

## Seminar/ILT – Outlook 2016

**Course Length:** 2 hour seminar or ½ day instructor-led training

**Overview:** The skills and knowledge acquired in this course are sufficient to be able to get users up to speed on how to manage email, schedule appointments, and keep track of contact information.

**Skills Gained:** On completion of this course students should be able to:

- Start Outlook 2016 and navigate the various new interface features
- Personalise and make changes to the user interface in Outlook 2016
- Understand how to customise the views of Outlook 2016
- Understand the new Outlook 2016 tools available
- Use the new search features to find emails, calendar, items, contacts and tasks
- Create and send email messages
- Know how to work with file and item attachments within email messages
- Create and work with contacts
- Work with many of the new features of Outlook 2016
- Work with the new People Card in Outlook 2016
- Work with the Calendar features in Outlook 2016
- Create and send meeting invites, schedule appointments and events
- Create and work with flags and tasks

### Key Topics:

#### Outlook 2016 Interface

- Tabs
- Ribbons
- Navigation Pane
- Mail List
- Reading Pane
- To Do Bar
- Status Bar
- File Tab (Backstage View)
- Quick Access Toolbar (QAT)
- Print Preview
- Getting help
- Customising the QAT and Ribbons
- Peek
- Out of Office
- Keyboard Shortcuts Multiple Windows

#### Inbox

- Preview Messages
- Conversation View
- Filter
- Peek
- Key Tips
- Conversation Management Ignoring Conversations
- Conversation Clean-Up
- Convert an Email to a Meeting
- Quicksteps and Rules Mail Tips

#### Mail

- Quick Command Actions
- Inline Messages
- Replying to a Message Inline
- PopOut a Message for Full Functionality
- New Mail Ribbon
- Creating and Sending a Message
- Forwarding a Message
- Reply with a Meeting
- Attaching, Viewing and Saving Attachments
- Signatures

#### Instant Search

- How to Search
- Refining the Search
- Colour Categories

#### Calendar

- Calendar Weather Report
- Time Indicator
- Calendar Views
- Overlay Calendars
- Meeting Request Calendar Preview
- Setting up an Appointment/Meeting/Event
- Adding a Resource
- Schedule View
- Meeting Reminders
- Free/Busy Details
- Adding a Recurring Appointment/Meeting/Event
- Accepting/Declining a Meeting Request
- Proposing a New Time for a Meeting
- Cancelling a Meeting
- Displaying Multiple Time Zones
- Calendar Groups
- Share a Calendar
- Calendar Options

#### Flagging and Tasks

- To Do Bar
- Setting a Flag
- Setting a Reminder
- Creating and Deleting Tasks
- Marking a Task as Completed
- Viewing Tasks

#### Contacts

- People Card
- Explore the People Pane
- New Contact Card
- Contact Groups
- Map

#### Target Audience:

This course is designed for users who have a general experience with using email, calendaring, and contacts management and need to know how to get up and running quickly and efficiently using the new Microsoft Outlook 2016.

**Prerequisites:**

This course assumes little or no knowledge of earlier versions of Microsoft Outlook or of Microsoft Outlook 2016. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

*We can also deliver and customise these training courses for larger groups – saving your organisation time, money and resources. For more information, please contact us on 1800 853 276.*