



Microsoft® Outlook 2010

Certification

Courseware 3242-1

Exam 77-884

Course Description

Microsoft® Outlook 2010 teaches students how Outlook is structured, and how to use the various modules to coordinate communications and collaborations with others. Modules covered in this courseware include Mail, Calendar, Contacts, Tasks, and Notes. Also included are some features commonly used for collaboration purposes such as creating distribution lists or groups, cleaning up your system, marking junk mail, and how to check the size of your Outlook data file.

Students who complete this course will have reviewed all of the exam objectives and be on their way to preparing for Microsoft Outlook 2010 Core Exam #77-884.

Course Series

This *Microsoft Outlook 2010* courseware is one of seven courses in CCI's Microsoft Office Specialist 2010 series. Other courses available in the series include:

- Word 2010 Core
- Word 2010 Expert
- Excel 2010 Core
- Excel 2010 Expert
- PowerPoint 2010
- Access 2010

Instructor Resources are available and are produced specifically to help and assist an instructor in preparing to deliver the course using the CCI materials. Contact your coordinator or administrator, or call your CCI Account Manager for information on how to access these resources.

Course Prerequisites

This course is designed for students who are familiar with personal computers, using a keyboard and using a mouse. The course assumes that students have completed the *Microsoft Windows* course or have equivalent Microsoft Windows knowledge and experience.

- | | |
|--|---|
| <input type="checkbox"/> start and run Windows | <input type="checkbox"/> use Minimize, Restore Down/Maximize, or Close |
| <input type="checkbox"/> use the taskbar | <input type="checkbox"/> use the left and right mouse buttons appropriately |
| <input type="checkbox"/> use the Start button | <input type="checkbox"/> understand file management techniques |
| <input type="checkbox"/> use the Help feature | <input type="checkbox"/> navigate between files, folders, or drives |

Course Objectives

This course book teaches the skills you will need to successfully complete the Outlook 2010 Core exam. These skill sets are introduced using a fictional company named Tolano Adventures, a travel service that is a department within Tolano Environmental Consulting. Tolano Adventures offers tours to the public that are friendly to the environment.

You will use Outlook to communicate with others via e-mail, set up appointments, tasks or notes for yourself and shared with others, and work with your list of contacts or set up groups of contacts.

After completing this course, you will be able to:

- ✦ use the Ribbons and Quick Access Toolbar
- ✦ use the Navigation Pane
- ✦ address messages
- ✦ compose and format message text
- ✦ insert items into a message
- ✦ read and view messages
- ✦ change view options
- ✦ reply to messages
- ✦ forward messages
- ✦ set message options
- ✦ vote and track
- ✦ assign categories
- ✦ apply themes and stationery
- ✦ work with signatures
- ✦ work with styles
- ✦ work with attachments
- ✦ work with conversations
- ✦ work with the folder list
- ✦ create folders
- ✦ organize messages
- ✦ use Quick Steps
- ✦ print messages
- ✦ change the calendar view
- ✦ create and edit appointments
- ✦ set reminders
- ✦ create recurring appointments
- ✦ schedule events
- ✦ schedule multi-day events
- ✦ schedule meetings
- ✦ customize the calendar options
- ✦ invite attendees
- ✦ track responses
- ✦ determine available meeting times
- ✦ make changes to meetings
- ✦ notify attendees of changes
- ✦ cancel meetings
- ✦ create a calendar group
- ✦ show or hide calendars
- ✦ print calendars
- ✦ create one-time tasks
- ✦ create recurring tasks
- ✦ create a task from a message
- ✦ set task options
- ✦ mark a task complete
- ✦ assign a status to tasks
- ✦ assign a task to others
- ✦ accept/decline task assignments
- ✦ update tasks and send status reports
- ✦ create a note
- ✦ change the view of notes
- ✦ categorize notes
- ✦ look at the journal
- ✦ set the journal to automatically record items or files
- ✦ edit a journal entry
- ✦ use Search Folders
- ✦ organize Outlook
- ✦ clean up mail
- ✦ manage junk e-mail
- ✦ use rules

About This Courseware

Courseware Description
Course Design
Course Objectives
Conventions and Graphics

Lesson 1: Getting Started

Lesson Objectives
Looking at the Screen
Creating an E-mail Message
Reading and Viewing Messages
Responding to Messages
Assigning Categories
Lesson Summary
Review Questions

Lesson 2: Working with Text

Lesson Objectives
Customizing Messages
Using Signatures
Working with Attachments
Working with Conversations
Managing the Mailbox
Using Quick Steps
Printing Messages
Lesson Summary
Review Questions

Lesson 3: Using the Calendar

Lesson Objectives
Scheduling Items
Creating an Appointment
Scheduling Events
Sending Meeting Requests
Making Changes to Meetings
Customizing the Calendar Options
Printing the Calendar
Lesson Summary
Review Questions

Lesson 4: Working with Contacts

Lesson Objectives
Using the Contacts Module
Working with Contact Groups
Customizing the Contacts Module
Printing Contacts
Lesson Summary
Review Questions

Lesson 5: Using Tasks & Notes

Lesson Objectives
Working with Tasks
Tracking the Status of a Task
Customizing Tasks
Printing Tasks
Using Notes
Using the Journal
Lesson Summary

**Review Questions Lesson 6:
Organizing Information**

Lesson Objectives
Using Search
Organizing Outlook
Cleaning Up Your Mail
Managing Junk E-mail
Using Rules
Lesson Summary
Review Questions

Appendices

Appendix A: Courseware Mapping
Appendix B: Glossary of Terms
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