

Outlook 2010 Level 2

Audience	This course is appropriate for those who are already familiar with the basics of Outlook and Windows. Students should have received and read mail; created email with formatting, spell checked text; replied to and forwarded email; and worked with the global and personal address books.
Description	The course uses a combination of lecture and hands-on exercises to familiarize students with higher level skills in the Outlook program. Students will review some basic concepts and cover new topics such as customizing Outlook; automating email; and other advanced email and calendaring functions. Additional topics such as managing tasks and contacts may also be covered depending on student experience and interest.
Objectives	After completing the class, students should be able to: <ul style="list-style-type: none">■ Customize the navigation pane and various group views■ Create and use customized views to organize email■ Filter and group messages■ Use People Pane■ Organize mail with Search Folders■ Use conditional formatting to color code email■ Automate mail with signatures and out of office replies■ Automatically create mail using templates and rules■ Direct mail into folders with rules■ Flag mail for follow up■ Grant mailbox and folder access■ Change Outlook defaults■ Share and delegate calendars■ Change Calendar options■ Display, open, create, and manage tasks■ Create, edit, and print contacts
Length	1 day (or less depending upon modules selected)

I. Organizing Outlook

- A. Customizing the Navigation Pane
- B. Viewing Items in Outlook
- C. Changing Views

- D. Customizing the Views
- E. Defining a New View
- F. Filtering Messages
- G. Grouping Messages
- H. Viewing Conversations



- I. Using the People Pane
 - J. Creating Search Folders
 - K. Cleaning up Mail Messages
 - L. Using Custom Categories
- II. Automating Mail Functions**
- A. Creating a Signature
 - B. Creating Quick Steps
 - C. Rules and Alerts Overview
 - D. Directing Mail with Rules
 - E. Modifying Rules
 - F. Setting Follow Up Flags
 - G. Automating Replies to Email
 - H. Creating and Using Templates
 - I. Automating Creation of Email
- III. Advanced Email Functions**
- A. Granting Delegate Permissions
 - B. Granting Folder Permissions
 - C. Opening Another's Inbox
 - D. Archiving Messages
 - E. Changing Mail Defaults
 - F. Changing Mail Composition and Format
 - G. Changing Mail Arrival & Screen Defaults
 - H. Changing Tracking Defaults
 - I. Save and Sending Defaults
- IV. Advanced Calendar Features**
- A. Managing Another's Calendar
 - B. Giving Permission on a Calendar
 - C. Opening Another's Calendar
 - D. Viewing Multiple Calendars
 - E. Using Calendar Groups
 - F. Printing Calendars
 - G. Setting Calendar Options
 - H. Categorizing Appointments (Optional)
- V. Managing Tasks**
- A. Displaying and Opening Tasks
 - B. Creating a Task
 - C. Working with Tasks
 - D. Assigning a Task
 - E. Creating Status Reports from a Task
- VI. Managing Contacts**
- A. What is the Contacts Feature?
 - B. Creating Contacts
 - C. Editing Contacts
 - D. Importing and Exporting Contacts
 - E. Using vCards
 - F. Printing Contacts
- Appendix A - Locating Messages**
- A. Finding Messages
 - B. Using Advanced Find Features
- Appendix B – File Management**
- A. Managing Data Files
- Appendix C – Journaling**
- A. What is Journaling?
 - B. Symbols Used in the Journal
 - C. Automatically Identify Items in the Journal
 - D. Manually Identify Items for the Journal
 - E. Using Journal Entries
 - F. Manipulating Journal Entries