

Microsoft Office Outlook 2010: Intermediate (R2)

Course Overview

This ILT Series course builds on the skills and concepts taught in Outlook 2010: Basic. Students will learn how to customize Outlook and work with address books. They will search and filter mail folders, and apply and customize categories. Students will also work with personal, public, and offline folders. Finally, students will organize folders and set rules.

Course Outline

<u>Course Introduction</u>	2m
Course Introduction	
<u>Unit 01 - Customizing Outlook</u>	43m
Topic A: The Outlook Environment	
Hiding and Showing the Ribbon	
Demo - A-1: Hiding and Showing the Ribbon	
Customizing the Ribbon	
Demo - A-2: Rearranging Tabs and Groups on the Ribbon	
Hide and Remove Elements	
Demo - A-3: Hiding and Removing Tabs and Groups	
Demo - A-4: Creating a Ribbon Tab	
Resetting Customizations	
The Quick Access Toolbar	
Customize Quick Access Toolbar	
Customize the To-Do Bar	
The Status Bar	
Topic B: General Options	
User Interface Options	
Demo - B-1: Changing User Interface Options	
Username and Initials	
Demo - B-2: Changing Your Username and Initials	
Set Outlook as Default Program	
Demo - B-3: Making Outlook Your Default Email Client	
Topic C: Language and Keyboard Options	
Adding Languages	
Demo - C-1: Adding a Language	
Language Options	
Demo - C-3: Enabling Language Options	
Remove a Keyboard Layout	
Uninstall a Language	
Demo - C-5: Uninstalling a Language	
Topic D Quick Steps	
Quick Steps	
Demo - D-1: Using Quick Steps	
Configure Quick Steps	
Creating a Quick Step	
Demo - D-4: Duplicating and Editing a Quick Step	
Demo - D-5: Restoring the Quick Step Group to its Default Settings	
Topic E: The Navigation Pane	
Specifying the Startup Folder	
Demo - E-1: Changing the Startup Folder	

Creating Shortcuts
Creating Shortcut Groups
Demo - E-2: Creating Shortcuts and Shortcut Groups
Deleting Shortcuts
Demo - E-3: Deleting Shortcuts and Shortcut Groups
Unit 01 Review

Unit 02 - Working with Contacts

20m

Topic A: Address Books

Select an Address Book
Demo - A-1: Viewing Address Books
Create a Contacts Folder
Demo - A-2: Creating a Contacts Folder and Storing a Contact in it
Import Contacts
Map Custom Fields
Demo - A-3: Importing Contact Data from Excel

Topic B: Contact Groups

Forward a Contact Group
Demo - B-1: Forwarding a Contact Group
Contact Group Notes
Send Meeting Requests
Demo - B-3: Sending a Meeting Request to a Contact Group
Demo - B-4: Deleting a Contact Group
Unit 02 Review

Unit 03 - Customizing Messages

48m

Topic A: Message Appearance

Themes
Demo - A-1: Applying a Theme
Quick Styles
Demo - A-2: Applying a Quick Style to an E-mail Message
Demo - A-3: Customizing a Quick Style
Selecting Stationery
Demo - A-4: Using Message Stationery
Stationery and Fonts
Message Options
Message Formats
Demo - A-7: Specifying a Message Format

Topic B: Signatures

Signatures
Signatures and Stationery Dialog Box
Demo - B-1: Defining a Signature
Editing Signatures
Demo - B-2: Modifying a Signature
Electronic Business Cards
Demo - B-3: Using an Electronic Business Card as a Signature

Topic C: Voting Buttons

Adding Voting Buttons
Demo - C-1: Adding Voting Buttons to a Message
Responding to Voting Buttons
Responses Tallied
Custom Voting Buttons

Topic D: Out-of-Office Messages

Automatic Replies Dialog Box

Configuring Automatic Replies

Mail Tips

Demo - D-1: Enabling Automatic Replies

Setting Automatic Reply Rules

Demo - D-2: Setting Automatic Reply Rules

Turning Off Automatic Replies

Demo - D-3: Turning Off Automatic Replies

Unit 03 Review

Unit 04 - Organizing Items

40m

Topic A: Folders

Folders

Demo - A-1: Creating a Folder

Topic B: Searching

Instant Search

Demo - B-1: Using Instant Search

Advanced Searches

Search Commands

Demo - B-2: Performing Advanced Searches

Calendar, Contacts, Tasks

Customizing Search Options

Topic C: Filters

The Filter Dialog Box

Demo - C-1: Applying Filters to Find Messages

Removing Filters

Demo - C-2: Removing a Filter

Topic D: Categories

Categories

Rename Category Dialog Box

Demo - D-1: Using Categories to Group Messages

Arrange by Category

Search by Category

Demo - D-2: Arranging and Searching by Category

Categorizing Contacts

Demo - D-3: Categorizing a Contact

Categorizing Calendar Items

Demo - D-4: Categorizing an Appointment and a Meeting

Quick Click

Demo - D-5: Assigning Categories with Quick Click

Creating Categories

Demo - D-6: Creating a Category

Search Folders

Unit 04 Review

Unit 05 - Organizing Mail

45m

Topic A: Organizing the Inbox Folder

Organizing Tools

Views

Demo - A-1: Changing Views

Arranging and Sorting
Selecting Arrangements
Demo - A-2: Arranging and Sorting Messages
Conversations
Demo - A-3: Exploring Conversations
Conversation Management
Demo - A-4: Managing Conversations
Customizing a View
Creating a View
Manage All Views Dialog Box
Demo - A-5: Creating a Custom View
Deleting a View
Demo - A-6: Deleting your Custom View
Topic B: Setting Rules
Rules
Rules Templates
Demo - B-1: Creating a Rule
Applying Rules
Turn Off or Delete a Rule
Demo - B-3: Turning Off and Deleting a Rule
Custom Rules
Demo - B-4: Creating a Custom Rule
Unit 05 Review
Course Closure

Total Duration: 3hrs 19m