



### Microsoft Outlook 2010

**Microsoft Outlook 2010** is a one-day course focused on teaching you how to send and receive mail, schedule appointments, create events, schedule meetings, create and manage tasks, collaborate with other users, and organize contacts. You will also learn about the newest features including the improved Ribbon, conversation management tools, and how to utilize Quick Step commands.

**Target Student:** Anyone interested in acquiring skills necessary to send and receive mail, use the calendar functions, create tasks, and interact with other Microsoft Outlook users.

**Prerequisites:** Before taking this course, you should have a basic understanding of your computer's operating system. For example, you should know how to launch an application, create and save files, and copy files from CDs and other media.

**Delivery Method:** Instructor-led, classroom-delivery learning model with structured hands-on activities.

**Benefits:** Upon successful completion of this course, you will be able to create, search and send mail, as well as use the task, calendar, and journal features.

#### What's Next:

**Microsoft Excel -Advanced** Learn how to transform paper-based data systems into and electronic formats that are easy to search and use.

**Microsoft Word - Introduction** Learn how to create, revise, and save documents for printing and future retrieval.

**Adobe Acrobat/PDF** Learn how to create and secure PDFs for document distribution on the Web.

**PowerPoint** Learn how to design, create, and deliver presentations with pizzazz.

#### Performance-Based Objectives

Upon successful completion of this course, you will be able to:

- Create and send email messages.
- Use the Out of Office Assistant.
- Flag messages for follow up.
- Organize and search mail.
- Create and manage contacts.
- Work with the calendar.
- Use the to-do and task functions
- Create security settings.
- Modify Outlook with personal settings.



**Microsoft Excel 2010**

1 Day

**The Fundamentals**

What's New in Outlook 2010  
Understanding the Outlook 2010 Program Screen  
Understanding Items  
Understanding the Message Window  
Giving Commands in Outlook  
Using Command Shortcuts  
Using the Navigation Pane  
Using the Reading Pane  
Using the To-Do Bar  
Using Help  
Exiting Outlook 2010

**Composing and Sending E-mail**

Specifying Message Options  
Formatting Text  
Checking your Spelling  
Working with Hyperlinks  
Attaching a File to a Message

**Receiving E-mail**

Receiving and Reading E-mail  
Replying to and Forwarding a Message  
Opening an Attachment  
Deleting a Message  
Flagging a Message for Follow-up  
Using Color Categories  
Viewing Conversations  
Managing Conversations  
Sorting Messages  
Changing Messages  
Changing Views  
Printing a Message

**More E-mail Features**

Saving Unfinished Messages (Drafts)  
Recalling a Message  
Resending a Message  
Using the Out of Office Assistant  
Delaying Sending a Message  
Using Quick Steps  
Inserting a Signature  
Using Stationery and Themes  
Changing Message Format  
Dealing with Junk E-mail  
Adding Addresses to the Safe and Blocked Senders List  
Changing Outlook's Security Settings  
Inserting Screenshots

**Working with Contacts**

Introduction to the Address Book  
Adding a Contact  
Adding a Contact from an E-mail  
Editing and Deleting Contacts  
Viewing and Sorting Contacts  
Mapping a Contacts Address  
Working in a Contact Window  
Finding and Organizing Contacts  
Creating a Contact Group  
Printing the Contact List

**Using the Calendar**

Navigating the Calendar  
Scheduling Appointments  
Scheduling an Event  
Editing and Rescheduling Appointments and Events  
Working with Recurring Appointments  
Setting Availability  
Color-coding Appointments  
Setting Reminders  
Viewing Calendar Items  
Changing the Appearance of a Calendar  
Changing Work Days and Times  
Creating Additional Calendars  
Viewing Calendar Items  
Changing the Appearance of a Calendar  
Changing Work Days and Times  
Creating Additional Calendars  
Viewing Calendars Side-by-Side or Overlaid  
Printing the Calendar  
Adding a Second Time Zone

**Collaborating with Other Users**

Sharing Your Calendar  
Opening Shared Calendars  
Using Schedule View  
Scheduling Meetings  
Responding to a Meeting Request  
Working with Calendar Groups  
Marking an Appointment as Private  
Publishing Your Calendar on the Internet  
Sharing Outlook Folders  
Giving Delegate Permissions  
Taking and Tracking a Vote  
Working with Public Folders

**Working with Tasks**

Adding a Task  
Changing Task Views  
Sorting Tasks  
Updating Tasks  
Creating a Recurring Task