

# Microsoft Outlook 2019

GoSkills online course syllabus

Wednesday, March 26, 2025

**Skill level**

Beginner

**Lessons**

43

**Accredited by**

CPD

**Pre-requisites**

None

**Versions supported**

2016, 2019

**Video duration**

3h 00m

**Estimated study time**

22h for all materials

**Instructor**

Andy Lanning

## Introduction

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- 1 Outlook Screen Overview**

Understanding the screen layout is paramount to mastering this program. Take a tour of the screen elements and ribbon.
- 2 Office Management**

Monitor inbox size, clean out certain folders, and set up auto-archive functionality.
- 3 Drag & Drop**

Trim redundant clicks from your most repetitive office tasks with this amazing trick!
- 4 Second Window**

Utilize the second window functionality to end the back and forth shuffle between your calendar and inbox.

## Email - Sending and Receiving

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- 5 Email Do's and Don'ts**

A set of email correspondence tips that are good reminders of online professionalism and etiquette.
- 6 Autofill, Importance, and Email Format**

Learn the office protocol for marking emails as important, using Plain vs HTML text, and how Autofill addresses really work.
- 7 Email Signatures**

Signatures are vital to signing off on an email, and here you'll learn how to apply them, along with a time saving tip to quickly finalize redundant correspondence.

**8** Handling Attachments  
Tips on sending, receiving and saving attachments.

**9** Recall a Message  
Learn how to recall a message and how to add a button to the ribbon for faster access to this feature.

**10** Quick Steps Gallery  
Quick Steps provide an alternative to redundant emails, distribution lists, and repetitive (yet unavoidable) office tasks.

## Email - Organizing

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**11** Email Options  
Buried behind the Options ribbon are a variety of useful tools, including: Read receipts, Delayed send, and Voting buttons.

**12** Voting Buttons  
Voting Buttons are useful for Approve/Reject responses, Yes/No responses, and can be customized to contain a list of up to 28 choices.

**13** View Ribbon, Layout Group  
Set your preferences and customize the Folder Pane, Reading Pane, and To-Do Bar.

**14** Groups and Conversations  
Learn to organize your emails into groups and control how you view conversations.

**15** Search for and Color Code emails  
Never let another important email become visually lost in your inbox. Use Color Coding to make it stand out in a crowded list, and search for related emails.

**16** Inbox Sticky Notes  
Sticky notes are handy for paper, so why not emails? This is by far the best little-known tip in Outlook.

**17** Follow-up Flags and Categories  
Those little grey flags beside your email list actually have a useful purpose. Click the Flags as a reminder to get back to certain emails first, and apply a Category color to keep track of similar subjects.

**18** Folders and Search Folders  
Learn how to store your emails in topical folders and use a search folder to gather a category of emails that may be in various folders.

**19** Rules and Alerts  
Set up rules that perform time-saving tasks, for instance filing certain emails automatically into certain folders.

# Calendar

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- 20** **Calendar Views**  
When you find yourself searching for an appointment or an open date, changing the Calendar view will help zoom into details or view a month at a glance.
- 21** **Calendar Display Options**  
Customize your Display Option preferences to suit your particular situation.
- 22** **Appointments, Meetings and Events**  
Use these scheduling tools to schedule appointments, meetings and events and make it easy for others to confirm their attendance.
- 23** **Schedule Resources and Schedule View**  
The ability to view multiple calendars in a horizontal format for easy comparison.
- 24** **Recurring Appointments**  
Use the Recurring Appointments feature to save you from the redundancy of scheduling multiple occurrences manually.
- 25** **Color Code Appointments**  
Color-Coding calendar items is known as "prioritizing". Use this feature to produce at-a-glance decisions about your daily grind.
- 26** **Search the Calendar**  
How to search and find a certain appointment or date quickly.
- 27** **Printing and Calendar Best Practices**  
How to print a hard copy of the calendar and good tips for calendar management.

# Contacts

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- 28** **New Contacts**  
Quick tips on how to add new contacts efficiently.
- 29** **Contact Groups aka Distribution Lists**  
Previously known as Distribution lists, a Contact Group is one contact record that contains multiple people.
- 30** **Search Contacts and People Pane**  
Learn how to find a contact and use the People Pane to find all related activities.

- 31** **Contact Folders and Groups**  
Keep your contacts organized by using multiple Folders and Groups.
- 32** **Contact Categories**  
Keep your contacts organized by using Category colors.
- 33** **Contact Views**  
How you view your contact data will help you get to the information you need and make decisions faster.
- 34** **Contacts Backup**  
Secure your most important data from a disaster and backup your contacts!

## Tasks and Notes

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- 35** **Tasks, New and Recurring**  
Tasks are to-do items that are tracked electronically and can be recurring weekly or monthly.
- 36** **Assign Tasks, Change View**  
Tasks can be assigned to an assistant or co-worker via email, and an automated response keeps you updated on the status. Also change the view with a simple click.
- 37** **Task To-Do Bar**  
Viewing Tasks in other Outlook windows is easily customized with the To-Do Bar.
- 38** **Using Notes**  
Learn tips to make the most of your notes, which are handy as a place to store info.

## Advanced Features

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- 39** **Email Merge**  
Send individual – but duplicate – emails to multiple people with one easy process.
- 40** **Email Merge, Personalized**  
Send individual, personalized emails to multiple people with one easy process.
- 41** **Email Merge, Full Color Flyers**  
Send individual, full color flyer emails to multiple people with one easy process.

## 42 Backup Outlook Folder

Learn how to back up - also known as export - your Outlook folder.

## 43 Store Emails Outside of Outlook

Store emails outside Outlook with other related files in one location, rather than digging through your inbox to find them.

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