



Microsoft Outlook 2016 Level 2

Use Outlook's advanced features to customize and manage your email communication. Learn how to organize Outlook items with folders and categories; practice searching and filtering; manage junk mail; set rules to automate many tasks; change the appearance of messages; use notes and journals; conduct mail merges; and collaborate with others.

Who Should Take This Course?

This course is for individuals who want to use Outlook's advanced features to improve productivity.

Course Objectives

- Organize Outlook by managing accounts, folders, and categories; use advanced searching and filtering features and create Quick Steps
- Manage your inbox by configuring junk mail filters, creating rules, and using cleanup tools
- Use advanced email settings such as message properties, delivery options, styles, themes and stationery
- Organize your work with notes and journal entries
- Use Outlook's collaboration features such as item and calendar sharing, mail merges and integration with social media services

Course Info

- Length: 7 hours
- Format: Classroom instruction, demonstration and practice
- Prerequisite: Microsoft Outlook 2016 Level 1

Course Content

Organize Outlook by managing accounts, folders, and categories; use advanced searching and filtering features and create Quick Steps

- Account management
- Using folders
- Categorizing items
- Searching and filtering
- Quick Steps

Manage your inbox by configuring junk mail filters, creating rules and using cleanup tools

- Managing junk mail
- Using rules
- Cleaning up your mailbox



CONTINUING EDUCATION Course Outline

Use advanced email settings such as message properties, delivery options, styles, themes and stationery

- Message options
- Customizing message appearance

Organize your work with notes and journal entries

- Notes
- Using the Journal

Use Outlook's collaboration features such as item and calendar sharing, mail merges and integration with social media services

- Performing mail merges
- Sharing items
- Outlook integration

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letters

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.