- People, rooms & resources
- Scheduling tool
- Using room finder
- Updating or rescheduling
- Monitoring responses
- Cancelling a meeting

### USING TASKS

- Creating tasks
- Completing tasks
- Task views

### PRINTING

- Printing Outlook items

# MICROSOFT OUTLOOK 2016 INTERMEDIATE

## COURSE LENGTH

Recommended course duration is 1 day, typically 8:30am – 4:30pm.

## AIM

This course has been designed to allow participants to:

- use more advanced email features such as tracking, recall and automatic replies
- organise their mailbox using folders, flags and categories
- use Outlook to manage appointments and tasks
- gain confidence with the Microsoft Outlook software
- improve skills to use the software more efficiently and to become more productive in their job

## TARGET AUDIENCE

This course is an intermediate level course and assumes some prior knowledge of Microsoft Outlook. It is suitable for participants who:

- want to enhance their email, calendar and task list skills
- want to learn how Outlook can help stay organised in the workplace
- want to improve their productivity by learning new techniques and shortcuts

## OUTCOMES

By the end of this session you should be able to:

- create contacts and distribution lists
- organise your inbox using folders and categories
- manage time and tasks using Outlook
- organise a meeting with people, rooms and resources
- access your email from a mobile device
- use a number of keyboard shortcuts to work more efficiently

## ABOUT US

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