Microsoft Outlook 2010 – Level 2

Course Introduction

The Outlook 2010 – Level 2 course covers intermediate to advanced level concepts and features of the Microsoft Outlook 2010 application.

In this course, students learn to customize Outlook, personalize and secure e-mail messages, and organize and manage e-mail effectively. Students learn to search, sort, filter and categorize e-mail messages. They learn to archive messages, and retrieve archived messages, create and manage rules, and customize message alerts. They also learn how to utilize Outlook to collaborate and share information with others.

Students accomplish the learning objectives for each module through a series of hands-on tasks, for which they are given step-by-step instructions and desired result checkpoints. The tasks provide ample opportunity for students to practice, apply, and develop the skills covered in the course.

A practice exercise and review questions are included at the end of each module to measure progress and reinforce the skills learned. There is also a lab exercise at the end of the course to provide further practice and review to reinforce the topics learned throughout the course, and to help prepare students for the exam.

Course Prerequisite(s)

Microsoft Outlook 2010 Level 1

Course Aim

To provide an understanding of Outlook that goes beyond the basics.

Of Interest to

Those who are proficient with the basic concepts and features of Microsoft Outlook 2010, and who want to increase productivity and enhance their knowledge using some of Microsoft Outlook's intermediate to advanced level features.

Course Breakdown

Module 1:

Formatting Message Content; Working with Message Attachments; Organizing Mail Using Folders; Using Search Folders

Module 2:

Customizing the Navigation Pane; Customizing the Ribbon; Customizing the Quick Access Toolbar; Working with the To-Do Bar and Changing Views; Modifying E-mail Options; Managing E-mail Accounts

Module 3:

Using E-mail Signatures; Modifying Message Options; Securing E-mail Messages; Saving Messages

Module 4:

Arranging and Searching; Using Color Categories and Message Flags; Archiving Data

Module 5:

Using Rules; Creating a an Automated Response Rule; Using Quick Steps; Filtering Junk E-mail; Using Desktop Alerts for New Messages

Module 6:

Scheduling Meetings; Sharing and Viewing Calendars; Using Voting Buttons

Lab Exercise

Course Notes

Course manual is provided for on-going reference. There is a final exam upon completion of the course. Participants who receive 75% or higher on their exam will receive a certificate.

Method of Delivery

Integrated Learning™ System (ILS*Plus*) training facilitated by Academy of Learning College facilitators.

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