

Microsoft Office Outlook 2010: Basic (R2)

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>	38m
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

Demo - B-5: Pasting Content from an Office Document

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

Hyperlinks

Demo - C-3: Inserting a Hyperlink

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

32m

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

The Reminders Window

Demo - A-6: Using the Reminders Window

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: Printing Messages and Attachments
Unit 03 Review

Unit 04 - Contact Management

29m

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 a Contact
Attaching Items to a Contact
Add Contact from Same Company
Saving a Contact Attachment
Contact Folder Views
Edit Business Card Dialog Box
Printing Contacts
Demo - A-9: Printing Contacts

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

27m

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
Task Options
Demo - B-5: Setting Task Options
Printing Tasks
Demo - B-6: Printing Tasks
Unit 05 Review

Unit 06 - Appointments and Events

36m

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
Printing Calendars
Demo - D-6: Printing a Calendar
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 31m