

Microsoft Outlook 2010 Advanced

This course can be run for all earlier versions and 2013.

Description

This course takes you beyond just sending and receiving e-mail so that you can use all the features of Outlook professionally.

Duration

1 day

Unit Standards

SAQA US # 116935: Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application. NQF Level 2. Two credits.

Prerequisites

The delegate should know how to send and reply to messages and use the calendar and contacts.

Course content

Module 1: Manage e-Mail

- Change Outlook mail options
- Create rules to process messages
- Create Out of Office replies
- Plain text messages
- Use favourite folders
- Create and use Quick Steps
- Use conversation view
- Sort messages
- Manage junk e-mail

Module 2: Messages

- Apply stationery and themes
- Create a custom Outlook form

Module 3: Archive e-Mails

- Use Auto-Archive settings
- Manually archive messages
- The Archive mailbox

Module 4: The Calendar

- Change Calendar options
- Display an additional time zone
- Work with multiple calendars
- Create calendar groups
- Email calendar information
- Work with another person's mail and calendar

Module 5: Tasks

- Assign a task
- Accept a task
- Update a task
- Send a task update
- Track assigned tasks

Module 6: Notes

- Create notes
- Edit, print and delete notes
- Forward notes
- Assign contacts to notes

Module 7: Use OneNote and Outlook

- Send an email to OneNote
- Create a notebook in OneNote
- Create tasks in Outlook from One Note

Module 8: Mail Merge

- Import contacts to use in mail merge
- Steps in a mail merge
- Insert merge fields
- Send the merged messages