

LEARNING OUTCOMES

By the end of this course participants will be able to:

- * Use the mail facility of Outlook to send and receive email messages
- * Access the features of Calendar to schedule appointments, invite attendees and modify dates and times
- * Maintain the Address Book for mail contacts, create custom distribution lists, track your work in a journal and create electronic notes and reminders

PREREQUISITES

It is recommended that participants have basic experience with the underlying operating system, i.e. an ability to navigate the environment using a mouse and keyboard plus an understanding of computer file storage.

CUSTOMISATION

In addition to our standard courseware, we can adapt course content and flow to your specifications.

COURSE OUTLINE

OUTLOOK 2010

- * The Ribbon
- * Message Flagging
- * Navigation Pane
- * Instant Search
- * Help and Outlook demos
- * Printing help sheets
- * Navigation Pane
- * Standard Toolbar
- * Displaying or hiding toolbars

EMAIL CONCEPTS

- * The structure of an email address
- * Spam or Unsolicited Email
- * Viruses and Phishing

SENDING MESSAGES

- * Creating and sending email
- * Sending emails to multiple addresses
- * Receiving emails
- * Using blind carbon copy
- * Setting message subject
- * Spell checking your message
- * Inserting a file into a message
- * Message importance & sensitivity

MANIPULATING MESSAGES

- * The Inbox Folder and Screen
- * Selecting a message
- * Message Status icons
- * Reading and Forwarding email
- * Opening or saving an attached file
- * Reply and Reply To All recipients
- * Printing a message
- * Previewing a message and Printing Options

MANIPULATING TEXT AND FILES

- * Selection techniques
- * Copying and pasting text
- * Moving text from one message to another
- * Copying text from another application into a message
- * Deleting text
- * Deleting an attached file

CONTACTS

- * Creating a contact
- * Adding the sender of a message to contacts
- * Addressing an email to a contact
- * Deleting a contact
- * Creating distribution lists
- * Sending an email to a distribution list

ORGANISING MAIL

- * Searching for a message
- * Creating a new mail folder
- * Moving email to different folders
- * Sorting the contents of the Inbox
- * Deleting a mail folder or message
- * Opening the Deleted Items Folder
- * Emptying the Deleted Items Folder
- * Flagging a message
- * Marking an email as unread or read

CUSTOMISING SETTINGS

- * Adding an Inbox heading
- * Removing an Inbox heading
- * Resetting the Inbox headings

WORKING WITH THE CALENDAR

- * Introduction to the Calendar
- * Changing Calendar Views
- * Setting Calendar Options
- * Scheduling and Managing
- * Appointments
- * Scheduling Events
- * Scheduling Meetings
- * Printing Calendar Information

CREATING AND MANAGING TASKS

- * Introduction to Tasks
- * Creating Tasks
- * Modifying Tasks
- * Setting Reminders
- * Delegating Tasks
- * Accepting and Declining Tasks
- * Marking Tasks as Completed
- * Linking Tasks to Contacts
- * Forwarding Task Information to Other Users
- * Changing Task Views
- * Printing Tasks
- * Deleting Tasks

CREATING AND MANAGING NOTES

- * Introduction to Notes
- * Creating Notes
- * Modifying Notes
- * Assigning Notes to Categories
- * Copying Notes to Other Views
- * Linking Contacts to Notes
- * Using Notes Options
- * Changing Note Views
- * Printing Notes
- * Deleting Notes