



INFocus COURSEWARE

Microsoft Outlook 2010

All In A Book



Module Series

Order Code: INF1027 ISBN: 978-1-921721-57-1

❖ General Description

The skills and knowledge acquired in **Microsoft Outlook 2010 All In A Book** are sufficient to be able to manage your email, schedule appointments, events, meetings and manage contact information.

❖ Learning Outcomes

At the completion of this course you should be able to:

- gain an overview of the benefits of email
- start **Outlook 2010** and navigate the various features
- create and send email messages
- receive emails in your **Inbox**
- competently work with file and item attachments within email messages
- use many **Outlook** features as you work with email messages
- organise and work with mail folders and use quick steps
- effectively edit email messages
- use the search facilities to locate messages and other **Outlook** items
- work with message views
- work effectively with junk email
- create and use rules to manage your email messages
- create and work with colour categories
- work with the **Calendar** feature in **Outlook**
- schedule appointments and events in your calendar
- schedule meetings using **Microsoft Outlook**
- create and work with contacts
- monitor and manage your contacts within **Outlook**
- create and work with tasks and task requests

❖ Target Audience

Microsoft Outlook 2010 All In A Book is designed for users who need to know how to use Microsoft Outlook 2010 to send and retrieve email, schedule appointments events and meetings, manage contact information, tasks and generally work with Outlook 2010.

❖ Prerequisites

Microsoft Outlook 2010 All In A Book assumes little or no knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

❖ Pages

258 pages

❖ Nominal Duration*

Watsonia Publishing *Modules* are based around a 2-day training program consisting of approximately 14 – 16 hours

❖ Student Files

Many of the topics in **Microsoft Outlook 2010 All In A Book** require you to open an existing file with data in it. These files can be downloaded free of charge from our web site at www.watsoniapublishing.com. Simply follow the student files link on the home page. You will need the product code for this course which is **INF1027**.

❖ Methodology

The In Focus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic licence

❖ Companion Products

There are a number of other complimentary titles in the same series as this publication. Information about other relevant publications can be found on our web site at www.watsoniapublishing.com.



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** Duration relates to study time only and does not include assessment time. Duration should be used as a guide only. Actual duration will vary depending upon the skills, knowledge, and aptitude of the participants. This information sheet was produced on Monday, January 16, 2012 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.*



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➤ Email Concepts

- ✓ How Email Works
- ✓ Email Addresses
- ✓ The Benefits Of Email
- ✓ Email Etiquette
- ✓ Emails And Viruses
- ✓ Digital Signatures

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- ✓ 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
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- ✓ The To-Do Bar
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- ✓ Understanding Junk Email Options
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- ✓ Marking Messages As Safe
- ✓ Managing The Senders Lists
- ✓ Importing A Blocked Senders List
- ✓ Exporting A Blocked Senders List
- ✓ Deleting Junk Email



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➤ Working With Rules

- ✓ About Rules
- ✓ Creating A New Rule From A Template
- ✓ Selecting The Rule Conditions
- ✓ Selecting The Rule Actions
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- ✓ Naming And Reviewing The Rule
- ✓ Testing The Rule
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- ✓ Deleting A Rule

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➤ Tasks

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- ✓ Typing Tasks Directly
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- ✓ Deleting Tasks
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➤ Task Requests

- ✓ How Task Requests Work
- ✓ Creating A Task Request
- ✓ Responding To A Task Request
- ✓ Completing An Assigned Task
- ✓ Viewing Updated Task Requests

➤ Concluding Remarks



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