



**@ASK Training**  
Attitude | Skills | Knowledge

# Microsoft Outlook 2019 – Intermediate and Advanced

**Course Code:**

ASKKA9

**TPGateway Course Code:**

TGS-2020502878

**Course Duration:**

1 day (8 hours), 9:00am – 5:00pm

**Course Fee:**

\$250 (\$272.50 Inc. 9% GST) per participant

SDF grant entitled, \$2/hr x 7hrs = \$14

*Only applicable to Singaporean and PR employees*

1 hour lunch is not claimable

Skillsfuture Credit Claimable for Individual

UTAP Claimable ; sign up <https://ntuc.co/ask-edm>

**Course Dates:**

<https://asktraining.com.sg/course-schedule/>



## Course Synopsis

You may already know how to use Microsoft Outlook calendars, task, contacts and many other basic features. But if you want to be more employable and increase productivity in the workplace, you need to possess knowledge beyond the basics.

The importance of getting the in-depth knowledge to manage your meeting schedule, setting reminders, delegate task and improve communication in non-verbal channel can save you a great deal of time. You need to be capable of using more powerful features in Outlook.

There are some cool features such as adding Voting Buttons in Emails, managing someone's emails or calendars by the Delegate Access features, speedup repetitive steps with Quick Steps, customize the messages and signatures and many more.

## Course Objectives

Upon completion of this 1-day course, you will optimize a Microsoft Outlook 2019. You will be able to:

- Create & manage multiple calendars and view them side-by-side or overlaid. Add a second time zone & collaborating with other users
- Give delegate permissions, take & track a Vote
- Use the Journal & working with Notes
- Organize & Find Information efficiently by using Advanced Find
- Automate commands by managing Quick Steps, creating and managing Rules
- Manage Outlook Data by Mailbox Cleanup, use AutoArchive, manual Archiving and Retrieving Information, Importing & Exporting Information
- Use RSS Feeds, Tools Together, Outlook Web App

# Course Outline

## Advanced Mail

- Working with Pictures
- Working with Contact Groups
- Communicate with a Contact Group
- Turn on Conversation View
- Expand a Conversation
- Optimize Conversation View
- Ignore a Conversation
- Quick Parts & View Quick Parts
- Working with Attachments inline
- Set Up Quick Steps
- Add a New Quick Step & Edit Quick Steps
- Create a Rule Based on an Email
- Create a Rule and Managing Rules
- Sharing Your Email
- Delegate Mail Folders
- Access Shared Folders
- Themes and Stationery
- Email Settings

## Calendar

- View Your Calendar & Switch to Views
- Jump to Today & View the Next 7 Days
- Navigate the Calendar
- Scroll through Dates & Appointments
- Jump to a Specific Date
- Search Appointments
- Create & Edit an Appointment
- Reschedule an Appointment
- Delete an Appointment
- Appointment Options
- Create an All Day Event
- Change Availability
- Set a Reminder & Privacy
- Set Priority
- Schedule, Create & Edit Meetings
- Track Responses

- Create, Edit & Delete Recurring Appointment
- Sharing Your Calendar
- Send a Sharing Invitation
- Advanced Sharing Permissions
- Open a Shared Calendar
- Sending Your Calendar
- Use Multiple Calendars
- Add New Calendars
- View Multiple Calendars
- Overlay Calendars
- Separate Overlaid Calendars
- Calendar Settings

## Tasks

- Following Up with Emails
- Flag a Message & Change flags
- Set a Reminder Date
- Remove a Flag
- Create and Complete Tasks
- Add a Task & Mark as Complete
- Viewing & Sort Tasks
- Sort Tasks & Change Views
- Recurring & Assigning Tasks
- Accept or Decline an Assigned Task
- Managing Information
- Using, create & rename Categories
- Sort by a Category
- Create & Use a Search Folder
- Viewing Old Mail
- Cached Exchange Mode
- Archiving Information
- Adjust Folder Settings
- Access Archived Items
- Exporting & Importing Information