



computer training options

Microsoft Outlook 2010 **Advanced Training**

Introduction:

The skills and knowledge acquired in Microsoft Outlook 2010 Level 2 will enable you to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, and create task requests for others to perform.

Learning Outcomes:

At the completion of MS Outlook Level 2 course you should be able to:

- effectively edit email messages
- organise and work with mail folders and use quick steps
- use the search facilities to locate messages and other Outlook items
- work with message views
- create and work with colour categories
- create and use rules to manage your email messages
- use many Outlook features as you work with email messages
- schedule appointments and events in your calendar
- schedule meetings using Microsoft Outlook
- monitor and manage your contacts within Outlook
- create and work with task requests

Target Audience:

Microsoft Outlook 2010 Level 2 is designed for users who are keen to how to use some of the more advanced aspects of Microsoft Outlook 2010 including organising email messages, scheduling meetings, creating and managing task requests, and the like.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

Participants will also be presented with a certificate of achievement upon completion of the course.

Computer Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Ph: 1300 667 660 Email: training@cto.com.au Web: www.cto.com.au



computer training options

Course Content

Editing Messages

Copying Text Within A Message
Copying Text Between Messages
Copying From Another Source
Deleting Text
Removing An Attachment

Organising Messages

Creating A Message Folder
Moving Messages
Copying Messages
Deleting Messages
Recovering Deleted Messages
Cleaning Up Conversations
Working With Favourites
Deleting Message Folders
Recovering Deleted Folders
Emptying Deleted Items
Automating Common Tasks With Quick Steps
Customising A Default Quick Step
Creating A Quick Step
Using Quick Steps
Archiving Messages
Recovering Archived Messages

Searching

Using Instant Search
Expanding The Search
Search Query Syntax
Search Query Syntax – Dates and Size
Using Recent Searches
Search Options
Searching Other Outlook Items
Using A Search Folder
Adding A Predefined Search Folder
Customising Predefined Search Folders
Creating A Custom Search Folder

Working With Views

Changing The Current View
Arranging Messages Within A View
Sorting Messages Within A View
Working With Columns In A View
Formatting Columns In A View
Creating A Custom View
Adding A Filter To A Custom View
Deleting A Custom View

Colour Categories

Creating A New Colour Category
Assigning A Colour Category
Assigning A Quick Click Category
Finding Messages With Categories
Removing Categories From Messages
Deleting A Colour Category

Working With Rules

About Rules
Creating A New Rule From A Template
Selecting The Rule Conditions
Selecting The Rule Actions
Selecting The Rule Exceptions
Naming And Reviewing The Rule
Testing The Rule
Managing Existing Rules
Deleting A Rule

Email Techniques

Effective Email Management
Recalling A Sent Message
Printing A Message
Printing A Message List
Message Formats
Changing The Message Format
Choosing Themes Or Stationery
Applying A Theme Or Stationery To A Message
Turning Themes Or Stationery Off
Applying A Theme
Saving A Message Draft
Using A Saved Message
Sending A Voting Message
Responding To A Voting Message
Tracking Voting Responses
Sending Automatic Responses

Appointments And Events

Scheduling An Appointment Using Click To Add
Scheduling Using The Appointment Window
Rescheduling An Appointment To Another Day
Rescheduling An Appointment To Another Time
Creating Recurring Appointments
Changing Recurring Appointments
Scheduling An Event
Scheduling Free And Busy Times
Categorising Activities
Printing Your Calendar
Deleting Activities

Scheduling Meetings

Scheduling A Meeting
Meeting Response Options
Responding To Meeting Requests
Tracking Meeting Responses
Changing A Meeting
Adding Or Removing Attendees
Preventing Responses
Cancelling A Meeting
The Scheduling Assistant
Using The Scheduling Assistant
Scheduling Meetings Using Calendar Groups

Computer Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Ph: 1300 667 660 Email: training@cto.com.au Web: www.cto.com.au



computer training options

Managing Contacts

- Emailing A Contact
- Adding A Contact From An Email
- Sending An Electronic Business Card
- Receiving An Electronic Business Card
- Creating A Contact Group
- Using A Contact Group
- Using A Partial Contact Group
- Deleting Members From A Contact Group
- Setting Contact Activity Options
- Manually Recording Contact Encounters
- Recording Timed Encounters
- Reviewing Contact Encounters

Task Requests

- How Task Requests Work
- Creating A Task Request
- Responding To A Task Request
- Completing An Assigned Task
- Viewing Updated Task Requests

Computer Training Options

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart
Ph: 1300 667 660 Email: training@cto.com.au Web: www.cto.com.au