Microsoft® Office Outlook® 2019: Part 2

Duration: 1 Day
Method: Instructor-Led Training (ILT) | Live Online Training

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

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. This course builds upon the foundational knowledge presented in the Microsoft Office Outlook 2019: Part 1 course and will help participants customize a communication system well-suited to their work style.

Target Audience

This course is intended for:

- Persons who have a basic understanding of Microsoft Outlook 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 wish to prepare for the certification exam.

Prerequisites

To attend this course, candidates must have:

- Completed the following course or possess equivalent knowledge:
  - *Microsoft Office Outlook 2019: Part 1*

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Exam Details

Exam Code:	• MO-400
Length of Exam:	• 120 Minutes
Number of Questions:	• 40-60
Passing Score:	• 70%
Question Format:	• Multiple Choice, Drag & Drop, Case Studies, Active Screen, Build List

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.
- Manage activities by assigning tasks to others.
- Delegate access to 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 Advanced Characters and Objects
- Modify Message Properties
- Add E-mail Accounts to Outlook
- Customize Outlook Options

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Course Topics *Continued*

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 E-mail Options
- Manage Your Mailbox Size

Module 4: Automating Message Management

- Use Automatic Replies
- Use Rules 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 Outlook Items

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

Module 9: Managing Outlook Data Files

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

ACTIVITIES INCLUDED

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