

Microsoft Outlook 2010 Advanced

Duration: 1 Day

At the end of the course, delegates should be able to understand the more detailed options for Outlook. They will be able to understand the collaborative aspects of Outlook.

The following gives a brief overview of the course content. This is only a suggestion and may be tailored to better suit the delegates' requirements.

Recap

- Organising mail using flags and categories
- Quick Parts
- Signatures
- Creating calendar appointments
- Organising meetings
- Creating and using mail folders
- Creating tasks

Tasks

- Assigning tasks to others

Email

- Resending and recalling messages
- Stationery
- Themes
- Managing picture attachments
- Mail formats

Managing the Mail

- Conversations
- Finding messages
- Personal folders
- Archiving messages
- Quick Step shortcuts
- Using rules to manage mail

Templates

- Quick Step templates
- Creating and using templates

Contacts

- Tracking mail
- Exporting contacts to Excel
- Business cards

Calendars

- Creating and using Calendar Groups

Viewing Other Users' Folders

- Giving folder permissions
- Viewing other users' folders
- Adding a mailbox to your account
- Delegate access

Customising Outlook

- Customising views
- Grouping
- People Pane
- Shortcuts
- Using favourites