



# Use Personal Productivity Tools ICAICT107A



WATSONIA PUBLISHING

Microsoft Outlook 2010

INFOCUS COURSEWARE

Curriculum Series ICT11

Order Code: INF908

ISBN: 978-1-925179-08-8

## ❖ General Description

The skills and knowledge acquired in **Use Personal Productivity Tools ICAICT107A** are sufficient to be able to use the features and components of a personal productivity tool, including personal digital assistants (PDA's) or computerised personal organisers.

## ❖ 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 the search facilities to locate messages and other **Outlook** items
- 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
- create and work with task requests

## ❖ Target Audience

**Use Personal Productivity Tools ICAICT107A** is designed for individuals who perform a range of routine tasks in the workplace. They use fundamental knowledge and skills to perform tasks using personal productivity tools under direct supervision or with limited responsibility.

## ❖ Prerequisites

**Use Personal Productivity Tools ICAICT107A** assumes some knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.

## ❖ Pages

143 pages

## ❖ Student Files

Many of the topics in **Use Personal Productivity Tools ICAICT107A** 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](http://www.watsoniapublishing.com). Simply follow the student files link on the home page. You will need the product code for this course which is **INF908**.

## ❖ Includes

This *Unit Workbook* includes:

- ✓ Competency unit mapping
- ✓ Complete and comprehensive learning resources

## ❖ Formats Available

- ❖ A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic licence
- ❖ Available also as a *Reference Booklet* (Product Code: **RB - INF908**)

*This information sheet was produced on Thursday, October 18, 2012 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.*



# Use Personal Productivity Tools

## ICAICT107A



Microsoft Outlook 2010

INFOCUS COURSEWARE

Curriculum Series ICT11

Order Code: INF908

ISBN: 978-1-925179-08-8

## Contents

### ➤ Email Concepts

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

### ➤ Outlook 2010 Basics

- ✓ Understanding Outlook 2010
- ✓ Starting Outlook
- ✓ Common Outlook 2010 Screen Elements
- ✓ Using The Ribbon
- ✓ Understanding The Backstage View
- ✓ Understanding The Quick Access Toolbar
- ✓ 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
- ✓ 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
- ✓ Sending The Message
- ✓ Sending A Courtesy Copy

### ➤ Receiving Email

- ✓ Understanding The Inbox
- ✓ Retrieving Email
- ✓ Opening An Outlook Data File
- ✓ Adjusting The Message View
- ✓ Arranging Messages
- ✓ Reading Messages
- ✓ Opening Several Messages
- ✓ Replying To A Message
- ✓ Replying To All Messages
- ✓ Getting Replies Sent To Another Address
- ✓ Forwarding Messages
- ✓ 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

### ➤ Searching

- ✓ Using Instant Search
- ✓ Expanding The Search
- ✓ Using Recent Searches
- ✓ Searching Other Outlook Items

### ➤ Working With The Calendar

- ✓ Accessing The Calendar
- ✓ Changing The Calendar Arrangement
- ✓ Displaying Specific Dates
- ✓ Navigating Within A Calendar
- ✓ Changing The Current View

### ➤ 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
- ✓ Printing Your Calendar
- ✓ Deleting Activities

### ➤ Scheduling Meetings

- ✓ Scheduling A Meeting
- ✓ Meeting Response Options
- ✓ Responding To Meeting Requests
- ✓ Tracking Meeting Responses
- ✓ Changing A Meeting
- ✓ Adding Or Removing Attendees
- ✓ Preventing Responses
- ✓ Cancelling A Meeting

### ➤ 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

### ➤ Managing Contacts

- ✓ Emailing A Contact
- ✓ Adding A Contact From An Email
- ✓ Sending An Electronic Business Card
- ✓ Receiving An Electronic Business Card
- ✓ Creating A Contact Group
- ✓ Using A Contact Group
- ✓ Using A Partial Contact Group
- ✓ Deleting Members From A Contact Group

### ➤ Tasks

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

### ➤ 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