



Microsoft Outlook 2013

Level 2



INFOCUS COURSEWARE

Product Code: INF1326

ISBN: 978-1-921939-74-7

❖ General Description

The skills and knowledge acquired in **Microsoft Outlook 2013 - Level 2** are sufficient to be able to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, create task requests for others to perform and much more.

❖ Learning Outcomes

At the completion of this course you should be able to:

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other **Outlook** items
- work with message views
- create and work with colour categories
- create and use rules to manage your email messages
- use many **Outlook** features as you work with email messages
- schedule appointments and events in your calendar
- schedule meetings using **Outlook**
- monitor and manage your contacts within **Outlook**
- create and work with task requests

❖ Prerequisites

Microsoft Outlook 2013 - Level 2 assumes some knowledge of the software and it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ Topic Sheets

106 topics

❖ Methodology

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ Companion Products

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at www.watsoniapublishing.com.

This information sheet was produced on Monday, March 24, 2014 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.



47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

Product Information



Contents

Editing Messages

- Copying Text Within A Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing An Attachment

Organising Messages

- Creating A Message Folder
- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Deleted Messages
- Cleaning Up Conversations
- Working With Favourites
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Automating Common Tasks With Quick Steps
- Customising A Default Quick Step
- Creating A Quick Step
- Using Quick Steps
- Archiving Messages
- Recovering Archived Messages

Searching

- Using Instant Search
- Expanding The Search
- Search Query Syntax
- Search Query Syntax – Dates and Size
- Using Recent Searches
- Search Options
- Searching Other Outlook Items
- Using A Search Folder
- Adding A Predefined Search Folder
- Customising Predefined Search Folders
- Creating A Custom Search Folder

Working With Views

- Changing The Current View
- Arranging Messages Within A View
- Sorting Messages Within A View
- Working With Columns In A View
- Formatting Columns In A View
- Creating A Custom View
- Adding A Filter To A Custom View
- Deleting A Custom View

Colour Categories

- Creating A New Colour Category
- Assigning A Colour Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting A Colour Category

Working With Rules

- About Rules
- Creating A New Rule From A Template
- Selecting The Rule Conditions
- Selecting The Rule Actions
- Selecting The Rule Exceptions
- Naming And Reviewing The Rule
- Testing The Rule
- Managing Existing Rules

Email Techniques

- Effective Email Management
- Recalling A Sent Message
- Printing A Message
- Printing A Message List
- Message Formats
- Changing The Message Format
- Choosing Themes Or Stationery
- Applying A Theme Or Stationery To A Message
- Turning Themes Or Stationery Off
- Applying A Theme
- Saving A Message Draft
- Using A Saved Message
- Sending A Voting Message
- Responding To A Voting Message
- Tracking Voting Responses
- Sending Automatic Responses

Appointments and Events

- Quickly Scheduling An Appointment
- Scheduling Using The Appointment Window
- Rescheduling An Appointment To Another Day
- Rescheduling An Appointment To Another Time
- Creating Recurring Appointments
- Changing Recurring Appointments
- Scheduling An Event
- Scheduling Free And Busy Times

- Categorising Activities
- Printing Your Calendar
- Deleting Activities

Scheduling Meetings

- Scheduling A Meeting
- Meeting Response Options
- Responding To Meeting Requests
- Tracking Meeting Responses
- Changing A Meeting
- Adding Or Removing Attendees
- Preventing Responses
- Cancelling A Meeting
- The Scheduling Assistant
- Using The Scheduling Assistant
- Scheduling Meetings Using Calendar Groups

Managing Contacts

- Adding A Contact From An Email
- Pinning A Contact To Favourites
- Contacting A Contact
- Contacting A Contact From The People Peek
- Forwarding Contacts
- Creating A Contact Group
- Using A Contact Group
- Using A Partial Contact Group
- Deleting Members From A Contact Group
- Linking Contacts

Task Requests

- How Task Requests Work
- Creating A Task Request
- Responding To A Task Request
- Completing An Assigned Task
- Viewing Updated Task Requests

