

Ref : EB13-210

# Outlook 2010

Make good use of your messaging system

## Aim

Discover Outlook and master all its features. From the essential to the advanced commands, this training programme, organised by topic, will make it possible for you to communicate efficiently and organise your activities.

### Target audience

Any user who wishes to discover or deepen their knowledge of Outlook's features.

### Level required

No prior knowledge of Outlook is necessary. However, some use of the software may make it possible to progress faster.

### Estimated time to complete the essential modules

05h 40min

## Course content

### ► The essential modules

#### Outlook 2010 – Messages and contacts



MEDIAplus  
eLearning

This module offers interactive training consisting of 28 training videos, 28 exercises and 3 additional resources.

#### Working with messages

- You need to know: About your e-mail application
- 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
- Attaching files to a message
- Managing attachments to a received message
- Replying to a message
- Forwarding a message
- Printing messages
- Deleting messages
- Managing outgoing messages
- Message tracking options
- Message follow-up flags
- Adding a signature to a message
- Message templates (forms)
- Recalling and resending a message

**Working with the e-mail application**

- Finding messages
- Sorting, grouping and filtering messages
- Managing mail while you are absent
- Creating rules
- Managing rules
- Archiving messages
- Managing junk e-mail

**Working with contacts**

- Using recipients from an address book
- Outlook contacts
- Contact groups
- Sorting and grouping contacts
- Sending a contact by e-mail
- Electronic business cards

## Outlook 2010 – Calendar, Tasks and Notes



MEDIAplus  
eLearning

This module offers interactive training consisting of 14 training videos and 14 exercises.

**Working with the calendar**

- Outlook's calendar
- Creating an appointment or event
- Recurrent appointments or events
- Managing meetings
- Customising the calendar
- Printing the calendar and calendar items
- Personalising print styles
- Publishing a calendar
- Calendar groups
- Sharing calendars

**Working with tasks and notes**

- Creating tasks
- Creating a note
- Managing tasks
- Managing notes

## Outlook 2010 – Outlook's environment



MEDIAplus  
eLearning

This module offers interactive training consisting of 17 training videos, 17 exercises and 6 additional resources.

**Outlook environment**

- E-mail working environment
- Using the reminders window
- Managing categories
- Using help
- You need to know: Selecting, copying, moving
- Quick steps
- Managing Conversation view
- Customising views
- Managing general e-mail options

- Recording an item in the journal
- You need to know: Customising the ribbon
- You need to know: Internet
- You need to know: Viruses
- You need to know: Best practice with an e-mail application
- You need to know: Outlook and OWA

**Working with folders**

- Managing panes and folders
- Managing folders
- Search folders
- Optimising the size of the mailbox
- Exporting and importing a folder
- Managing a data file
- Moving or copying items
- Sharing a folder

► **Complementary material**

Outlook 2010 – Reference book



Online book

This module includes digital course material.