



Microsoft® Office Outlook® 2010: Level 2

Training Course Content

Course Objective: You will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

Prerequisites: Before taking this course, it is recommended that students take the Outlook Level 1 or possess equivalent knowledge. Prospective students should be familiar with using personal computers (basic typing skills are recommended). They should be comfortable with the Windows environment and be able to use Windows to manage information on the computer. Specifically, they should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

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