1. **Creating Email Templates**
   - Can add in the recipients and subject line
   - Create your message and save as template (Outlook Template)
   - Access and create Templates from Message Ribbon

2. **Quick Parts**
   - Create a new message and add desired text
   - Insert that text to your emails and navigate to Insert → Quick Parts

3. **Signature Templates**
   - Navigate to 'Get Signature Templates' and download from the Email signature gallery
   - Select from pre-made signature templates and fill in with your information
   - Insert your own pictures

4. **Career Saver Rule**
   - Create a mail rule to defer delivery by a set amount of minutes
   - Create additional rules to apply to specific emails you send or receive

5. **VIP Rule**
   - Create a rule to receive a notification when you receive a new email from a specific email address
   - You'll receive a 'New Mail Alerts' with the option to open the new email or close the notification

6. **Achieving Inbox Zero**
   - The 4 D's – Do It Now, Delegate, Defer, Delete
   - Use Quick Steps
   - For example, can select reply and delete or create your own

7. **The Boss Rule**
   - Make specific senders stand out in your inbox - use Conditional Formatting
   - Select the font size, type and colour

8. **Have Outlook Text Your Phone**
   - Send a text message to alert for specific senders and emails
   - Create an Advanced Rule
   - Find your cell phone provider's email address here.

9. **Passive Aggressive Email Tips**
   - Add a flag for follow up in your outbound emails
   - Create a custom Add Reminder after selecting the Flag icon

10. **Create a Calendar Event from an Email**
    - Drag the selected email to your Calendar tab
    - An appointment will pop up where you can further customize your event

Bonus Tips:

1. **Use natural language on your Outlook Calendar**

   When creating an Outlook calendar entry, instead of typing an actual Start Date and End Date, you can use natural language such as "in 7 weeks", "second Monday in July", "Christmas" and Outlook will figure out which date to plug in.
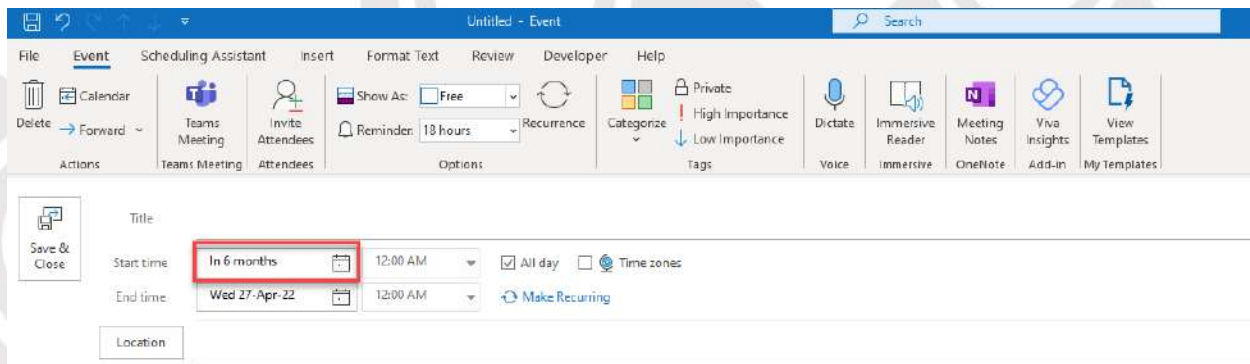
2. **Email a copy of your calendar to anyone**

   Start a new email and choose Insert → Calendar. You can then choose the date range and how much information you want the person on the other end to receive. This will insert a copy of your calendar into the email message.
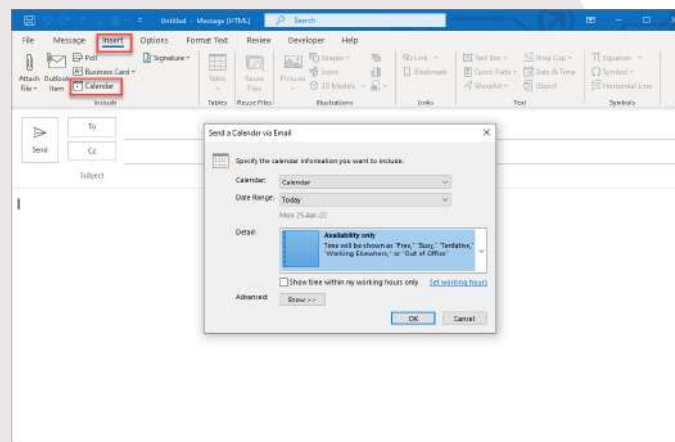
3. **Use shortcut keys to change how many days you're viewing on your calendar.**

Alt 1, Alt 2, Alt 3 etc: Set the calendar view to display that many days

Alt – (minus symbol): Display the calendar in week view

Alt = (equals symbol): Display the calendar in month view

Catch the Replay or browse our free resources. Ready for the next step? Register for Outlook Level 1 (Basic) and Outlook Level 2 (Advanced) today!