



**REAL WORLD**  
TECHNOLOGY TRAINING & SOLUTIONS  
"Training You Can Really Use"

# Microsoft® Office Outlook® 2016: Part 2

**Duration: 1 Day**

**Method: Instructor-Led Training (ILT) | Live Online Training**

---

**Certification:** Microsoft Office Specialist (MOS) Microsoft Outlook 2016 — **Exam:** 77-731: Outlook 2016: Core Communication, Collaboration and E-Mail Skills

---

## Course Description

In this course, participants will customize command sets, configure e-mail accounts, set global options, and perform advanced searches. They will also learn how to apply filters to intercept mail and control spam, create rules to automate many management tasks as well as work with calendars and contacts. Lastly, participants will manage tasks, protect data with archiving and data files, and share and delegate access to their workspaces. In short, participants will work with a wide range of features and options and, in so doing, understand why Outlook is a leading personal management system.

## Target Audience

This course is intended for:

- Persons who have a basic understanding of Microsoft Windows® and want to know how to use Outlook's advanced features to manage their e-mail communications, calendar events, contact information, search functions, and other communication tasks.
- Persons who are preparing for the certification exam.

## Prerequisites

To attend this course, candidates must have:

- End-user skills with any current version of Windows, including being able to open and close applications, navigate basic file structures, and manage files and folders.
- Basic Outlook skills which can be obtained by taking the following course:
  - *Microsoft Office Outlook 2016 Part 1*



## Exam Details

<b>Exam Code:</b>	• 77-731
<b>Length of Exam:</b>	• 90 Minutes
<b>Number of Questions:</b>	• 40-60
<b>Passing Score:</b>	• 70%
<b>Question Format:</b>	• Multiple Choice & Multi-Response

## Course Objectives

Upon successful completion of this course, attendees will be able to:

- Modify messages and set global options.
- Organize, search, and manage messages.
- Manage your mailbox.
- Automate message management.
- Work with calendar settings.
- Manage contacts and groups.
- Manage activities by using tasks.
- Share workspaces with others.
- Manage Outlook data files

## Course Topics

### Module 1: Modifying Messages and Setting Global Options

- Insert Advanced Characters and Objects
- Modify Message Settings and Options
- Configure Global Outlook Options
- Customize the Outlook Interface

### Module 2: Organizing, Searching, and Managing Messages

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



## Course Topics *Continued*

### Module 3: Managing Your Mailbox

- Use the Junk E-Mail Filter to Manage Messages
- Manage Your Mailbox

### Module 4: Automating Message Management

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

### Module 5: Working with Calendar Settings

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

### Module 6: Managing Contacts

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

### Module 7: Managing Activities by Using Tasks

- Assign and Manage Tasks

### Module 8: Sharing Workspaces with Others

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

### Module 9: Managing Outlook Data Files

- Use Archiving to Manage Mailbox Size
- Back-Up Outlook Items
- Change Data File Settings

### Appendix B: Configuring E-mail Message Security Settings

## ACTIVITIES INCLUDED