

# CEB Outlook Training Resources

## Outlook Overview

To customise your Outlook experience, leverage the File tab to manage settings such as Themes, Options for Accessibility, and your Accounts.

### Inbox

- Your mail inbox
- Folders
- Email options

### Calendar

- Your Outlook calendar which syncs across to Microsoft Teams using what is called Exchange Online. Make your meetings and appointments here.

### People

- This may or may not be filled for you, this is your people directory.
- Usually though, organisations have enabled what is called the Azure Active Directory which allows you to access emails and profiles of others in your org without needing to memorise and create addresses. We will cover this in @mentions.

### Tasks/To-Do Integration

- The great thing about Outlook in M365 is its integration.
- Create notes, tasks, flag emails and have it all connected to your Microsoft To-Do to manage your Inbox and tasks in your day to day.

## Emails, Rules, and Delegation

@Mentions allow you to directly get someone's attention when in a thread of multiple users, and is especially useful when others may share a name. @Mentions make use of the Azure Active Directory in your organisation to link the user to the Mention and send an alert to them, letting them know they've been directly referenced.

Support link: [Use @mentions to get someone's attention - Microsoft Support](#).

Microsoft Outlook supports cloud sharing of files through Microsoft 365. This means, instead of having to upload a new copy of a document each time it needs to be shared to edited with your team, you can simply share a OneDrive version of the document. This keeps it so that only one version of the file is directly accessible through Outlook and you can manage the permissions of the document at anytime.

Support Link: [Attach files in Outlook - Microsoft Support](#)

Delay Delivery allows you to schedule the send of your emails, this means you can you're your email prepared at anytime but will only send at the time you define. Just keep in mind

that Outlook must remain running in the background for Delay Delivery to occur outside your typical working hours.

Support Link: [Delay or schedule sending email messages - Microsoft Support](#)

Ever accidentally sent an email that was unfinished or incorrect? We all have. Outlook has features like Mail Recall and Resend that allow you to recover your emails even when they have been sent to allow you to prevent it being received in the first place, or simply replace it with the correct information. This feature will only work when your recipient/s have not opened the email.

Support Link: [Recall or replace an email message that you sent - Microsoft Support](#)

Inboxes get full quickly. Manage your inbox using the built-in Rules automation feature. Rules allows you to define parameters around emails that you either send or receive and what happens to these emails. Rules can simply delete unwanted emails or redirect them into folders to help organise your inbox.

Support Link: [Set up rules in Outlook - Microsoft Support](#)

Appoint someone to manage your inbox for you with delegation. Delegates can either manage your entire Outlook for you, or just the places you choose for them. Delegates are able to either view your inbox and calendar, send and receive emails/calendar invitations, or even modify pre-existing content.

Support Link: [Allow someone else to manage your mail and calendar - Microsoft Support](#)

## **Outlook Mobile**

[Outlook for iOS and Android - Microsoft Support](#)