

# Microsoft® Outlook 2010 – Introduction

**Duration: 1 day**

Participants will learn the fundamentals of using Outlook to send and receive mail; schedule appointments and meetings; insert events; create and manage tasks; organise contacts.

## Who should attend this course?

Individuals who use Outlook as part of their work.

## Course Objectives

Upon completion of this course participants will be able to:

- Create, format and spellcheck e-mail messages
- Open, print and forward messages to other recipients
- Attach files to an email
- Receive and save attachments
- Use additional message-handling options
- Create folders and subfolders to organise e-mails
- Create and edit single/recurring appointments
- Create events
- Create, send and manage meeting requests
- Create, edit and track tasks
- Create, edit and categorise contacts

## Course Outline

### Introduction to Outlook 2010

- An overview of what Outlook can do
- Outlook components
- Toolbars and menus
- Views in Outlook

### Email

- Creating and sending a message to one or multiple people
- Attaching files
- Setting priorities
- Using the spellchecker
- How to identify new messages
- Replying and forwarding messages
- Opening and saving attached documents
- Saving and locating a draft message

### Managing Contacts

- Overview of the master address and contacts folder
- Create, edit and delete contacts
- Create a group
- Merging contacts with other Outlook elements

### Making Notes

- Writing, editing and formatting a Note

### Organising Items

- Sort and highlight items
- Search facility
- Filing and managing subfolders

### Scheduling Appointments and Events

- View and track appointments using the calendar
- Schedule a appointment or event
- Set and manage reminders
- Modify or delete an appointment
- Identifying conflicting appointments
- Scheduling your time

### Assigning and Tracking Tasks

- Add, delete or modify a task
- Track progress on a task
- Assigning tasks
- Accept or decline a task request

**Planning a Meeting**

- Plan and invite attendees
- Add or remove meeting attendees
- Reschedule or cancel a meeting
- Accept or decline a meeting request
- Changing the details of a meeting

**Organising Contacts**

- Using categories
- Viewing categories and linking to contacts