INFOCUS COURSEWARE

# Microsoft Outlook 2010

## Module 1

WATSONIA PUBLISHING

**Module Series**

Order Code: INF1028 ISBN: 978-1-921939-41-9

**General Description**

The skills and knowledge acquired in ***Microsoft Outlook 2010 Module 1*** are sufficient to be able to use email, schedule appointments and keep track of your contact information.

**Learning Outcomes**

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

- 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
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other ***Outlook*** items
- work with message flags and reminders
- work effectively with junk email
- work with the ***Calendar*** feature in ***Outlook***
- schedule appointments and events in your calendar
- schedule meetings using ***Microsoft Outlook***
- create and work with contacts
- create and work with tasks

**Target Audience**

***Microsoft Outlook 2010 Module 1*** is designed for users who are keen to send and receive email, schedule appointments and maintain their contact details information.

**Prerequisites**

***Microsoft Outlook 2010 Module 1*** 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**

186 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 Module 1*** 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 ***INF1028***.

**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.

** 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 Thursday, December 01, 2011 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.*

Product Information

AUSTRALIAN MADE

47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

INFOCUS COURSEWARE

# Microsoft Outlook 2010

## Module 1

WATSONIA PUBLISHING

**Module Series**

Order Code: INF1028 ISBN: 978-1-921939-41-9

## Contents


### 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

### Organising Messages

- ✓ Creating A Message Folder
- ✓ Moving Messages
- ✓ Copying Messages
- ✓ Deleting Messages
- ✓ Recovering Deleted Messages
- ✓ Cleaning Up Conversations
- ✓ Working With Favourites
- ✓ Deleting Message Folders
- ✓ Recovering Deleted Folders
- ✓ Emptying Deleted Items
- ✓ Automating Common Tasks With Quick Steps
- ✓ Customising A Default Quick Step
- ✓ Creating A Quick Step
- ✓ Using Quick Steps
- ✓ Archiving Messages
- ✓ Recovering Archived Messages

### Searching

- ✓ Using Instant Search
- ✓ Expanding The Search
- ✓ Search Query Syntax
- ✓ Search Query Syntax – Dates and Size
- ✓ Using Recent Searches
- ✓ Search Options
- ✓ Searching Other Outlook Items
- ✓ Using A Search Folder
- ✓ Adding A Predefined Search Folder
- ✓ Customising Predefined Search Folders
- ✓ Creating A Custom Search Folder

### 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

### Appointments And Events

- ✓ Scheduling An Appointment Using Click To Add
- ✓ Scheduling Using The Appointment Window
- ✓ Rescheduling An Appointment To Another Day
- ✓ Rescheduling An Appointment To Another Time
- ✓ Creating Recurring Appointments
- ✓ Changing Recurring Appointments
- ✓ Scheduling An Event
- ✓ Scheduling Free And Busy Times
- ✓ Categorising Activities
- ✓ Printing Your Calendar
- ✓ Deleting Activities

### Scheduling Meetings

- ✓ Scheduling A Meeting
- ✓ Meeting Response Options
- ✓ Responding To Meeting Requests


Product Information

AUSTRALIAN MADE

47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com

Order Code: INF1028 ISBN: 978-1-921939-41-9

- ✓ Tracking Meeting Responses
- ✓ Changing A Meeting
- ✓ Adding Or Removing Attendees
- ✓ Preventing Responses
- ✓ Cancelling A Meeting
- ✓ The Scheduling Assistant
- ✓ Using The Scheduling Assistant
- ✓ Scheduling Meetings Using Calendar Groups

## ➢ 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

## ➢ Concluding Remarks



AUSTRALIAN MADE

47 Greenaway Street
Bulleen VIC 3105
Australia
ABN 64 060 335 748

Phone: (+61) 3 9851 4000
Fax: (+61) 3 9851 4001
info@watsoniapublishing.com
www.watsoniapublishing.com