



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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