Microsoft Office 2010: Outlook

Meet the expert: Stuart Rosen is an instructional designer, writer, and trainer with more than 20 years of experience creating technical, procedural, sales, human relations, and academic training. He has provided training for a wide variety of software applications, including Microsoft Word, Excel, PowerPoint, Access, and Outlook, as well as applications for digital imaging and web design. Stuart has also provided training for numerous custom corporate applications.

Prerequisites: This course assumes that students have some knowledge of working on a computer and are familiar with the Windows Vista or later operating Systems. The students should have an installed version of Microsoft Office 2010 on their computer in order to practice the techniques and steps shown in this course.

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Course description: Microsoft Office Outlook 2010 is a personal and business information manager. This version of Outlook includes many new features, including the Ribbon, which replaces the menus and toolbars used in earlier versions. We will show you the basics of sending and receiving email, as well as how to format messages, handle attachments, organize your messages, and more. You will learn how to create and manage Contacts, schedule Calendar appointments and meetings, organize Tasks, and manage information with Notes. You will also see how to customize Outlook to suit the way you work.

Course outline:

Working with Outlook
- Introduction
- Intro to Outlook
- Overview of Views
- The Ribbon
- Help
- Summary

Setting up an E-Mail Account
- Introduction
- Setting up an Account
- Creating a POP account
- Testing Account Settings
- Leaving Messages on the Server
- Exchange Server
- Editing Account Settings
- Summary

Working with Received Messages
- Introduction
- Working with Received Messages
- To Do Bar
- Receiving a Message
- Replying to a Message
- Messages with Attachments
- Saving Attachments
- Modifying the Reading Pane
- Reply All
- Forwarding Messages
- Summary

Creating and Sending Messages
- Introduction
- Creating a New Message
- Using the Contact List
- Creating a Link
- Changing Send/Receive Options
- Adding Attachments
- Images in the Body
- Viewing the Size of a Message
- Resizing an Image
- Adding Screenshots to Messages
- Summary

Enhancing E-Mail Messages
- Introduction
- Signatures
- Setting Default Signatures
- Formatting Example
- Themes
- Spell Check
- Saving Messages
- Summary

Finding and Arranging Messages
- Introduction
- Arranging Messages
- Grouping Messages
- Searching for Messages
- Filtering
- Categories
- Quick Click
- Conversations (Threading)
- Summary

Managing Messages
- Introduction
- Flagging Messages
- Modifying Quick Click
- Clean Up Option
- Archiving Messages
- Manually Archiving
- Quick Steps
- Junk E-mail
- Summary

Using Folders and Favorites
- Introduction
- Folders
- Creating a Folder
- Subfolders
- Adding a Folder to Favorites
- Outlook Today
- Quick Steps
- Rules
- Summary

Working with Contacts
- Introduction
- Viewing Contacts
- Address Book
- Creating a Contact
- Edit a Contact
- Creating a Group
- People Pane
- Summary

Using the Calendar
- Introduction
- Calendar View
- Create an Appointment
- Reoccurring Appointments
- Rescheduling Appointments
- Creating a New Calendar
- Exchange Server: Appointments
- Exchange Server: Voting
- Summary

Using Tasks and Notes
- Introduction
- Tasks
- To-Do List
- Creating a Task
- Assigning a Task
- Notes
- Creating a New Note
- Sorting Notes
- Summary

Customizing Outlook
- Introduction
- Navigation Pane
- Starting View
- General Options
- Advanced Settings
- Minimizing the Ribbon
- Finding Commands
- Summary