

Course OUT1002: Microsoft Outlook 2010 – Intermediate Level

One Day, Instructor-Led

Pre-requisites

- Windows 7 – Basic
- Windows Vista – Basic
- Windows XP – Basic
- Outlook 2010 – Basic or equivalent experience

Course Outline

Unit 1: Customizing Outlook

- The Outlook environment
- General options
- Quick Steps
- its default settings
- The Navigation pane

Unit 2: Working with contacts

- Address books
- Contact groups

Unit 3: Customizing messages

- Message appearance
- Signatures
- Voting buttons
- Out-of-office messages

Unit 4: Organizing items

- Folders
- Searching
- Filters
- Categories

Unit 5: Organizing Mail

- Organizing the Inbox folder
- Setting rules

Appendix A: Microsoft Certified Application Specialist exam objectives

- Exam objectives map

Appendix B: Working with folders

- Public folders
- Offline folders

Course Inclusions:

- Microsoft Official Curriculum (MOC) and/or Wizards Learning Courseware (WLC)
- Microsoft Certified Trainer (MCT)
- Lunch, AM and PM Snacks
- Certificate of Achievement
- Course Notes