

Outlook 2010

Level 1: Beginner

Learning basic skills for Outlook 2010

Estimated time: 03:25

6 modules - 41 topics

Get started in Outlook

Discover Outlook and carry out simple tasks like reading creating and sending messages.

You need to know: About your e-mail application

E-mail working environment

Managing panes and folders

Reading messages

You need to know: Text made easy

Creating and sending a message

You need to know: Formatting characters

Managing text in a message

Total number of topics in the module: 8

Communicate by e-mail

Use an address book, attach a file to a message, view an attachment, reply to a message, transfer, print or delete a message.

Using recipients from an address book

Attaching files to a message

Managing attachments to a received message

Replying to a message

Forwarding a message

Printing messages

Deleting messages

Total number of topics in the module: 7

Find your way around Outlook

Get to know the calendar, the reminders window, contacts, tasks, notes and categories.

Find out how to access Outlook's help.

Outlook's calendar

Using the reminders window

Outlook contacts

Creating tasks

Creating a note

Managing categories

Using help

Total number of topics in the module: 7

Learn some new skills

Find a message in your mail folder, set up automatic replies to send when you are away, create and store signatures to add to your messages.

Managing mail while you are absent

Adding a signature to a message

Total number of topics in the module: 3

Never miss an appointment

The Outlook calendar helps you manage your diary: add your appointments and meetings to it and define how and when you want to be reminded of them.

Creating an appointment or event

Recurrent appointments or events

Customising the calendar

Printing the calendar and calendar items

Personalising print styles

Total number of topics in the module: 5

Increase your efficiency

Do more with messages, contacts, tasks and notes, so that Outlook becomes like a personal assistant to you.

Contact groups

Sorting and grouping contacts

Managing tasks

Managing notes

You need to know: Selecting, copying, moving

Moving or copying items

Sending a contact by e-mail

Customising views

Recording an item in the journal

You need to know: Customising the ribbon

You need to know: Best practice with an e-mail application

Total number of topics in the module: 11

Level 2: Proficient user

Learning intermediate skills for Outlook 2010

Estimated time: 01:25

4 modules - 17 topics

Organise your messages

Learn how to manage the messages you have received, as well as those you have sent: class them, sort them, filter them and create search folders.

Sorting, grouping and filtering messages

Managing folders

Search folders

Total number of topics in the module: 3

Do more with e-mail

Use rules to manage your messages automatically, learn about message options, create templates (forms).

Managing outgoing messages

Message tracking options

Message follow-up flags

Message templates (forms)

Total number of topics in the module: 4

Work as a team

Organise meetings and publish calendars.

Managing meetings

Publishing a calendar

Total number of topics in the module: 2

Approach expert status

Advanced commands for advanced users.

Quick steps

Recalling and resending a message

Electronic business cards

Managing Conversation view

Managing general e-mail options

You need to know: Internet

You need to know: Viruses

You need to know: Outlook and OWA

Total number of topics in the module: 8

Level 3: Advanced user

Learning advanced skills for Outlook 2010

Estimated time: 00:50

2 modules - 10 topics

Cut down the size of your message folders

Archive older messages, optimise folder size, export folders and import them, and also manage data files.

Archiving messages

Optimising the size of the mailbox

Exporting and importing a folder

Managing a data file

Total number of topics in the module: 4

Find out more

Managing rules, dealing with spam, sharing folders, grouping and sharing calendars.

Creating rules

Managing rules

Managing junk e-mail

Sharing a folder

Calendar groups

Sharing calendars

Total number of topics in the module: 6