

Microsoft Office Outlook 2010: Basic

- **Course Length:** 1 Day

Course Overview

This ILT Series course covers the basic functions and features of Outlook 2010. After an introduction to Outlook's window components and the Help system, students will read and send e-mail messages using several techniques. Then they will learn how to manage e-mail messages and attachments, configure message options, and use search folders. Students will also learn to manage contacts and use the People Pane, work with tasks, and create appointments. Finally, they will learn to send and respond to meeting requests.

Course Outline

<u>Course Introduction</u>	2m
Course Introduction	
<u>Unit 01 - Getting Started</u>	22m
Topic A: The Program Window	
Microsoft Outlook 2010	
The Outlook 2010 Window	
Outlook-Specific UI Elements	
Demo - A-1: Exploring the Outlook Window	
The Navigation Pane	
Available Panes	
Collapsed Navigation Pane	
Outlook Folders	
Context-Sensitive Tabs	
The Reading Pane: Uses	
The Reading Pane: Location	
The To-Do Bar	
Demo - A-6: Using the To-Do Bar	
Topic B: Outlook Today	
The Outlook Today Page	
Demo - B-1: Accessing Folders from Outlook Today	
Customizing Outlook Today	
Demo - B-2: Customizing Outlook Today	
Topic C: Getting Help	
The Outlook Help Window	
Demo - C-1: Getting Help	
Unit 01 Review	
<u>Unit 02 - Email</u>	33m
Topic A: Reading Email Messages	
Inbox	
Message Icons	
Demo - A-1: Exploring the Inbox	

Reading Messages

A Received Message

Demo - A-2: Previewing and Reading a Message

Topic B: Creating and Sending Email Messages

A New Message Window

Demo - B-1: Creating and Sending Message

Automation Features

Demo - B-2: Working with Automation Features

Formatting Messages

Checking Spelling and Grammar

Topic C: Working with Messages

Work with Messages

Replying to Messages

Conversations

Demo - C-1: Replying to a Message

Forwarding Messages

Demo - C-2: Forwarding a Message

Deleting and Restoring Messages

Conversation Management

Topic D: Attachments

Attaching Files

Demo - D-1: Sending and Forwarding Attachments

Resizing Images

Previewing and Saving Attachments

Unit 02 Review

Unit 03 - Email Management

28m

Topic A: Message Options

Setting Message Sensitivity

Message Properties

Message Importance

Demo - A-1: Defining Delivery Options

Delaying Delivery

Specifying a Reply-to Address

Read and Delivery Receipts

Message Flags

Topic B: Junk Email

Tools for Managing Junk Email

Additional Options

Demo - B-1: Exploring Junk Email Management Features

Topic C: Search Folders

Creating a Search Folder

Demo - C-1: Setting Up a Search Folder

Using Search Folders

Demo - C-2: Using a Search Folder

Topic D: Printing Messages

Print Options

Page Setup Dialog Box

Demo - D-1: Customizing Page Setup for Printing

Unit 03 Review

Unit 04 - Contact Management

26m

Topic A: Working with Contacts

A Sample Contact Window

Demo - A-1: Exploring Contacts

Adding a Contact

Demo - A-2: Adding Contacts

Editing a Contact

Demo - A-3: Modifying and Saving Contacts

Attaching Items to a Contact

Add Contact from Same Company

Saving a Contact Attachment

Contact Folder Views

Edit Business Card Dialog Box

Topic B: Contact Groups

Creating a Contact Group

The Contact Group Window

Demo - B-1: Creating and Using a Contact Group

Modifying Contact Groups

Demo - B-2: Modifying a Contact Group

Topic C: The People Pane

Outlook Social Connector

People Pane

Demo - C-1: Examining the People Pane

Expanded People Pane

Contact Details

Pinning the Contact Card

Unit 04 Review

Unit 05 - Tasks

22m

Topic A: Working with Contacts

Tasks Folder and To-Do Bar

Demo - A-1: Exploring the Tasks Folder and the To-Do Bar

Creating a Task

Deleting a Task

Demo - A-2: Creating and Deleting Tasks

Editing Tasks

Demo - A-3: Editing a Task

Creating Recurring Tasks

Marking a Task as Completed

Task Views

Topic B: Managing Tasks

Assigning Tasks

Demo - B-1: Assigning a Task

Accepting a Task Request

Declining a Task Request

Delegating a Task

Tracking an Assigned Task

Sending a Task Status Report

Demo - B-3: Sending a Task Status Report

Unit 05 Review

Unit 06 - Appointments and Events

33m

Topic A: Creating and Sending Appointments

The Calendar

Demo - A-1: Exploring the Calendar

Appointments

New Appointment

Demo - A-2: Setting Up an Appointment

Creating a Recurring Appointment

Create Appointment from Email

Topic B: Modifying Appointments

Editing Appointments

Demo - B-1: Editing an Appointments Text

Reschedule Recurring Appointments

Demo - B-2: Modifying a Recurring Appointment

Deleting Appointments

Demo - B-3: Deleting and Restoring an Appointment

Topic C: Events

Single- and Multi-day Events

Demo - C-1: Adding an Event

Adding Recurring Events

Demo - C-2: Adding an Annual Event

Topic D: Calendar Views

Day View

Work Week View

Month View

Schedule View

Demo - D-1: Exploring Calendar Views

Calendar Shortcuts

Calendar Settings

Displaying Multiple Time Zones

Adding Holidays

Unit 06 Review

Unit 07 - Meeting Requests and Responses

26m

Topic A: Meetings

The Meeting Window

Demo - A-1: Creating and Sending a Meeting Request

A Meeting Request

Adding Calendars

Scheduling a Meeting

Declining Meeting Requests

Recurring Meetings

Proposing a New Meeting Time

The Propose New Time Dialog

Rescheduling a Meeting

Topic B: Managing Meetings

Reserving Resources

Demo - B-1: Reserving Resources in a Meeting Request

Response Management
Demo - B-2: Reviewing a Meeting Response
Add or Remove Attendees
Send More Info to Attendees
Cancel a Meeting
Unit 07 Review
Course Closure

Total Duration: 3hrs 12m