goskills

Microsoft Outlook 2019

GoSkills online course syllabus

Saturday, July 19, 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

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

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

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

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

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

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

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.

Go to GoSkills.com