

Outlook 2010 © Introduction



**Sutherland
Computer
Training**

Duration: 1 Day

TARGET AUDIENCE

This One-Day Course is designed for users who are new to email, calendaring, and contacts management and need to know how to get up and running quickly and efficiently using Microsoft Outlook 2010.

LEARNING OUTCOMES

The skills and knowledge covered are sufficient to be able to manage e-mail, schedule appointments, and keep contact information

Email Concepts

- How Email Works
- Email Addresses
- The Benefits of Email
- Email Etiquette
- Digital Signatures

Outlook 2010 Basics

- Understanding Outlook 2010
- Starting Outlook
- Common Outlook 2010 Screen Elements
- Using the Ribbon
- Using Ribbon KeyTips
- Minimising the Ribbon
- Understanding the Backstage View
- Accessing the Backstage View
- Understanding the Quick Access Toolbar
- Adding Commands to the QAT
- Navigating to Outlook Features
- The Navigation Pane
- The To-Do Bar
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- The Outlook Today Screen
- Exiting Outlook

Sending Email

- Email in Outlook
- How Outlook Mail Works
- Composing an Email Message
- The Message Window
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving Email

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages in a Conversation
- Replying to a Message
- Replying to a Message In A Conversation
- Replying to all Messages
- Replying without the Original Message
- Adding Comments to Replies
- Getting Replies sent to Another Address
- Forwarding Messages
- Finding Related Messages
- Ignoring Conversations
- Marking Messages as Unread

Working with Attachments

- Understanding Message Attachments
- Inserting a File Attachment
- Attaching other Outlook Items
- Previewing Attachments
- Saving a Message Attachment
- Opening a Message Attachment

Flagging Messages

- About Flags and Reminders
- Flagging Messages in a Message List
- Sending a Message with a Flag
- Adding a Quick Click Flag
- Adding a Reminder to Your Messages
- Removing a Flag

Junk Email

- Spamming and Junk Email
- Phishing and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Managing the Senders Lists
- Importing a Blocked Senders List
- Exporting a Blocked Senders List
- Deleting Junk Email

Working with the Calendar

- Accessing the Calendar
- Changing the Calendar Arrangement
- Displaying Specific Dates
- Navigating within a Calendar
- Changing the Current View
- Creating a Second Time Zone
- Removing a Time Zone
- Creating a New Calendar
- Deleting a Calendar
- Sharing Calendars
- Working with Multiple Calendars

Contacts

- Understanding the Contact Form
- Understanding Electronic Business Cards
- Viewing Your Contacts
- Creating a New Contact
- Entering Contact Details
- Editing Contact Details
- Inserting a Contact Picture
- Adding Contacts for an Existing Company
- Changing a Business Card Layout
- Deleting an Unwanted Contact
- Recovering a Deleted Contact
- Printing Contact Details

Tasks

- Viewing Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing a Task List