Microsoft® Office

Outlook 2016/365

Level 2 Course Outline

Lesson 1: Tasks & Notes
- The Task Module
- Creating a Task
- Customizing Tasks
- Recurring Tasks
- Adding Task Details
- Assigning and Tracking A Status
- Task Options
- Assigning Tasks
- Accepting or Declining Tasks
- Updating and Sending Status Reports
- Completing Tasks
- Organizing Tasks
- Searching Tasks
- Creating and Managing Notes
- Attaching Notes to Contacts
- Printing Tasks and Notes

Lesson 2: Message Options
- Delivery and Read Receipts
- Delivery Options
- Adding Voting Options
- Review the Voting Responses
- Including the Message Thread
- Text Formats for All Outgoing Mail
- Flagging Messages
- Assigning Categories
- Inserting Hyperlinks
- Deleting Hyperlinks
- Inserting Graphics
- Using Stationery
- Saving Messages in Different Formats

Lesson 3: Contact Groups
- Creating A New Contact Group
- Emailing A Contact Group
- Editing, Updating and Deleting Contacts
- Deleting A Contact Group

Lesson 4: Managing Schedules
- Scheduling A Meeting
- Tracking Meeting Responses
- Making Changes to Meetings
- Updating Attendees
- Changing the Meeting Time
- Other Meeting Changes
- Cancelling A Meeting
- Forwarding Calendar Items
- Emailing Calendars