

Outlook 2010/2013 Level 2

Audience	This course is appropriate for those who are already familiar with the basics of Outlook email and calendars. Students should have sent, received and read mail; checked spelling; replied to and forwarded email; and worked with global and personal address books.
Description	The course uses a combination of lecture and hands-on exercises to familiarize students with advanced skills in the Outlook program. Students will review some basic concepts and cover new topics such as customizing Outlook; automating email; managing tasks; and managing contacts.
Objectives	After completing the class, students should be able to: <ul style="list-style-type: none">■ Customize the navigation pane and various group views■ Create and use customized views to organize email■ Filter and group messages■ Use People Pane■ Organize mail with Search Folders■ Use conditional formatting to color code email■ Automate mail with signatures and out of office replies■ Automatically create mail using templates and rules■ Direct mail into folders with rules■ Flag mail for follow up■ Grant mailbox and folder access■ Change outlook defaults■ Share and delegate calendars■ Change calendar options■ Display, open, create, and manage tasks■ Create, edit, and print contacts
Length	1 day

I. Organizing Outlook

- A. Customizing the Folder/Navigation Pane
- B. Viewing Items in Outlook
- C. Changing Views
- D. Customizing the Views
- E. Defining a New View
- F. Filtering Messages (Review)
- G. Grouping Messages (Review)
- H. Viewing Conversations

- I. Using People to view contacts

- J. Creating Search Folders
- K. Cleaning up Mail Messages
- L. Using Custom Categories

II. Automating Mail Functions

- A. Creating a Signature
- B. Creating Quick Steps
- C. Rules and Alerts Overview
- D. Directing Mail with Rules



- E. Modifying Rules
- F. Setting Follow Up Flags
- G. Automating Replies to Email
- H. Creating and Using Templates
- I. Automating Creating of Email

III. Advanced Email Functions

- A. Granting Delegate Permissions
- B. Granting Folder Permissions
- C. Opening Another's Inbox
- D. Archiving Messages
- E. Finding Messages
- F. Using Advanced Find Features
- G. Changing Mail Defaults
- H. Changing Mail Composition and Format
- I. Changing Mail Arrival & Screen Defaults
- J. Changing Tracking Defaults
- K. Save and Sending Defaults

IV. Advanced Calendar Features

- A. Managing Another's Calendar
- B. Giving Permission on a Calendar
- C. Opening Another's Calendar
- D. Viewing Multiple Calendars
- E. Using Calendar Groups
- F. Printing Calendars
- G. Setting Calendar Options
- H. Categorizing Appointments (Optional)

V. Managing Tasks

- A. Displaying and Opening Tasks
- B. Creating a Task
- C. Working with Tasks
- D. Assigning a Task
- E. Creating Status Reports from a Task

VI. Managing Contacts

- A. What is the Contacts Feature?
- B. Creating Contacts
- C. Editing Contacts
- D. Importing and Exporting Contacts
- E. Using vCards
- F. Printing Contacts