



Use of Microsoft Outlook 2010 for End-users

Course Duration:

7 Hours / 1 Day

1 Sending Messages

- Creating and sending your first email
- Checking that your email was sent
- Sending emails to more than one person at a time
- Receiving emails
- Sending a copy of a message to another address
- What is a blind carbon copy?
- Sending a copy of a message to another address using blind carbon copy
- Setting the message subject
- Spell checking your message
- Attaching a file to a message
- Deleting an attached file from an outgoing message
- Issues when sending file attachments
- Setting message importance (message priority)
- Setting message sensitivity
- Saving a draft copy of an e-mail

2 Receiving, reading and replying to messages

- The Inbox folder
- Opening the Inbox folder
- The Inbox screen
- Selecting a message

- Message Status icons
- Reading a message
- Switching between open Message windows
- Forwarding a message
- Opening or saving an attached file
- Replying to the sender of a message
- Replying to the sender and all recipients of a message
- Setting message reply options so that the original message is inserted, or not inserted
- Printing a message
- Previewing a message before printing
- Printing Options

3 Organising Mail

- Searching for a message
- Searching for messages by sender, subject or content
- Creating a new mail folder
- Moving a message to a different folder
- Deleting a mail folder
- Sorting the contents of the Inbox
- Deleting a message
- Opening the 'Deleted Items' folder
- Restoring a message from the 'Deleted Items' folder
- Emptying the 'Deleted Items' folder
- Automatically emptying the 'Deleted Items' folder when you exit Outlook
- Flagging a message
- Removing a flag mark from a mail message

- Marking a message as unread
- Marking a message as read

4 Customising Outlook

- Displaying or hiding the ribbon
- Adding an Inbox heading
- Removing an Inbox heading
- Resetting the Inbox headings

5 Contacts

- Create a contact
- Create a contact based on an existing contact
- Create a contact based upon the sender of an e-mail message that you receive
- Create a contact from an Electronic Business Card
- Create and edit a Contact Group
- Create a Contact Group

6 Tasks

- Create a task
- Create a task from an Outlook item
- Create a task in the To-Do Bar
- Create a task in the Daily Task List in Calendar
- Create and track assigned tasks
- Assign a task to someone
- Forward a task to someone else to track
- Reclaim a declined task assignment
- Track tasks that you have assigned
- Accept or decline a task assignment
- Send a status report or a comment about a task assignment

7 Calendars

- Schedule an appointment
- Change an appointment
- Make an existing appointment recurring
- Schedule a meeting with other people
- Change an appointment, event, or meeting
- Respond to an e-mail message with a meeting request
- Propose, accept, or decline a new meeting time
- Cancel a meeting
- View calendars side-by-side or overlaid
- Introduction to calendar sharing
- Manage another person's mail and calendar items

8 Personal Folders

- Introduction to Outlook Data Files (.pst and .ost)
- Create an Outlook Data File (.pst)
- Open an Outlook Data File (.pst)
- Close an Outlook Data File (.pst)

9 Delegation

- About Delegate Access
- Turn on Delegate Access
- Change permissions for your delegate
- Change delegate access to private items