



## Outlook Level 2-Intermediate

Outlook 2010 Intermediate builds on the skills and concepts taught in Outlook 2010: Basic. Students will learn how to customize Outlook menu system; use and create Quick steps; alter startup folder, use and alter Navigation pane; create and import contacts; create distribution groups; customize e-mail configuration; create business cards and signatures; use of voting buttons; working with e-mail rules; creating and using categories; search and filter mail folders; use and customization of categories; and work with conversations (related e-mails).

### Course Length

1 day

### Prerequisites

Basic Windows, Outlook Basic or equivalent skills

### Topics

#### Unit 1 : Customizing Outlook

##### **Topic A:** The Outlook environment

- A-1: Hiding and showing the Ribbon
- A-2: Rearranging tabs and groups on the Ribbon
- A-3: Hiding and removing tabs and groups
- A-4: Creating a Ribbon tab
- A-5: Resetting the Ribbon
- A-6: Customizing the Quick Access toolbar
- A-7: Changing To-Do Bar options
- A-8: Customizing the status bar

##### **Topic B:** General options

- B-1: Changing User Interface options
- B-2: Changing your user name and initials
- B-3: Making Outlook your default e-mail client

##### **Topic C:** Language and keyboard options

- C-1: Adding a language
- C-2: Setting the default language
- C-3: Enabling language options
- C-4: Removing a keyboard layout
- C-5: Uninstalling a language

##### **Topic D:** Quick Steps

- D-1: Using Quick Steps
- D-2: Configuring Quick Steps



- D-3: Creating a Quick Step
- D-4: Duplicating and editing a Quick Step
- D-5: Restoring the Quick Steps group to its default settings

**Topic E: The Navigation pane**

- E-1: Changing the startup folder
- E-2: Creating shortcuts and shortcut groups
- E-3: Deleting shortcuts and shortcut groups

## Unit 2 : Working with contacts

**Topic A: Address books**

- A-1: Viewing address books
- A-2: Creating a Contacts folder and storing a contact in it
- A-3: Importing contact data from Excel

**Topic B: Contact groups**

- B-1: Forwarding a contact group
- B-2: Adding contact group notes
- B-3: Sending a meeting request to a contact group
- B-4: Deleting a contact group

## Unit 3 : Customizing messages

**Topic A: Message appearance**

- A-1: Applying a theme
- A-2: Applying a Quick Style to an e-mail message
- A-3: Customizing a Quick Style
- A-4: Using message stationery
- A-5: Modifying stationery fonts
- A-6: Modifying e-mail options
- A-7: Specifying a message format

**Topic B: Signatures**

- B-1: Defining a signature
- B-2: Modifying a signature
- B-3: Using an electronic business card as a signature
- B-4: Specifying a sending account

**Topic C: Voting buttons**

- C-1: Adding voting buttons to a message
- C-2: Replying to a message with voting buttons
- C-3: Creating custom voting buttons

**Topic D: Out-of-office messages**

- D-1: Enabling Automatic Replies
- D-2: Setting Automatic Reply rules
- D-3: Turning off Automatic Replies



## Unit 4 : Organizing items

### Topic A: Folders

A-1: Creating a folder

### Topic B: Searching

B-1: Using Instant Search

B-2: Performing advanced searches

B-3: Searching Calendar, Contacts, and Tasks

B-4: Customizing Instant Search

### Topic C: Filters

C-1: Applying filters to find messages

C-2: Removing a filter

### Topic D: Categories

D-1: Using categories to group messages

D-2: Arranging and searching by category

D-3: Categorizing a contact

D-4: Categorizing an appointment and a meeting

D-5: Assigning categories with Quick Click

D-6: Creating a category

D-7: Sorting and searching by category

## Unit 5 : Organizing Mail

### Topic A: Organizing the Inbox folder

A-1: Changing views

A-2: Arranging and sorting messages

A-3: Exploring conversations

A-4: Managing conversations

A-5: Creating a custom view

A-6: Deleting your custom view

### Topic B: Setting rules

B-1: Creating a rule

B-2: Observing a rule in action

B-3: Turning off and deleting a rule

B-4: Creating a custom rule

B-5: Testing your custom rule

Appendix A : Microsoft Certified Application Specialist exam objectives

Topic A: Exam objectives map

## Appendix B : Working with folders

Topic A: Public folders

Topic B: Offline folders