

Module Title : Course OUT10SBS : Microsoft Outlook 2010 Step by Step
Duration : 3 days

Course Outline

Part 1: Basic Skills

Chapter 1. Get Started with Outlook 2010

- Section 1.1. Connecting to E-Mail Accounts
- Section 1.2. Troubleshooting Connection Problems
- Section 1.3. Key Points

Chapter 2. Explore the Outlook Windows

- Section 2.1. Working in the Outlook Program Window
- Section 2.2. Working with the Ribbon and the Backstage View
- Section 2.3. Working in the Mail Module
- Section 2.4. Working in the Calendar Module
- Section 2.5. Working in the Contacts Module
- Section 2.6. Working in the Tasks Module
- Section 2.7. Key Points

Chapter 3. Send and Receive E-Mail Messages

- Section 3.1. Creating and Sending Messages
- Section 3.2. Attaching Files to Messages
- Section 3.3. Viewing Messages and Message Attachments
- Section 3.4. Configuring Reading Pane Behavior
- Section 3.5. Viewing Message Participant Information
- Section 3.6. Responding to Messages
- Section 3.7. Key Points

Chapter 4. Store and Access Contact Information

- Section 4.1. Saving and Updating Contact Information
- Section 4.2. Communicating with Contacts
- Section 4.3. Displaying Different Views of Contact Records

Section 4.4. Printing Contact Records

Section 4.5. Key Points

Chapter 5. Manage Scheduling

Section 5.1. Scheduling and Changing Appointments

Section 5.2. Scheduling and Changing Events

Section 5.3. Scheduling Meetings

Section 5.4. Responding to Meeting Requests

Section 5.5. Displaying Different Views of a Calendar

Section 5.6. Key Points

Chapter 6. Track Tasks

Section 6.1. Creating Tasks

Section 6.2. Updating Tasks

Section 6.3. Removing Tasks and Items from Task Lists

Section 6.4. Managing Task Assignments

Section 6.5. Displaying Different Views of Tasks

Section 6.6. Key Points

Part 2: Content Management

Chapter 7. Organize Your Inbox

Section 7.1. Working with Conversation View

Section 7.2. Arranging Messages in Different Ways

Section 7.3. Organizing Outlook Items by Using Color Categories

Section 7.4. Organizing Messages in Folders

Section 7.5. Managing Messages by Using Quick Steps

Section 7.6. Quickly Locating Messages

Section 7.7. Printing Messages

Section 7.8. Deleting Messages

Section 7.9. Key Points

Chapter 8. Manage Your Calendar

Section 8.1. Defining Your Available Time

Section 8.2. Configuring Time Zones

Section 8.3. Working with Multiple Calendars

Section 8.4. Sharing Calendar Information

Section 8.5. Printing a Calendar

Section 8.6. Key Points

Chapter 9. Work with Your Contact List

Section 9.1. Creating Additional Address Books

Section 9.2. Importing and Exporting Contact Records

Section 9.3. Creating Contact Groups

Section 9.4. Quickly Locating Contact Information

Section 9.5. Personalizing Electronic Business Cards

Section 9.6. Key Points

Chapter 10. Enhance Message Content

Section 10.1. Personalizing the Appearance of Message Text

Section 10.2. Embedding and Modifying Images

Section 10.3. Creating and Formatting Business Graphics

Section 10.4. Changing Message Settings and Delivery Options

Section 10.5. Key Points

Part 3: Program Management

Chapter 11. Manage E-Mail Settings

Section 11.1. Working with New Mail Notifications

Section 11.2. Creating Rules to Process Messages

Section 11.3. Blocking Unwanted Messages

Section 11.4. Securing Your E-Mail

Section 11.5. Key Points

Chapter 12. Work Remotely

Section 12.1. Working with Outlook Items While Offline

Section 12.2. Managing Download Options for Slow Connections

Section 12.3. Automatically Replying to Messages

Section 12.4. Working with SharePoint Site Content

Section 12.5. Key Points

Chapter 13. Customize Outlook

Section 13.1. Personalizing the Outlook Program Window

Section 13.2. Creating and Managing Quick Steps

Section 13.3. Customizing the Ribbon

Section 13.4. Customizing the Quick Access Toolbar

Section 13.5. Personalizing Your Office and Outlook Settings

Section 13.6. Key Points