



Microsoft® Office Outlook® 2010: Level 1

Course Specifications

Class Cost: 315.00
Training Manual: included
Course number: 084595
Software: Microsoft® Office Outlook® 2010
Course length: 1.0 day(s)
Certification: Microsoft Office Specialist – MOS 2010

Course Description

You will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes. This course is intended for people who have a basic understanding of Microsoft Windows and want to know how to use Outlook to manage their time and information.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- explore the Outlook interface, send mail, and respond to messages.
- compose email messages.
- organize email messages into folders.
- manage contacts and contact information.
- schedule appointments.
- schedule a meeting.
- manage tasks and notes.

Course Content

Level One

Lesson 1: Getting Started with Outlook

Topic 1A: Identify the Components of the Outlook Interface
Topic 1B: Read an Email Message
Topic 1C: Reply to and Forward an Email Message
Topic 1D: Print an Email Message
Topic 1E: Delete an Email Message

Lesson 2: Composing Messages

Topic 2A: Create an Email Message
Topic 2B: Format a Message
Topic 2C: Check Spelling and Grammar
Topic 2D: Attach a File
Topic 2E: Enhance an Email Message
Topic 2F: Send an Email Message

Lesson 3: Organizing Messages

Topic 3A: Manage Email Messages
Topic 3B: Move Email Messages into Folders
Topic 3C: Open and Save an Attachment

Lesson 4: Managing Contacts

Topic 4A: Add a Contact
Topic 4B: Sort and Find Contacts
Topic 4C: Find the Geographical Location of a Contact
Topic 4D: Update Contacts

Lesson 5: Scheduling Appointments

Topic 5A: Explore the Outlook Calendar
Topic 5B: Schedule an Appointment
Topic 5C: Edit Appointments

Lesson 6: Managing Meetings in Outlook

Topic 6A: Schedule a Meeting
Topic 6B: Reply to a Meeting Request
Topic 6C: Track and Update Scheduled Meetings
Topic 6D: Print the Calendar

Lesson 7: Managing Tasks and Notes

Topic 7A: Create a Task; Topic 7B: Edit and Update a Task
Topic 7C: Create a Note; Topic 7D: Edit a Note



Microsoft® Office Outlook® 2010: Level 2

Course Specifications

Class Cost: 330.00
Training Manual: included
Course number: 084596
Software: Microsoft® Office Outlook® 2010
Course length: 1.0 day(s)
Certification: Microsoft Office Specialist – MOS 2010

Course Description

You will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items. This course is designed for experienced Outlook users who need to customize their Outlook environment, calendar, and email messages and who wish to track, share, assign, and locate various Outlook items.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- customize message settings.
- organize and locate Outlook messages.
- set calendar options.
- track activities using the Journal.
- assign and track tasks.
- share folder information.
- customize the Outlook environment.

Course Content

Level Two

Lesson 1: Customizing Message Options

Topic 1A: Modify Message Settings
Topic 1B: Modify Delivery Options
Topic 1C: Change the Message Format
Topic 1D: Set the Out of the Office Notification
Topic 1E: Create a Contact Group
Topic 1F: Insert a Hyperlink
Topic 1G: Create Quick Steps

Lesson 2: Organizing and Locating Messages

Topic 2A: Sort Messages Using Multiple Criteria
Topic 2B: Find Messages Using Instant Search
Topic 2C: Find Messages Using Multiple Criteria
Topic 2D: Filter Messages; Topic 2E: Organize Messages
Topic 2F: Manage Junk Email

Lesson 3: Setting Calendar Options

Topic 3A: Set Workdays and Time
Topic 3B: Display an Additional Time Zone
Topic 3C: Set Availability Options
Topic 3D: Create Calendar Groups
Topic 3E: Manage Automatic Meeting Responses

Lesson 4: Tracking Activities Using the Journal

Topic 4A: Record a Journal Entry Automatically
Topic 4B: Record a Journal Entry Manually
Topic 4C: Modify a Journal Entry

Lesson 5: Managing Tasks

Topic 5A: Assign a Task; Topic 5B: Reply to a Task Request
Topic 5C: Send a Task Update; Topic 5D: Track Assigned Tasks

Lesson 6: Sharing Folder Information

Topic 6A: Specify Folder Permissions
Topic 6B: Access Another User's Folder
Topic 6C: Send Calendar Information in an Email Message
Topic 6D: Delegate Folder Access to Users

Lesson 7: Customizing the Outlook Environment

Topic 7A: Customize the Ribbon and Quick Access Toolbar
Topic 7B: Customize the To-Do Bar; Topic 7C: Create a Folder Home Page



Microsoft® Office Outlook® 2010: Level 3

Course Specifications

Class Cost: 360.00
Training Manual: included
Course number: 084597
Software: Microsoft® Office Outlook® 2010
Course length: 1.0 day(s)
Certification: Microsoft Office Specialist – MOS 2010

Course Description

You will work with the advanced features of Outlook. This course is intended for persons with an intermediate understanding of Outlook who need to use Outlook to personalize and organize their email, manage Outlook data files, share and link contacts, archive items, create forms, and work offline and remotely.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- personalize their email.
- organize Outlook items.
- manage Outlook data files.
- work with contacts.
- save and archive email messages.
- create a custom form.
- work offline and remotely.

Course Content

Level Three

Lesson 1: Personalizing Your Email

Topic 1A: Apply Stationery and Themes
Topic 1B: Create a Custom Theme
Topic 1C: Create a Signature
Topic 1D: Modify Signatures
Topic 1E: Configure Email Message Security Settings

Lesson 2: Organizing Outlook Items

Topic 2A: Group Items
Topic 2B: Create Search Folders
Topic 2C: Apply Conditional Formatting

Lesson 3: Managing Outlook Data Files

Topic 3A: Back Up Outlook Items in Outlook Data Files
Topic 3B: Add Outlook Data Files to a Mail Profile
Topic 3C: Change Data File Settings

Lesson 4: Managing Contacts and Contact Information

Topic 4A: Forward Contacts
Topic 4B: Edit an Electronic Business Card
Topic 4C: Export Contacts
Topic 4D: Perform a Mail Merge
Topic 4E: Link Items to the Business Contact Manager

Lesson 5: Saving and Archiving Email

Topic 5A: Save Messages in Alternate Formats
Topic 5B: Archive Messages
Topic 5C: Protect Archives and Other Personal Folders

Lesson 6: Creating a Custom Outlook Form

Topic 6A: Customize a Form
Topic 6B: Create Outlook Items Based on a Custom Form

Lesson 7: Working Offline and Remotely

Topic 7A: Make Folders Available Offline
Topic 7B: Configure Remote Procedure Calls over HTTP
Topic 7C: Download Selected Messages
Topic 7D: Publish Calendar Information to Office Online