The Office Wiz
Training, Consulting and Support Services
(303) 330-0565
Theofficewiz@prodigy.net
www.theofficewiz.biz

COURSE DESCRIPTION FOR
MICROSOFT® OFFICE OUTLOOK® 2010: LEVEL 2

No Outlook user will want to miss this chance to sharpen their skills and increase efficiency. Vital tricks for working with email, tasks and the calendar are covered. You will also discover easy ways to customize your own Outlook environment. It is instructor-led with hands-on activities. Learn to:

- Explore the Outlook interface, send mail, and respond to messages.
- Compose messages.
- Use folders to organize messages.
- Manage contacts and contact information.
- Schedule appointments.
- Schedule meetings.
- Manage tasks and notes.

LENGTH

Approximately eight hours. Recommend two four hour sessions.

PREREQUISITES

You should have little or no experience with Outlook. You should have a good understanding of basic Microsoft Windows, file management and personal computers.

SPECIFIC CLASS CONTENT

Lesson 1: Customizing Message Options
　　　Modify Message Settings
　　　Modify Delivery Options
　　　Change the Message Format
　　　Set the Out of the Office Notification
　　　Create a Contact Group
　　　Insert a Hyperlink
　　　Create Quick Steps

Lesson 2: Organizing and Locating Messages
　　　Sort Messages Using Multiple Criteria
　　　Find Messages Using Instant Search
　　　Find Messages Using Multiple Criteria
　　　Filter Messages
　　　Organize Messages

Manage Junk Email

Lesson 3: Setting Calendar Options
Set Workdays and Time
Display an Additional Time Zone
Set Availability Options
Create Calendar Groups
Manage Automatic Meeting Responses

Lesson 4: Tracking Activities Using the Journal
Record a Journal Entry Automatically
Record a Journal Entry Manually
Modify a Journal Entry

Lesson 5: Managing Tasks
Assign a Task
Reply to a Task Request
Send a Task Update
Track Assigned Tasks

Lesson 6: Sharing Folder Information
Specify Folder Permissions
Access Another User's Folder
Send Calendar Information in an Email Message
Delegate Folder Access to Users

Lesson 7: Customizing the Outlook Environment
Customize the Ribbon and Quick Access Toolbar
Customize the To-Do Bar
Create a Folder Home Page

COURSEWARE

Elementk student textbook.

NECESSARY SOFTWARE AND HARDWARE (AS RECOMMENDED BY ELEMENTK FOR A REGULAR CLASSROOM SETUP. INDIVIDUAL SETUPS CAN BE SIMPLER.)

For this course, you will need one computer to run Windows Server 2010 Enterprise Edition and Exchange Server 2010. This system should have the following configuration:

- An x64 architecture-based computer with Intel processor that supports Intel Extended Memory 64 Technology (Intel EM64T) or AMD processor that supports the AMD64 platform.
- A minimum of 4 GB of RAM per server plus 5 MB of RAM recommended for each mailbox.
- Disk partitions formatted as NTFS file systems.

- At least 30 GB of disk space for installation.
- An additional 500 MB of available disk space for each Unified Messaging (UM) language pack that you plan to install.
- 200 MB of available disk space on the system drive.
- A DVD-ROM drive, local or network accessible.
- A 1024 x 768 resolution or higher monitor.
- A keyboard and mouse, or other pointing device.
- Paging file size should be equal to the amount of RAM on the server plus 10 MB.

Classroom Computers Setup:

- 1 GHz Pentium®-class processor or faster.
- A minimum of 1 GB of RAM is recommended.
- 10 GB of hard disk or larger. You should have at least 1 GB of free hard disk space available for Office installation.
- A CD-ROM drive.
- A keyboard and mouse or other pointing device.
- A 1024 x 768 resolution monitor is recommended.
- Network cards and cabling for local network access.
- Internet access (see your local network administrator).
- A printer (optional) or an installed printer driver.
- Microsoft Windows Server 2008® Standard or Enterprise Edition x64 bit or Windows Server 2008® R2 Standard or Enterprise x64 bit.
- Microsoft Exchange Server 2010®.
- Microsoft Active Directory.
- Microsoft® Office® Professional Plus 2010.
- Windows XP Professional with Service Pack 3.
- Microsoft® Windows Search 4.0 (KB940157).
- Microsoft® Windows Rights Management Services — Client.

OTHER OUTLOOK CLASSES

- Level 3
- Calendar Tricks
- Contact Management
- Email – Tips & Tricks
- Outlook In The Law Office
- Keep Track Of Tasks
- Keystroke Mania
- Managing Meetings
- Organizational Tricks For Busy People
- Put Your Inbox On A Diet
- A Refresher
- Tracking Client Communications – Microsoft Outlook's Journal