

MICROSOFT OUTLOOK 2010 INTRODUCTION TRAINING

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Microsoft Outlook
2010
Introduction



COURSE LENGTH: 1.0 DAYS

This Outlook 2010 Introduction Training course teaches you how to use the basic features of Microsoft Outlook 2010; the communications and time management application in the Microsoft Office suite. After completing this introductory training course, you will have learned to: use the Navigation pane, Reading pane, and To-Do Bar, manage messages (create, format, edit, flag, delete, restore, mark as “not junk”, reply to, forward and more), manage attachments (review compress, send and more), create appointments, schedule meetings and much more.

This comprehensive training course is now available in Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

MICROSOFT OUTLOOK 2010 INTRODUCTION TRAINING COURSE OUTLINE

FOREWORD

This Outlook 2010 Introduction training course running in Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle, is rated 5.0/5.0 in overall quality by ProCert Labs, 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

By the end of this training course, participants will:

- Identify elements of the Outlook window
- Use the Navigation pane, Reading pane, and To-Do Bar
- Access folders from Outlook Today
- Customize 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

MODULES

Lesson 1: Getting started

- The program window
- Outlook Today
- Getting help

Lesson 2: Tasks

- Working with tasks
- Managing tasks

Lesson 3: E-mail

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

Lesson 4: Appointments and events

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

Lesson 5: E-mail management

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

Lesson 6: Meeting requests and responses

- Scheduling meetings
- Managing meetings

Lesson 7: Contacts

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

Lesson 8: Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations

WEB LINKS

- [View this course online](#)
- [In-house Training Instant Quote](#)