

Microsoft Outlook 2010 Beginners Course

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

Description

This comprehensive course covers all the features of Outlook you need to work in Outlook on a daily basis. This course covers how to send and reply to email; manage mail with folders, maintain the calendar, schedule meetings, manage contacts and tasks.

Duration

1 day

Unit Standards

- 116945 Use electronic mail to send and receive messages NQF Level 2. 2 credits.
- 116935 Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application NQF Level 2. 2 credits.

Prerequisites

You must have attended a Windows course and understand how to use the personal computer.

Course content

Module 1: The Outlook 2010 environment

- Overview of the different modules of Outlook
- Customise the Outlook environment:
 - reading pane
 - To do bar
 - people pane
- Use the To Do bar
- Use Outlook help
- Changing default settings

Module 2: e-Mail

- The Outlook 2010 In-box screen
- Create and send an e-mail
- Format a message
- Create an auto-signature
- Check spelling
- Use options
- Attach a file
- Open and save an attachment
- Receive and reply to e-mail
- Forward a message
- Create a draft message
- Recall and resend messages
- Manage junk and phishing e-mails

Module 3: Managing e-Mail

- Organise the In-box
- Flag a message
- Categorise a message
- Create another item out of a message
- Create folders
- Move and copy messages into folders
- Create Quick Steps
- Use instant search
- Print an e-mail message
- Delete messages

Module 4: Manage the Calendar

- The Calendar screen
- Create appointments
- Create all day events
- Edit, delete and move appointments
- Recurring appointments
- Print a calendar
- Share a calendar
- Display different views of the calendar
- Schedule meetings
- Reply to meeting requests
- Update and cancel meetings

Module 5: Manage Contacts

- The Contacts screen
- Add a contact
- Create a contact group or distribution list
- Change the Contacts view
- Update contacts

Module 6: Tasks

- The Tasks screen
- Create a task in To Do bar
- Create a task in Tasks
- Create a task from an e-Mail message