

Outlook 2010: Basic

Code: CT11-460

Duration: 1 day(s)

Outline

Getting started

The program window

Outlook Today

Getting help

Contact management

Managing contacts

Contact Groups

The People Pane

E-mail

Reading e-mail messages

Creating and sending e-mail messages

Working with messages

Attachments

Tasks

Working with tasks

Managing tasks

Appointments and events

Creating and sending appointments

Modifying appointments

Events

Calendar views

E-mail management

Message options

Junk e-mail

Search folders

Printing messages

Meeting requests and responses

Meeting

Managing meetings

After completing this course, students will know how to:

- Identify elements of the Outlook environment; use and customise Outlook Today; and use the Outlook Help system.
- Read, create, and send e-mail messages; reply to, format, and check spelling in messages; forward, delete, and restore messages; and work with attachments.
- Set delivery options for messages; flag messages; request a read receipt; specify settings for controlling junk e-mail; set up Search folders; and print messages.
- Use the Contacts folder to add, modify, and organise business and personal contacts; customise an electronic business card; create contact groups (distribution lists); and use the People Pane to view contact details.
- Use the Tasks folder to add, edit, and mark tasks; assign tasks; accept or decline a task request; send an update; and track an assigned task.
- Use the Calendar to create single and recurring appointments; modify, delete, and restore appointments; add events and holidays to the Calendar; and change Calendar views.
- Use the Calendar to schedule a meeting; read and respond to meeting requests; reserve resources; manage meeting responses; and update and cancel meetings.

Prerequisites

Windows 7: Basic or equivalent experience