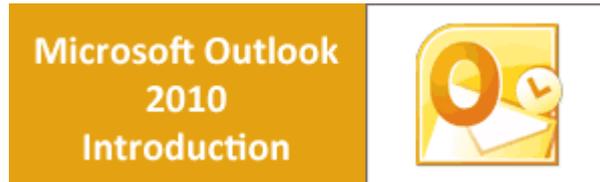


OUTLOOK 2010 INTRODUCTION TRAINING



COURSE LENGTH: 1.0 DAYS

Outlook 2010 is a personal information manager program that is part of the Microsoft Office suite. This Outlook 2010 Introduction Training course, the first in the 3-part Outlook training series, introduces the basic features that show the power and flexibility of Microsoft Outlook 2010.

The Outlook 2010 Introduction Training course teaches you how to: manage contacts, messages and attachments, configure message options, use search folders and the People Pane, work with tasks, create appointments, schedule meetings, delete and restore messages, compress, send or forward large attachments and much more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

OUTLOOK 2010 INTRODUCTION TRAINING COURSE OUTLINE

FOREWORD

This Outlook 2010 Introduction training course running in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide, is rated 5.0/5.0 in overall quality by ProCert Labs. It covers the basic functions and features of Outlook 2010. Participants will learn how to read, create, send, and forward e-mail messages.

Participants will then learn how to manage messages and attachments, configure message options, and use search folders. Participants will also learn how to manage contacts, use the People Pane, work with tasks, create appointments, and schedule meetings.

This course will help participants prepare for the Microsoft Office Specialist exam for Outlook 2010 (exam 77-884). For comprehensive certification training, participants should complete the [Introduction](#), [Intermediate](#), and [Advanced](#) courses for Outlook 2010.

OUTCOMES

- ▶ Identify elements of the Outlook window
 - ▶ Use the Navigation pane, Reading pane, and To-Do Bar
 - ▶ Access folders from Outlook Today
 - ▶ Customise Outlook Today
 - ▶ Create, format and send messages
 - ▶ Check a message's spelling
 - ▶ Reply to and forward messages
 - ▶ Delete and restore messages
 - ▶ Send and forward attachments
 - ▶ Compress large attachments
 - ▶ Preview and save attachments
 - ▶ Define delivery options
 - ▶ Flag an email message
 - ▶ Use delivery and read receipts
 - ▶ Add senders to Blocked Senders or Safe Senders lists
 - ▶ Mark a message as not junk
 - ▶ Set up and use a Search folder
 - ▶ Add and modify Contacts
 - ▶ Create, edit and delete Tasks
 - ▶ Add, delete, modify and restore Appointments
 - ▶ Add, delete and modify Meetings
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MODULES

Lesson 1: Getting started

- ▶ The program window
- ▶ Outlook Today
- ▶ Getting help

Lesson 2: E-mail

- ▶ Reading messages
- ▶ Creating and sending messages
- ▶ Working with messages
- ▶ Handling attachments

Lesson 3: E-mail management

- ▶ Setting message options
- ▶ Managing junk e-mail
- ▶ Using Search folders
- ▶ Printing messages and attachments

Lesson 4: Contacts

- ▶ Working with contacts
- ▶ Using contact groups
- ▶ Using the People Pane

Lesson 5: Tasks

- ▶ Working with tasks
- ▶ Managing tasks

Lesson 6: Appointments and events

- ▶ Creating and sending appointments
- ▶ Modifying appointments
- ▶ Working with events
- ▶ Using Calendar views

Lesson 7: Meeting requests and responses

- ▶ Scheduling meetings
- ▶ Managing meetings

WEB LINKS

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- ▶ [View this course online](#)