

MICROSOFT OUTLOOK FOR OFFICE 365 – PART 2

COURSE SPECIFICATIONS

Course Code:	MS-OUT-P2
Course No:	ELK91–140_rev1.1
Course Length:	2 Days
CertiPort Exam No:	MO-400

COURSE DESCRIPTION

Every day, millions of email messages are exchanged among people within and between organizations. Email has a ubiquitous presence in the lives of many, and it's likely that email technologies will continue to evolve with the changing needs of workplaces. After all, email communication has not been replaced, or its growth slowed, as many predicted with the rise of social media and the widespread adoption of mobile technologies. Many organizations have implemented mail management systems that combine the back-end power of Microsoft Exchange Server and the front-end intuitive user interface of Microsoft Outlook.

In this course, you 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 your Outlook items. In short, you'll 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 Outlook for Office 365 – Part 1* course and will help you customize a communication system well-suited to your work style.

NOTE: *Most Office 365 users perform most of their daily tasks using the desktop version of the Office software, so that is the focus of this training. The course material will also enable you to access and effectively utilize many web-based resources provided with your Office 365 subscription. This includes brief coverage of key skills for using Excel Online and OneDrive. Helpful notes throughout the material alert you to cases where the online version of the application may function differently from the primary, desktop version.*

TARGET AUDIENCE

This course is intended for those with a basic understanding of Microsoft Windows and who need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.

PRE-REQUISITES

To ensure your success in this course, you should have end-user skills with any *current* version of Windows, including being able to start programs, switch between programs, locate saved files, close programs, and use a browser to access websites. It is recommended that you have completed *Microsoft Outlook for Office 365 – Part 1* or possess equivalent knowledge.

HARDWARE REQUIREMENTS

For this course, you will need one computer for each candidate. **For classroom-based training, each computer will need the following *minimum* hardware configurations:**

- 1 gigahertz (GHz) 64-bit (x64) processor.
- 4 gigabytes (GB) of Random Access Memory (RAM).
- 32 GB available storage space.
- Monitor capable of a screen resolution of at least 1280 × 1024 pixels, at least a 256-color display, and a video adapter with at least 4 MB of memory.
- Keyboard and mouse (or another pointing device).
- Fast Ethernet (100 Mb/s) adapter or faster and cabling to connect to the classroom network.
- IP addresses that do not conflict with other portions of your network.
- Internet access (contact your local network administrator).

For virtual online training:

- The above-mentioned hardware requirements, also including, if possible, an extra monitor to follow the trainer with ease of access.
- Microphone and speakers or headset.

SOFTWARE REQUIREMENTS

For both classroom-based and virtual online training:

- Microsoft Windows 10 or 11.
- Microsoft 365 license (which provides the Microsoft Office apps).

For virtual online training:

- A Microsoft Team account.
NOTE: *You don't need an account, as you can join a session as a guest, but it will be beneficial to you as it will give you more options and a better sharing experience.*

COURSE OBJECTIVES

In this course, you will use Outlook's advanced features to customize and manage your email communications, including using advanced features to organize emails; managing calendar settings and options; managing contact information; scheduling tasks; and managing Outlook archives and data file settings. You will:

- 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.

LEARNING OUTLINE

1. Modifying Message Properties and Customizing Outlook
 - a. Insert Hyperlinks and Symbols
 - b. Modify Message Properties
 - c. Add Email Accounts to Outlook
 - d. Customize Outlook Options
2. Organizing, Searching, and Managing Messages
 - a. Group and Sort Messages
 - b. Filter and Manage Messages
 - c. Search Outlook Items
3. Managing Your Mailbox
 - a. Manage Junk Email Options
 - b. Manage Your Mailbox Size

4. Automating Message Management
 - a. Use Automatic Replies
 - b. Use Rules to Organize Messages
 - c. Create and Use Quick Steps
5. Working with Calendar Settings
 - a. Set Advanced Calendar Options
 - b. Create and Manage Additional Calendars
 - c. Manage Meeting Responses
6. Managing Contacts
 - a. Import and Export Contacts
 - b. Use Electronic Business Cards
 - c. Forward Contacts
7. Sharing Outlook Items
 - a. Assign and Manage Tasks
 - b. Share Your Calendar
 - c. Share Your Contacts
8. Managing Outlook Data Files
 - a. Use Archiving to Manage Mailbox Size
 - b. Work with Outlook Data Files

ASSESSMENTS

Formative assessments in the form of a knowledge questionnaire as well as minor projects will take place during the course. *Summative* assessments will be conducted at the end of the course in the form of a practical/theoretical test.

If a candidate does not wish to write a summative assessment, a OneTrust Training Solutions certificate that indicates *Attendance* will be provided.

MERSETA TRAINING PROVIDER

OneTrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.)

We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes. Successful participants will receive a *OneTrust Training Solutions* certificate for the relevant courses.

MICROSOFT CERTIFICATION

Microsoft Office certifications gives candidates a professional edge by providing globally recognized industry endorsed evidence of skills mastery, demonstrating your abilities and willingness to embrace new technologies. Workers can prove their skills and proficiency with Microsoft computer programs by earning the Microsoft Office Specialist (MOS) certification. Individuals can elect to earn certification in one or more Microsoft programs, such as Word, Excel, or PowerPoint.

This course is part of a **2-part-series** that covers the Microsoft Office Specialist Program exam objectives to help you prepare for the **Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400** certification exam.

Microsoft Office Specialist is an internationally recognised qualification available in more than 160 countries around the world. Microsoft Office Specialist certification is the only official Microsoft-recognized certification for Microsoft Office globally.

CONTACT DETAILS

Further enquiries may be directed to:

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