



Outlook Level 1-Basic

This course covers the basic functions and features of Outlook 2010 and its ribbon style interface. Covering topics such as creating, reading, replying, forwarding, attachments, configuring, formatting, managing, and sending e-mail messages. Students learn to use searches and folders. Students will also learn to create and manage contacts, create distribution groups and change views. The People Pane is introduced. Creation of Tasks are covered. With the calendar feature students learn to create appointments, recurring appointments, to share, and print calendars. Finally, they will learn to send and respond to meeting requests.

Course Length

1 day

Prerequisites

Basic Windows class or equivalent skills

Topics

Unit 1 : Getting started

Topic A: The program window

A-1: Exploring the Outlook window

A-2: Examining the Navigation pane

A-3: Accessing folders

A-4: Navigating tabs

A-5: Using the Reading pane

A-6: Using the To-Do Bar

Topic B: Outlook Today

B-1: Accessing folders from Outlook Today

B-2: Customizing Outlook Today

Topic C: Getting help

C-1: Getting help

Unit 2 : E-mail

Topic A: Reading messages

A-1: Exploring the Inbox

A-2: Previewing and reading a message

Topic B: Creating and sending messages

B-1: Creating and sending a message

B-2: Working with automation features

B-3: Formatting a message



- B-4: Checking a message's spelling
- B-5: Pasting content from an Office document
- Topic C: Working with messages
 - C-1: Replying to a message
 - C-2: Forwarding a message
 - C-3: Inserting a hyperlink
 - C-4: Deleting and restoring a message
- Topic D: Handling attachments**
 - D-1: Sending and forwarding attachments
 - D-2: Inserting, attaching, and compressing images
 - D-3: Previewing and saving an attachment

Unit 3 : E-mail management

- Topic A: Setting message options**
 - A-1: Defining delivery options
 - A-2: Specifying a delayed e-mail delivery
 - A-3: Specifying an e-mail reply address
 - A-4: Using delivery and read receipts
 - A-5: Flagging an e-mail message
 - A-6: Using the Reminders window
- Topic B: Managing junk e-mail**
 - B-1: Exploring junk e-mail management features
- Topic C: Using Search folders
 - C-1: Setting up a Search folder
 - C-2: Using a Search folder
- Topic D: Printing messages and attachments**
 - D-1: Printing messages and attachments

Unit 4 : Contacts

- Topic A: Working with contacts**
 - A-1: Exploring Contacts
 - A-2: Adding contacts
 - A-3: Modifying a contact
 - A-4: Attaching items to a contact
 - A-5: Adding a contact from the same company
 - A-6: Forwarding and saving contacts
 - A-7: Viewing your contacts
 - A-8: Editing an electronic business card
 - A-9: Printing contacts
- Topic B: Using contact groups**
 - B-1: Creating and using a contact group
 - B-2: Modifying a contact group



Topic C: Using the People Pane

C-1: Examining the People Pane

C-2: Viewing custom photos in the People Pane

C-3: Viewing contact details

Unit 5 : Tasks

Topic A: Working with tasks

A-1: Exploring the Tasks folder and the To-Do Bar

A-2: Creating and deleting tasks

A-3: Editing a task

A-4: Adding a recurring task

A-5: Marking a task as completed

A-6: Viewing tasks

Topic B: Managing tasks

B-1: Assigning a task

B-2: Accepting and declining a task request

B-3: Sending a task status report

B-4: Tracking an assigned task

B-5: Setting task options

B-6: Printing tasks

Unit 6 : Appointments and events

Topic A: Creating and sending appointments

A-1: Exploring the Calendar

A-2: Setting up an appointment

A-3: Adding a recurring appointment

A-4: Creating an appointment from an e-mail message

Topic B: Modifying appointments

B-1: Editing an appointment's text

B-2: Modifying a recurring appointment

B-3: Deleting and restoring an appointment

Topic C: Working with events

C-1: Adding an event

C-2: Adding an annual event

Topic D: Using Calendar views

D-1: Exploring Calendar views

D-2: Exploring Calendar shortcuts

D-3: Customizing the Calendar

D-4: Displaying multiple time zones

D-5: Adding holidays to the Calendar

D-6: Printing a Calendar



Unit 7 : Meeting requests and responses

Topic A: Scheduling meetings

- A-1: Creating and sending a meeting request
- A-2: Reading and accepting a meeting request
- A-3: Displaying and hiding calendars
- A-4: Scheduling a meeting
- A-5: Declining a meeting request
- A-6: Adding a recurring meeting
- A-7: Proposing a new time for a meeting
- A-8: Modifying a meeting

Topic B: Managing meetings

- B-1: Reserving resources in a meeting request
- B-2: Reviewing meeting responses
- B-3: Adding meeting attendees
- B-4: Contacting meeting attendees
- B-5: Canceling a meeting