

Microsoft Outlook for Admin Assistants

Course ISI-1568

Three hours

Instructor-led, Hands on

Introduction

This class focuses on the advanced features of Microsoft Outlook reviewing and expanding on content from Outlook Level 1 and Level 2. Whether you are an administrative assistant or wish to learn advanced techniques to manage your or others mailbox account, this course will give you the tools to be more productive and efficient.

A mailbox account in Outlook consists of not just email but also tasks, calendar, journal, contacts and more. Assistants must know how to share, access, and manage a coworker's mailbox inside Microsoft Outlook. Learning and creating custom views in addition to templates, rules, and Quick Steps will make managing multiple email accounts will contribute to your success.

Features and functions in Office 365 and Office 2019 / 2016 are nearly identical. For this reason, users for all three versions (365, 2019 and 2016) attend the same class. The instructor will explain the few visual differences in the versions to you; just let the instructor know what version you are using.

Course Objectives

After completing this course, students will be able to:

- Organize, search, and manage messages
- Using Search Folders and Search
- Delegate a user to parts of the mailbox, calendar sharing with advanced calendar permissions, and shared tasks for admin assistants
- Create Rules, Automatically Color Code Items, and use Quick Steps
- Create and use Email Templates and use Quick Steps to create emails faster

Prerequisites

Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

To ensure your success, we recommend you first take the following courses or have equivalent knowledge:

- Microsoft Outlook Levels 1 and 2

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

Course Outline

Module 1: Organize, Search, and Manage Messages

- Creating a Folder
- Moving Items into Folders
- Using Views
- Organizing Messages by Color

Module 2: Using Search Folders

- Using Outlook Search Folders
- Searching for Email Items

Module 3: Sharing Permissions and Managing Mailboxes

- Adding a Delegate to your Mailbox
- Sharing Calendars
- Opening Another Person's Calendar
- Setting Calendar Only Permissions
- Sending a Meeting Request from Another Calendar
- Sharing Tasks

Module 4: Creating Rules, Automatically Color Code Items, and Quick Steps

- Creating and Managing Rules
- Creating a View to Highlight Certain Messages
- Using and Adding Quick Steps

Module 5: Creating Emails Faster

- Creating an Email Template
- Using an Email Template
- Configuring an Email Using Quick Steps