Outlook 2010 Level 2
Manage Mail and Contacts
3 hours

Is this course for you?

You are familiar with sending and receiving emails, using Outlook or another program. You want to find more effective methods of dealing with and organising your mail and to explore some of the new features in Outlook 2010.

Pre-requisites

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

Course duration

3 hours, including a 15 minute break

Course objectives

At the end of the course, you will be able to use Outlook to manage your mail more effectively. You will know how to: sort, file and find messages; deal with attachments; flag messages or turn them appointments; view your messages as conversations and organise them using categories. You will be able to speed up message processing using Quick Steps and use Contacts to store personal information and create distribution lists.

Please let me know if you have any email policies in place, covering appropriate use of email, mailbox size and message size and 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.

Manage messages
   Group and sort messages
   Use Conversation View
   Use the Reading Pane
   Flag a message for later attention
   Mark a message as completed
   Create an appointment or task from a message

File messages
   Create folders to store messages
   Use Favourite Folders
   Move messages between folders

Send mail
   Address a message
   Track messages
   Create an Outlook signature

Attachments
   View previews of attachments
   Save changes to attached files

Use Categories
   Assign a category to a message
   Create and edit categories

Automating tasks
   Create a Quick Step
   Create a Rule to automatically process messages

Find messages
   Use a simple search
   Search using advanced criteria

Contacts
   Create a contact
   Use Suggested contacts
   Send mail to a contact
   Create a Distribution List

This is a provisional course outline and may change