

Outlook 2010 Essentials



Duration: 1 Day Course Code: Out10E

This course introduces the essential skills required for working with Outlook 2010. Students will learn how to work effectively with their contacts, calendar, task lists and email.

Learning Outcomes

By the end of this course students will be able to effectively manage their appointments and meetings, contacts, tasks and organise their email correspondence more efficiently.

Prerequisites

This course is designed for students who are mostly self-taught on Outlook. Basic computer awareness, keyboard and mouse skills are essential.

Getting Started

- Navigating the Outlook Interface
- Using the Outlook Bar
- Configuring Outlook Today
- Using the Folder List
- Accessing Help

Working with Email

- Creating/Sending Messages
- Using the Address Book
- Changing Mail Folder Views
- Opening, Sending & Receiving Email Messages
- Replying/Forwarding Messages
- Printing Emails

Managing Messages

- Saving a Draft
- Flagging Messages
- Finding Specific Messages
- Changing Read Status
- Sorting Mail Messages
- Deleting Messages
- Folder Management
- Emptying Deleted Items Folder
- Archiving your messages

Creating an AutoSignature

- Building an AutoSignature
- Setting a Default Signature
- Inserting a Signature

Working with Attachments

- Inserting a file into a message
- Saving as file attachment
- Opening an attachment
- The attachment viewer
- Creating Hyperlinks
- Creating/Using Office Documents

Setting Message Options

- Changing Message Tracking Options
- Viewing Message Delivery Status

Using the Calendar

- Working with the Calendar
- Creating Meetings/Appointments
- Responding to a Meeting Request
- Tracking Meeting Responses
- Adding a Task
- Editing Calendar Entries
- Recurring Appointments
- Changing Calendar Views
- Moving/Rescheduling Calendar Items
- Printing Calendar Items
- Saving a Calendar as a Web Page
- Deleting Calendar Items

Working with Contacts

- Opening the Contacts Folder
- Creating a new Contact
- Adding Same Company Details
- Changing Contact Views
- Editing Contacts
- Flagging a Contact for Follow Up
- Sending a message to a Contact

- Organising Contact Meetings
- Exploring a Contacts Web Page
- Assigning a Task to a Contact
- Printing Contact Information
- Deleting a Contact

Journal & Notes

- Adding a Journal Entry
- Viewing Journal Entries
- Changing the Journal View
- Opening, Printing and Deleting Journal Entries
- Using Notes
- Editing, Printing and Deleting Notes

Organising Outlook Items

- Outlook Item Categories
- Modifying the Master Category Lists
- Creating/Deleting Folders
- Searching for items
- Using the Ways to Organise Pane

