OUTLOOK 2010
Intermediate/Advanced Level

OBJECTIVES

At the end of the course, the participant will be able to use the e-mail function, send and receive messages, manage Office documents and various components, Outlook email features, contacts, and calendar.

Deepen the various management functions of Outlook.

TARGET CLIENTELE

Everyone

PREREQUISITES

Have taken the Outlook beginners course

COURSE SYLLABUS

1. **Advanced Messaging Options**
   - Introduction
   - Set advanced messaging options
   - Track messages
   - Set message tracking options
   - Insert hyperlinks in messages
   - Organize messages
   - Create messages through the models

2. **The Outlook Log**
   - Enable log
   - Keep track of a conversation

3. Notes
- Change the appearance of notes
- Create a new note
- Change the display of notes
- Create a message from a note
- Insert a note in a message

4. Access Rights
- Grant access rights

5. The Outlook Address Book
- Manage the Outlook address book

6. Data Archiving
- Know the size of your personal folders
- Manage PST files
- Archive files

7. Public Records
- Use public folders
- Delete a folder

8. Managing the Outlook Screen
- Edit views
- Create custom views
- Use categories
- Define a grouping key
- Use filters

9. Annexes
- Configuration the Outlook address book
- Define Outlook as startup program
- Merge contacts with Word
- Create a new view
- Specify a task or other element