

Outlook 2010

What does this course offer you?

You will gain basic and advancing skills for working with Outlook 2010 and composing, sending and managing e-mails. You will use the Address Book to manage your contacts. You will set up your electronic calendar, plan appointments and specify appointment series. In a later part of this course, you will learn more about managing tasks and organising meetings. In addition, you will learn how to manage messages and categorise, sort and search for elements.



The primary subject matter of the course:

What is Outlook?

- What is Outlook?

The working interface

- Opening and closing Outlook
- The Outlook application window
- Working with the interface
- Using the Outlook help

Creating and sending messages

- Exchanging messages using e-mail
- Creating and sending an e-mail
- Editing and designing e-mails
- Inserting elements into e-mails
- Spelling checker and AutoCorrect
- Sending messages with attachments
- Saving and editing message drafts
- Additional sending options

Receiving messages

- Reading and editing received messages
- Sorting and filtering e-mails
- Replying to and forwarding messages
- Using the conversation view

- Managing attachments and using hyperlinks
- Following up e-mails
- Notification of received e-mails
- Security settings when receiving messages

Managing contact entries

- Creating contacts
- Editing contacts
- Address books in Outlook
- Creating contact groups
- Editing contact groups

Creating appointments

- Using the calendar
- Entering appointments in the calendar
- Changing calendar entries
- Creating a recurring appointment
- Using calendar information in a team

Managing tasks

- Creating tasks
- Editing tasks
- Delegating tasks to other people
- Editing delegated tasks

Organising meetings

- Creating and sending invitations
- Replying to an invitation
- Coordinating meetings

Views, folders and element management

- Creating and managing folders
- Copying, moving, deleting and restoring elements
- Setting up QuickSteps
- Organising e-mails with rules
- The new Out of Office Assistant
- Categorising e-mails

Printing and graphic design

- Printing e-mails
- Selecting and customising the print style
- Printing more Outlook items

Manage news

- Instant Search and Search Folder
- Customising toolbars and ribbon
- Customising views

What do you need to know in advance of this course?

Basic knowledge of how to use a mouse and keyboard is required.

What does this course include?

Alongside the lessons for imparting knowledge, it also includes practice exercises and test questions.

Number of lessons: 61 **Run time approx. 8 hours**
(Content subject to possible changes)