

# Microsoft Outlook 2019

GoSkills online course syllabus

Thursday, November 21, 2024

**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.

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### 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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