![Meteor IT — Consulting and Training Services — Training Course Outline]

Outlook 2010 Introduction

Overview and Objectives

This course will provide you with the essential skills to begin using Outlook 2010 as your primary email and collaboration software.

It is ideally suited to people who have used older versions or alternative programs, and highlights many of the new and innovative features in Outlook 2010, especially those which are available using Exchange 2010 as the company-wide messaging platform.

Topics to be covered

General layout

How to navigate around to read your emails, contacts, calendar entries and tasks, and where to find important functions, features and settings

- Ribbon, Quick Access Toolbar, Backstage view
- Navigation pane, Reading pane, People pane, To-Do bar, Status bar

Email essentials

Keeping on top of your email is much easier if you can quickly find, read and prioritise incoming messages, and efficiently send messages to the right people.

- Organising email and using built-in folders
- Essentials – reading, replying, forwarding emails (and setup options for these)
- How MailTips help you send things right first time
- Adding attachments to mails you send, viewing and saving received ones

Folders and Basic Rules

Manage and organise your information and understand how Outlook helps you do this.

- Special folders – deleted items, junk e-mail
- Create and manage folders
- Setting up an "Out of office" message (automatic reply)

Contacts

Email is not the only way to keep in touch with people, so it is important to be able to file and quickly retrieve other information about those you need to contact.

- Create contacts from emails you receive and from scratch
- Adding multiple Contacts quickly, adding more from the same company
- Using Contact records to send email, meeting requests, view related items
- Getting information using Contact cards

Adding addresses to E-mails

- Automatic name completion
- Using "Check Names"
- Adding addresses from your Address Book
- Using To, Cc, Bcc appropriately

Calendar

Record appointments, meetings and periods when you will be out of the office, and set reminders so you don't forget where you need to be and when.

- Using daily, weekly, monthly, views of your calendar
- Create an appointment, set times or "all day event", set reminder period
- Show time as free, busy, out of office, tentative, mark appointment as private
- Understand what information other people can see about your availability

Email signatures and Out of Office (Automatic Replies)

- Setting up your email signature(s)
- Choosing and using an email signature
- Setting up an Automatic Reply for internal and external senders