

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- \* Use the mail facility of Outlook to send and receive email messages
- \* Access the features of Calendar to schedule appointments, invite attendees and modify dates and times
- \* Maintain the Address Book for mail contacts, create custom distribution lists, track your work in a journal and create electronic notes and reminders

## PREREQUISITES

It is recommended that participants have basic experience with the underlying operating system, i.e. an ability to navigate the environment using a mouse and keyboard plus an understanding of computer file storage.

## CUSTOMISATION

In addition to our standard courseware, we can adapt course content and flow to your specifications.

## COURSE OUTLINE

### OUTLOOK 2010

- \* The Ribbon
- \* Message Flagging
- \* Navigation Pane
- \* Instant Search
- \* Help and Outlook demos
- \* Printing help sheets
- \* Navigation Pane
- \* Standard Toolbar
- \* Displaying or hiding toolbars

### EMAIL CONCEPTS

- \* The structure of an email address
- \* Spam or Unsolicited Email
- \* Viruses and Phishing

### SENDING MESSAGES

- \* Creating and sending email
- \* Sending emails to multiple addresses
- \* Receiving emails
- \* Using blind carbon copy
- \* Setting message subject
- \* Spell checking your message
- \* Inserting a file into a message
- \* Message importance & sensitivity

### MANIPULATING MESSAGES

- \* The Inbox Folder and Screen
- \* Selecting a message
- \* Message Status icons
- \* Reading and Forwarding email
- \* Opening or saving an attached file
- \* Reply and Reply To All recipients
- \* Printing a message
- \* Previewing a message and Printing Options

### MANIPULATING TEXT AND FILES

- \* Selection techniques
- \* Copying and pasting text
- \* Moving text from one message to another
- \* Copying text from another application into a message
- \* Deleting text
- \* Deleting an attached file

### CONTACTS

- \* Creating a contact
- \* Adding the sender of a message to contacts
- \* Addressing an email to a contact
- \* Deleting a contact
- \* Creating distribution lists
- \* Sending an email to a distribution list

### ORGANISING MAIL

- \* Searching for a message
- \* Creating a new mail folder
- \* Moving email to different folders
- \* Sorting the contents of the Inbox
- \* Deleting a mail folder or message
- \* Opening the Deleted Items Folder
- \* Emptying the Deleted Items Folder
- \* Flagging a message
- \* Marking an email as unread or read

### CUSTOMISING SETTINGS

- \* Adding an Inbox heading
- \* Removing an Inbox heading
- \* Resetting the Inbox headings

### WORKING WITH THE CALENDAR

- \* Introduction to the Calendar
- \* Changing Calendar Views
- \* Setting Calendar Options
- \* Scheduling and Managing
- \* Appointments
- \* Scheduling Events
- \* Scheduling Meetings
- \* Printing Calendar Information

### CREATING AND MANAGING TASKS

- \* Introduction to Tasks
- \* Creating Tasks
- \* Modifying Tasks
- \* Setting Reminders
- \* Delegating Tasks
- \* Accepting and Declining Tasks
- \* Marking Tasks as Completed
- \* Linking Tasks to Contacts
- \* Forwarding Task Information to Other Users
- \* Changing Task Views
- \* Printing Tasks
- \* Deleting Tasks

### CREATING AND MANAGING NOTES

- \* Introduction to Notes
- \* Creating Notes
- \* Modifying Notes
- \* Assigning Notes to Categories
- \* Copying Notes to Other Views
- \* Linking Contacts to Notes
- \* Using Notes Options
- \* Changing Note Views
- \* Printing Notes
- \* Deleting Notes