



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

Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 2

Duration: 1 Day

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

Certification: Microsoft Office Specialist: Outlook Associate
(Outlook 365 and Outlook 2019) — **Exam:** MO-400: Microsoft
Outlook (Outlook 365 and Outlook 2019)

Course Description

In this course, participants 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 their Outlook items. 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.

Note: The focus of this training will use the desktop version of the software as most Office 365™ users perform many of their daily tasks there. However, the course material will enable participants to access and effectively utilize many web-based resources provided with your Office 365 subscription. This includes a brief coverage of key skills for using Outlook for the Web and OneDrive. Helpful notes will point out cases where the online version of the application may function differently from the desktop version.

Target Audience

This course is intended for:

- Persons who need to know how to use its advanced features to manage their email communications, calendar events, contact information, search functions, and other communication tasks.
- Persons who wish to prepare 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 start and close applications, navigate basic file structures, manage files and folders, and access websites using a web browser.



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- Basic Outlook skills.

-OR-

- To obtain this level of skills and knowledge, candidates must have completed all the following courses:
 - *Using Microsoft® Windows® 10*
 - *Microsoft® Outlook® for Office 365™ (Desktop or Online): Part 1*

Course Objectives

Upon successful completion of this course, attendees 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.
- Assign delegate permissions and share Outlook items with others.
- Archive and back up Outlook items using data files.

Course Topics

Module 1: Modifying Message Properties and Customizing Outlook

- Insert Hyperlinks and Symbols
- Modify Message Properties
- Add Email Accounts to Outlook
- Customize Outlook Options

Module 2: Organizing, Searching, and Managing Messages

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

Module 3: Managing Your Mailbox

- Manage Junk Email Options
- Manage Your Mailbox Size

Module 4: Automating Message Management

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



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Course Topics *Continued*

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: Sharing Outlook Items

- Assign and Manage Tasks
- Share Your Calendar
- Share Your Contacts

Module 8: Managing Outlook Data Files

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

ACTIVITIES INCLUDED