

Microsoft Office Outlook 2010: Intermediate

- **Course Length:** 1 Day

Course Overview

This ILT Series course builds on the skills and concepts taught in Outlook 2010: Basic. Students will learn how to customize Outlook and work with address books. They will search and filter mail folders, and apply and customize categories. Students will also work with personal, public, and offline folders. Finally, students will organize folders and set rules.

Course Outline

Course Introduction

2m

Course Introduction

Unit 01 - Customizing Outlook

36m

Topic A: The Outlook Environment

Hiding and Showing the Ribbon

Demo - A-1: Hiding and Showing the Ribbon

Customizing the Ribbon

Demo - A-2: Rearranging Tabs and Groups on the Ribbon

Hide and Remove Elements

Demo - A-3: Hiding and Removing Tabs and Groups

Demo - A-4: Creating a Ribbon Tab

Resetting Customizations

The Quick Access Toolbar

Customize Quick Access Toolbar

Customize the To-Do Bar

The Status Bar

Topic B: Quick Steps

Quick Steps

Demo - B-1: Using Quick Steps

Configure Quick Steps

Creating a Quick Step

Topic C: The Navigation Pane

Specifying the Startup Folder

Demo - C-1: Changing the Startup Folder

Creating Shortcuts

Creating Shortcut Groups

Demo - C-2: Creating Shortcuts and Shortcut Groups

Deleting Shortcuts

Demo - C-3: Deleting Shortcuts and Shortcut Groups

Topic D: Address Books

Address Books

Using Address Books

Demo - D-1: Viewing Address Books

Creating a Contacts Folder

Importing Contacts

Map Custom Fields
Unit 01 Review

Unit 02 - Customizing Messages

39m

Topic A: Message Appearance

Themes

Demo - A-1: Applying a Theme

Selecting Stationery

Demo - A-2: Using Message Stationery

Stationery and Fonts

Message Options

Topic B: Signatures

Signatures

Signatures and Stationery Dialog Box

Demo - B-1: Defining a Signature

Editing Signatures

Demo - B-2: Modifying a Signature

Electronic Business Cards

Demo - B-3: Using an Electronic Business Card as a Signature

Topic C: Voting Buttons

Adding Voting Buttons

Demo - C-1: Adding Voting Buttons to a Message

Responding to Voting Buttons

Responses Tallied

Custom Voting Buttons

Topic D: Out-of-Office Messages

Automatic Replies Dialog Box

Configuring Automatic Replies

Mail Tips

Demo - D-1: Enabling Automatic Replies

Setting Automatic Reply Rules

Demo - D-2: Setting Automatic Reply Rules

Turning Off Automatic Replies

Demo - D-3: Turning Off Automatic Replies

Unit 02 Review

Unit 03 - Organizing Items

38m

Topic A: Searching

Instant Search

Demo - A-1: Using Instant Search

Advanced Searches

Search Commands

Demo - A-2: Performing Advanced Searches

Calendar, Contacts, Tasks

Customizing Search Options

Topic B: Filters

The Filter Dialog Box

Demo - B-1: Applying Filters to Find Messages

Removing Filters

Demo - B-2: Removing a Filter

Topic C: Categories

Categories

Rename Category Dialog Box

Demo - C-1: Using Categories to Group Messages

Arrange by Category

Search by Category

Demo - C-2: Arranging and Searching by Category

Categorizing Contacts

Demo - C-3: Categorizing a Contact

Categorizing Calendar Items

Demo - C-4: Categorizing an Appointment and a Meeting

Quick Click

Demo - C-5: Assigning Categories with Quick Click

Creating Categories

Demo - C-6: Creating a Category

Search Folders

Unit 03 Review

Unit 04 - Working with Folders

30m

Topic A: Public Folders

Public Folders

Working with Public Folders

Creating Subfolders

Demo - A-1: Creating a Public Folder

Assign Permissions To:

Folder Permissions

Demo - A-2: Managing Folder Permissions

Posting an Item

Editing a Posted Item

Deleting a Posted Item

Deleting a Public Folder

Topic B: Offline Folders

Online and Offline States

Switching States

Demo - B-1: Switching Between Online and Offline States

Startup Connection State

Configuring the Startup State

Offline Address Book

Adding Offline Folders

Items to Synchronize

Manual Synchronization

Schedule Automatic Synchronization

Disabling Offline Folders

Cached Exchange Mode

Unit 04 Review

Unit 05 - Organizing Mail

45m

Topic A: Organizing the Inbox Folder

Organizing Tools

Views

Demo - A-1: Changing Views
Arranging and Sorting
Selecting Arrangements
Demo - A-2: Arranging and Sorting Messages
Conversations
Demo - A-3: Exploring Conversations
Conversation Management
Demo - A-4: Managing Conversations
Customizing a View
Creating a View
Manage All Views Dialog Box
Demo - A-5: Creating a Custom View
Deleting a View
Demo - A-6: Deleting your Custom View
Topic B: Setting Rules
Rules
Rules Templates
Demo - B-1: Creating a Rule
Applying Rules
Turn Off or Delete a Rule
Demo - B-3: Turning Off and Deleting a Rule
Custom Rules
Demo - B-4: Creating a Custom Rule
Unit 05 Review
Course Closure

Total Duration: 3hrs 9m