

Microsoft Outlook 2010: Introduction



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This course is hands-on and is designed to provide participants with an understanding of Microsoft Outlook. Included will be the course notes, a pad for note taking and telephone/email support following the class.

Introduction to Outlook	
Getting started including:	Sending and receiving mail including:
Identify the components of the Outlook interface Using the Ribbon The Navigation Pane and changing views Getting HELP	Elements of the mail message window Creating and sending messages Setting mail options Inserting a signature Replying & forwarding messages Message symbols and sorting Recalling & resending messages Attaching a document Sending mail to groups Searching mail messages
Managing Mail including:	Scheduling your day including:
Finding the mail message Moving, copying and deleting messages Creating & deleting folders Moving and copying files to a folder Organizing your mail with colour & categories Rules for mail messages	Adding calendar entries Adding anniversaries and tasks Scheduling meetings Replying to meeting requests Adding alarms Sharing your calendar
Contacts, Notes and Tasks including:	
Adding, editing and deleting contacts Sending a letter to a contact Using notes Adding and managing tasks	