

AVP Training

Computer Software Training & Consulting

Outlook 2010 Introduction (Level 1)

General Description

Introduces the essential components of Outlook including email management, calendar operations, recording contact details and task administration

Learning Outcomes

Understand basic email concepts including spamming and email etiquette
Navigate the main screen components of Outlook
Compose and send email, add attachments and request message receipts
Create and use a customised AutoSignature
Read, reply to and forward messages
Insert, preview and manage file attachments
Flag messages, send a message with a flag and add a quick click flag
Mark messages as junk email and manage sender lists
Use the calendar, create an additional time zone and work with multiple calendars
Record, edit and delete contact details
Create, complete and delete tasks

Duration

One day (Half day customised (selected topics) option available)

Prerequisite

Basic understanding of Windows

Course Topics Outlook 2010 Introduction (Level 1)	Email concepts
	Navigating Outlook
	Sending email
	Receiving email
	Managing attachments
	Flagging messages
	Junk email
	Basic calendar functions
	Recording contact details
	Handling tasks

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