

Managing your Manager's Mailbox: Delegated Access in Outlook

Duration: 1 Day(s)

Course Overview

Entrusting staff with the administration of appointments, meetings, and general communications is a core managerial concept.

It is common for the office specialist – Executive Assistants, Administrative Assistants, Office Managers, and Project Coordinators (to name a few) – to serve as a key point of contact for others, allowing leadership to focus on their priorities.

To support this delegation in today's digital world, managers can entrust others to represent them in Microsoft Outlook.

Whether you are a manager assigning responsibility or an individual entrusted with the calendar and email of others, come learn the core concepts of Outlook delegation from both angles.

Review this course online at <https://www.alta3.com/courses/PS04>

Objectives

- Understand the levels of delegate permissions in Outlook.
- Manage meetings and emails on behalf of others.
- Configure mailbox access on mobile devices.
- Utilize advanced Outlook features like message options and rules.

Who Should Attend

- Executive Assistants
- Administrative Assistants
- Office Managers
- Project Coordinators

Prerequisites

If you are new to Outlook, consider one of our full day courses instead as focused 3-hour session is designed for seasoned Outlook users that have yet to venture beyond their comfort zone.

Course Outline

Module 1: Levels of Trust

1. Discover the different degrees of Delegate Permissions
2. Learn how access is delegated

Module 2: Managing Visibility

3. Learn how to view Deleted and Sent Items

Module 3: Ease of Access

4. Automatically opening the other person's mailbox

Module 4: Representing Others

5. Manage meetings on behalf of others
6. Manage email communications for others

Module 5: Delegation on Mobile

7. Adding a delegated mailbox to your mobile device

Module 6: Outlook Tips and Tricks

8. Enable the From and Bcc fields
9. Use rules and color coding to keep mailboxes organized
10. View multiple calendars