

## Outlook 2010: Intermediate

1 day

### Description

Building on the skills and concepts taught in Outlook 2010: Basic, this ILT Series course teaches students how to work more efficiently in Outlook. Students will learn how to customize Outlook, use Quick Steps, create Navigation-pane shortcuts, work with contacts and contact groups, manage address books, customize their messages and signatures, and set up automatic replies. In addition, students will learn how to search various folders, use filters, apply categories, create custom views, and set rules for organizing messages.

This course will help students prepare for the Microsoft Office Specialist exam for Outlook 2010 (exam 77-884). For comprehensive certification training, students should complete the Basic, Intermediate, and Advanced courses for Outlook 2010.

### Prerequisites

- *Outlook 2010: Basic*

### Course Outline

#### ***Unit 1: Customizing Outlook***

- Topic A: The Outlook environment
- Topic B: General options
- Topic C: Language and keyboard options
- Topic D: Quick Steps
- Topic E: The Navigation pane

#### ***Unit 2: Working with contacts***

- Topic A: Address books
- Topic B: Contact groups

#### ***Unit 3: Customizing messages***

- Topic A: Message appearance
- Topic B: Signatures
- Topic C: Voting buttons
- Topic D: Out-of-office messages

#### ***Unit 4: Organizing items***

- Topic A: Folders
- Topic B: Searching
- Topic C: Filters
- Topic D: Categories

#### ***Unit 5: Organizing Mail***

- Topic A: Organizing the Inbox folder
- Topic B: Setting rules