

## Microsoft Outlook 365 Level 2 Course Outline

Duration: 1 Day

This Microsoft Outlook 365 level 2 advanced training course is for individuals looking to elevate their email and calendar management to a whole new level. This comprehensive course is designed to help you leverage the full potential of Outlook 365 to streamline your work and boost productivity. You'll learn about the latest and most advanced features of the Outlook 365 platform, enabling you to take control of your email, appointments, and tasks with ease.

### What You'll Learn

- **Email management:** Effectively organise and manage your emails for improved productivity.
- **Automating tasks with macros:** Streamline repetitive tasks by creating and using macros in Outlook.
- **Managing permissions:** Control access and set permissions for shared mailboxes, folders, or calendars.
- **Using the calendar to track project progress:** Leverage the calendar features to monitor and schedule project milestones.
- **Integrating Outlook 365 with other 365 applications:** Seamlessly connect Outlook with tools like Teams, OneDrive, and SharePoint.
- **Working with multiple calendars:** Manage and coordinate multiple calendars for better scheduling and collaboration.

### Course Prerequisites

For users confident with Outlook basics and organisation tools:

- Basic email, calendar, and contact management experience.
- Familiarity with using folders, rules, and templates.
- Optional knowledge of Microsoft 365 tools like Teams or OneDrive.

## Full Course Outline

### Email Management

- Working with large volumes of email data
- Using advanced search techniques to find specific emails
- Email archiving and retention policies
- Advanced email organisation techniques (e.g. using folders, rules, and quick steps)
- Email delegation and shared mailboxes
- Email templates and signatures
- Collaborative email practices (e.g. using @mentions and voting buttons)

### Advanced Features

- Creating custom forms and workflows
- Automating repetitive tasks using macros
- Integrating Outlook with third-party add-ins and plugins
- Using the Notes and Journal features
- Setting up automatic out-of-office replies
- Configuring privacy and security options
- Quick look at Power Automate

### Advanced Security and Privacy

- Managing access to data using permissions and delegates
- Implementing data loss prevention policies
- Encrypting email messages and attachments

### Calendar and Scheduling

- Customising calendar views and appointments
- Using the calendar to track project progress

### Integrating Outlook 365 with Other Applications and Devices

- Integrating Outlook with Microsoft Teams
- Integrating Outlook with OneDrive and SharePoint
- Syncing Outlook with other mobile devices
- Using OneNote and ToDo with Outlook

### Calendar and Scheduling

- Setting up and using multiple calendars
- Scheduling recurring appointments and meetings
- Sharing calendars and appointment scheduling
- Scheduling online meetings with Outlook
- Using the calendar to manage tasks and to-do lists

## Contacts and Tasks

- Managing and organising contacts
- Assigning and tracking tasks
- Using the task request and task delegation features

## Training Benefits

**Comprehensive training materials:** Access detailed notes and exercise files for future reference.

**Post-training support:** Enjoy three months of assistance via email, phone, or screen sharing for follow-up questions.

**Certificate of completion:** Celebrate your achievement with a certificate that recognises your effort and skills.

**Practical learning environment:** Experience hands-on training designed to build confidence and inspire trust.