

course overviews

MICROSOFT OUTLOOK 2010



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OUTLOOK CONCEPTS AND ELECTRONIC MESSAGING

Duration: 3 hours

Audience: Users wishing to extend their knowledge and use of electronic messaging

Topics

Concepts

- Opening Outlook
- Outlook Environment
- Terminology
- Printing Items
- Using Online Help

Electronic Messaging

- Creating an e-mail
- Spell Checking
- Sending an e-mail
- Setting the Importance
- Reading an email
- Replying to an email
- Forwarding an email
- Working with Attachments
- Saving/Deleting emails
- Using Auto Signatures
- Recalling and Resending
- Saving e-mails as documents
- Working with Flags
- Using the Reading Pane
- Conversations

CALENDAR AND TASK MANAGEMENT

Duration: 3 hours

Audience: Users wishing to extend their knowledge and use of electronic diary and task management

Topics

Calendar Management

- Change the Calendar Style
- Schedule Appointments and Events
- Categories
- Setting an Alarm
- Re-schedule Appointments
- Recurring Appointments

Meetings

- Scheduling and Sending Meetings Invitations
- Meeting Time Suggestions
- Rescheduling
- Managing Participant Response

Task Management

- Create a new Task Entry
- Maintain Tasks
- Viewing the Task List
- Task integration with the Calendar

TIME SAVING FEATURES

Duration: 3 hour

Audience: Has attended an Electronic Messaging course or has equivalent knowledge

Topics

Categories

Flags

Electronic Messaging

- Signatures
- Organising/Grouping Messages
- Rules and Alerts
- Search Techniques
- Background Themes
- Set a Default Font
- Set Inline Comment Text
- Automatically Empty the Deleted Items Folder
- Recall/Resend email messages

Contacts

- Distribution Lists
- Electronic Business Cards

WORKING WITH CONTACTS

Duration: 3 hours

Audience: Users wishing to extend their knowledge and use of electronic address books

Topics

- Create and Modify Contacts
- Working with Different Views
- Finding a Contact
- Maintaining Distribution Groups and using AutoCreate
- Categories
- Saving a Contact as a Document
- Electronic Business Cards



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