



Outlook 2010 Level 1

Send email with Outlook

3 hours

Is this course for you?

You want to find out how to send and receive emails using Outlook. The course also covers adding appointments to the Outlook calendar. If you are used to sending/receiving mails using Outlook or other programs, the Level 2 course **Manage Mail and Contacts** may be more appropriate.

Pre-requisites

This course assumes that delegates are familiar with:
basic Windows operations, such as using a mouse and opening and saving files

Course duration

3 hours, including a 15 minute break

Course objectives

At the end of the course, you will be able to read messages and open attachments, search for messages and create folders to store them. You will know how to send mail, add attachments and create an Outlook signature. The course also covers adding appointments to the calendar and using Outlook Contacts.

Please let me know if you have any email policies in place, covering appropriate use of email, mailbox size and message size This information can be included in the course.

The course could also include accessing email via the web, if this is available for your staff.

A handout covering the main course topics will be provided.

Find your way round Outlook 2010

- The Outlook screen
- Use the Navigation Pane
- The To Do Bar
- Outlook's different sections

Read mail

- Open messages in the Inbox
- Use the Reading Pane
- E-mail and viruses
- Open and save attachments

Send mail

- Create a message
- Address a message
- Attach a file
- Create an Outlook signature

Manage Mail

- Sort and group messages
- Arrange messages in Conversations
- Create folders and file messages
- Find messages
- Use the Out of Office Assistant

Delete messages

- Empty the Deleted Items folder

The Outlook Calendar

- Move round the calendar
- Create an appointment
- Respond to a meeting request

Outlook Contacts

- Create a contact
 - Send mail to a contact
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This is a provisional course outline and may change