

Microsoft Outlook 2010 Level 1

Course Number: NQF95-124

ERP · BI · CRM · EPM · HR · PAYROLL

Course Outline

This course is the first in a series of three Microsoft Office Outlook 2010 courses. It will provide you with the skills you need to start sending and responding to email in Microsoft Office Outlook 2010, as well as maintaining your Calendar. In this course, you will explore the user interface of Outlook, compose and send email, schedule appointments, manage contact information, organize meetings, and create tasks and notes in Outlook.

On any busy day, it is a challenge to keep up with your daily correspondence, appointments, meetings, and tasks. Having a tool capable of keeping large amounts of information organized and at your fingertips could mean the difference between falling behind and staying on track. Microsoft Office Outlook 2010 is one such tool that you can use to effectively communicate electronically and be organized.

Course Number:

NQF95-124

Unit Standards:

The learning program is based on the following unit standard

- 116945
- 116935

Course duration:

This course is scheduled for one day from 9:00 till 16:00.

Course pre-requisites:

To be successful in this course, you should be familiar with using personal computers and you should have used the mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on the computer.

Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders. To ensure your success, we recommend you first take one of our introductory Windows courses, such as either of the following, or have equivalent skills and knowledge:

- Windows XP Professional: Level 1
- Windows XP: Introduction

Documentation:

The following documentation is included with the course

- Microsoft Outlook 2010 Level 1 user guide
- Certificate of attendance



After attending you will be able to:

- Explore the Outlook interface, send mail and respond to messages
- Compose email messages
- Customize message settings
- Organize email messages into folders
- Manage contact and contact information

Who should attend?

This course is intended for people who have a basic understanding of Microsoft Windows and want to know how to use Outlook to manage their time and information.

Topics covered

Lesson 1: Getting Started with Outlook

- Topic 1: Identify the Components of the Outlook Interface
- Topic 2: Read and Email Message
- Topic 3: Reply to and Forward an Email Message
- Topic 4: Print an Email Message
- Topic 5: Delete and Email Message

Lesson 2: Composing Messages

- Topic 1: Create and Email Message
- Topic 2: Format a Message
- Topic 3: Check Spelling and Grammar
- Topic 4: Attach a File
- Topic 5: Enhance an Email Message
- Topic 6: Send an Email Message

Lesson 3: Customizing Message Options

- Topic 1: Modify Message Settings
- Topic 2: Modify Delivery Options
- Topic 3: Change the Message Format
- Topic 4: Set the Out of Office Notification

Lesson 4: Organizing Messages

- Topic 1: Manage Email Messages
- Topic 2: Move Email Messages into Folders
- Topic 3: Open and Save an Attachment

Lesson 5: Managing Contacts

- Topic 1: Add a Contact
- Topic 2: Sort and Find Contacts
- Topic 3: Find the Geographical Location of a Contact
- Topic 2: Update Contacts

Appendix A: Sending & Receiving Messages

Appendix B: Managing E-mail Messages & Views

Venue details

We have training facilities in Centurion and Rivonia. Please mention which will be your preferred venue for the training. The location will be confirmed once the booking has been received.

Centurion

1001 Clifton Avenue
Lyttelton Manor
Centurion

Rivonia

3 Fifth Avenue
Rivonia
Johannesburg



For bookings or more information

For bookings or more information please feel free to contact us at 0861 11 1680 or e-mail training@acctech.biz

For the latest event schedule visit our training page on www.acctech.biz