

# MOS – Outlook 2010

## Course Aims

This course introduces the skills necessary for working with MS Outlook 2010. Trainees will learn how to work with the Outlook messaging which includes lessons like formatting Outlook messages, creating HTML messages, using the Address Book and manage messages.

Tasks also include working with components and Office, using the Rules Wizard, files and applications and Outlook using messaging features. The trainee will learn how to schedule with the Calendar, manage contacts, customize the information viewer and work with tasks.

This course prepares the participants for the Microsoft Office Specialist exam.

## Pre-requisites

An understanding of Windows / Earlier versions of Outlook will be an added advantage

Level	Duration	Time
Basic to Advanced	3 Days / 24 Hours	9:00 am to 6:00 pm

### Module 1. Exploring Outlook 2010

- Working with Outlook
- Starting Outlook
- Using the Navigation Pane
- Customizing the Navigation Pane
- Using the Folder List
- Using the Quick Access Toolbar
- Using Tabs and Ribbons
- Using the People Pane
- Exiting Outlook
- Practice - Exploring Outlook 2010

### Module 2. Sending and Receiving Messages

- Using the Mail Pane
- Sending a Message
- Performing a Manual Send/Receive
- Reading Messages in the Reading Pane
- Reading Messages in the Message Window
- Using a Desktop Alert to Open a Message
- Changing the Reading Pane Layout
- Using AutoPreview
- Addressing Messages with the Address Book
- Using the Unread Mail Search Folder
- Changing the Read Status of a Message
- Viewing Sent Messages
- Replying to a Message
- Forwarding a Message
- Practice - Sending and Receiving Messages

### Module 3. Using Outlook Messaging Features

- Working with Message Formats
- Changing the Default Message Format
- Formatting a Message
- Using Themes
- Creating Themes
- Saving a Draft Version of a Message
- Setting Message Options
- Setting Message Tracking Options
- Viewing the Message
- Tracking Status
- Recalling a Message
- Hiding and Displaying Header Fields
- Printing from the Message List
- Printing from the Message Window
- Practice - Using Outlook Messaging Features

### Module 4. Formatting Outlook Messages

- Inserting a File as Text into a Message
- Checking Spelling/Grammar as You Type
- Running the Spelling and Grammar Checker
- Applying Character Formatting
- Formatting Paragraphs
- Creating a Bulleted List in a Message
- Applying a Style to a Paragraph
- Finding Text in a Message
- Changing the Message Background Color
- Inserting a Picture into a Message
- Switching Message Formats
- Practice - Formatting Outlook Messages

### Module 5. Organizing Messages

- Arranging and Grouping Messages
- Sorting Messages
- Using Conversations View
- Cleaning Up a Conversation
- Ignoring a Conversation
- Changing Folder Views
- Flagging a Message
- Flagging a Message with a Reminder
- Creating a New Search Folder
- Creating a Custom Search Folder
- Creating a New Folder
- Moving a Message to a Different Folder
- Deleting a Folder
- Deleting a Message
- Emptying the Deleted Items Folder
- Recovering Deleted Items
- Practice - Organizing Messages

### Module 6. Working with Components and Office

- Attaching a File to a Message
- Using the Attachment Viewer
- Saving a File Attachment
- Reading an Attachment in Word
- Using Picture Attachment Options
- Using the Office Clipboard
- Inserting a Hyperlink into a Message
- Creating a Signature
- Selecting Default Signatures
- Inserting a Signature
- Creating a Quick Part Entry
- Working with AutoArchive
- Practice - Working with Components and Office

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**Module 7. Working with Files and Applications**

- Importing Data into an Outlook Folder
- Exporting Outlook Data
- Forwarding a vCard
- Sending Outlook Items
- Using Mail Merge with Word
- Practice - Working with Files and Applications

**Module 8. Scheduling with the Calendar**

- Using the Calendar Pane
- Navigating the Calendar
- Scheduling a New Appointment
- Scheduling an Event
- Working with the Daily Task List
- Editing Calendar Items
- Using Calendar Views
- Setting a Calendar Item as Recurring
- Moving Calendar Items
- Viewing Side by Side Calendars
- Using Calendar Overlay Mode
- E-mailing your Calendar as a Snapshot
- Viewing a Calendar Snapshot
- Printing Calendar Information
- Deleting Calendar Items
- Practice - Scheduling with the Calendar

**Module 9. Managing Meetings**

- Scheduling a Meeting
- Scheduling a Resource for a Meeting
- Accepting/Declining Meeting Requests
- Proposing a New Meeting Time
- Responding to a New Time Proposal
- Tracking Meeting Responses
- Updating a Meeting
- Canceling a Meeting
- Creating Group Calendars
- Practice - Managing Meetings

**Module 10. Using the Address Book**

- Working with the Address Book
- Opening the Address Book
- Selecting a Different Address Book
- Creating a New Contact Entry
- Copying an Address
- Viewing Entry Properties
- Finding an Entry
- Deleting an Entry
- Setting Address Book Options
- Practice - Using the Address Book

**Module 11. Managing Contacts**

- Using the Contacts Pane
- Adding a Contact
- Editing a Contact
- Adding a Contact's Picture
- Using Electronic Business Cards
- E-mailing an Electronic Business Card
- Receiving an Electronic Business Card
- Using the Index
- Flagging a Contact for Follow up
- Adding a Reminder to a Follow Up
- Categorizing a Contact

- Tracking All Activities for a Contact
- Creating a Contact Group
- Using a Contact Group
- Printing Contacts Information
- Deleting a Contact
- Practice - Managing Contacts

**Module 12. Working with Tasks**

- Using the Tasks Pane
- Adding a Task
- Creating a Recurring Task
- Editing a Task
- Marking a Task Complete
- Sorting Tasks
- Assigning a Task to Another Outlook User
- Accepting/Declining Tasks
- Indicating the Progress of a Task
- Sending a Status Report
- Viewing Tasks Assigned to Others
- Printing Tasks Information
- Viewing Tasks in the To-Do Bar
- Deleting a Task
- Practice - Working with Tasks

**Module 13. Working with Notes**

- Using the Notes Pane
- Creating a Note
- Opening a Note
- Coloring a Note
- Printing a Note
- Deleting a Note
- Practice - Working with Notes

**Module 14. Using the Journal**

- Opening the Journal Folder
- Creating a Journal Entry
- Assigning a Contact to a Journal Entry
- Modifying Journal Entry Types
- Deleting a Journal Entry
- Practice - Using the Journal

**Module 15. Organizing Outlook Items**

- Assigning a Category to an Outlook Item
- Modifying the Master Category List
- Setting the Quick Click Category
- Applying the Quick Click Category
- Using Instant Search
- Customizing Instant Search
- Using the Query Builder
- Using an Advanced Find
- Using the Ways to Organize Pane
- Using AutoCreate
- Viewing the Reminder Window
- Adding a Field to a View
- Sorting Items in a Folder
- Removing Fields from a View
- Practice - Organizing Outlook Items

**Module 16. Using Quick Steps**

- Performing a Quick Step
- Creating a Quick Step
- Editing a Quick Step
- Deleting a Quick Step
- Practice – Using Quick Steps

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**Module 17. Working with Rules**

- Using Rules
- Creating a Rule Based on a Message
- Deleting a Rule
- Creating a Rule using the Rules Wizard
- Changing the Value of a Rule
- Editing a Rule
- Creating a Rule Based on a Template
- Managing Alerts
- Using the Out of Office Assistant
- Practice - Working with Rules

**Module 18. Customizing Views**

- Working with Custom Views
- Moving a Field in a View
- Formatting a Column in a Tabular View
- Filtering a View
- Resetting a View
- Grouping Items in a Folder
- Formatting the Settings for a View
- Formatting the Settings for Other Views
- Formatting Multi-line Layouts
- Saving a Custom View
- Defining a New Custom View
- Using Automatic Formatting
- Practice - Customizing Views

**Module 19. Working with Junk Mail**

- Using the Junk E-mail Folder
- Setting Junk E-mail Options
- Adding to the Junk Filter Lists
- Using Automatic Picture Download Options
- Using E-mail Postmarking

- Using Phishing Protection
- Practice - Dealing with Junk Mail

**Module 20. Setting Message and Security Options**

- Setting E-mail Options
- Setting a Default Expiration Date
- Reading Messages in Plain Text
- Setting Default Message Fonts
- Setting Reading Pane Options
- Changing Desktop Alert Settings
- Using Digital Certificates
- Encrypting Messages
- Viewing the Trust Center
- Practice - Setting Message and Security Options

**Module 21. Setting Other Outlook Options**

- Customizing the Outlook Today Page
- Using the Notification Area Menu
- Setting Calendar Options
- Showing an Additional Time Zone
- Setting Tasks Options
- Setting Notes Options
- Setting Journal Options
- Setting General and Startup Options
- Setting Reminder Options
- Setting Spelling Options
- Setting Language Options
- Setting Delegates Options
- Setting Mail Services
- Setting Manage Forms Options
- Practice - Setting Outlook Options