

## Microsoft Outlook 2010 Introduction

### Course length

1 day

### Who is it for?

This course is designed for people who are keen to extend their understanding and knowledge of the software. The course assumes little or no knowledge of the software however it would be beneficial to have a general understanding of PCs and Windows.

### What will I learn?

On completion of the course delegates will be able to:

- Start Outlook 2010 and navigate around the various features
- Create and send e-mail messages
- Receive e-mails into your Inbox
- Work with the calendar feature in Outlook 2010
- Schedule appointments and events in your calendar
- Add, edit and delete contacts and contact details
- Create a to do list using the Tasks feature of Outlook

### Course style

The course will be highly interactive, encouraging participation and making use of exercises. There will be the opportunity for skills practice and review in each section

### Course materials

Course manuals are provided to each delegate to support topics covered on the workshop. Certificates of attendance will be presented to each participant after training has been completed.

### Course contents

#### Outlook 2010 basics

Understanding Outlook 2010  
Starting Outlook 2010  
Common Outlook 2010 screen elements  
Going to Outlook 2010 features  
Navigating to Outlook 2010 features  
The mail screen  
The calendar screen  
The contacts screen  
The tasks screen  
The notes screen  
Displaying and hiding toolbars  
Exiting Outlook 2010

#### Sending email

Understanding e-mail  
E-mail in Outlook 2010  
How Outlook 2010 mail works  
Composing an e-mail message  
Creating a new message  
Checking the spelling  
Adding an attachment to a message  
Adding importance  
Requesting message receipts  
Sending the message  
Creating an autosignature  
Using an autosignature  
Removing an autosignature  
Sending a courtesy copy  
Sending a blind copy

## Receiving email

- Understanding the inbox
- Accessing the inbox
- Retrieving e-mail
- Opening an Outlook data file
- Adjusting the message view
- Viewing messages in groups
- Reading messages
- Opening several messages
- Switching between open messages
- Closing a mail message
- Marking messages as unread
- Marking messages as read
- Viewing unread messages
- Deleting messages
- Recovering deleted messages
- Understanding message attachments
- Saving a message attachment
- Opening a message attachment
- Replying to a message
- Replying to all messages
- Replying without the original message
- Forwarding messages
- Removing inbox headings
- Adding inbox headings
- Emptying deleted items

## Working with the calendar

- Accessing the calendar
- Changing calendar views
- Moving to specific dates
- Creating a second time zone
- Deleting a second time zone
- Sharing your calendar
- Viewing shared calendars
- Closing and deleting shared calendars
- Creating a new calendar
- Deleting a calendar
- Creating a public calendar

## Appointments and events

- Using a specific calendar
- Scheduling an appointment
- Scheduling an appointment from the menu
- Rescheduling an appointment to another day
- Rescheduling an appointment to another time
- Creating recurring appointments
- Scheduling an event
- Deleting appointments and events
- Organising your appointments
- Printing your calendar
- Specifying the work week
- Labelling appointments




## Contacts

- Understanding the contact card
- Accessing contacts
- Creating a new contact card
- Entering contact details
- Adding contacts to existing companies
- Editing contact details
- Inserting a contact picture
- Deleting an unwanted contact
- Recovering a deleted contact
- Printing the contact list

## Tasks

- Accessing Outlook tasks
- Creating simple tasks
- Typing tasks directly
- Changing task views
- Categorising tasks
- Sorting tasks
- Completing tasks
- Deleting tasks
- Printing a task list

### How do I book?

-  Call us now on 020 8658 6994
-  Email us at [admin@alphatraining.com](mailto:admin@alphatraining.com)
-  Download our public course schedule