



## RGB Technology Training Center Certified Microsoft Office Specialist (CMOS)

### Microsoft Office 2010 Outlook *Intermediate*

*Course Format: Instructor-Led*

*Course Hours: 9 Hours*

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### Course Description

**Course Objective:** You will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

**Target Student:** This course is designed for experienced Outlook users who need to customize their Outlook environment, calendar, and email messages and who wish to track, share, assign, and locate various Outlook items.

**Prerequisites:** Prospective students should be familiar with using personal computers (basic typing skills are recommended). They should be comfortable with the Windows environment and be able to use Windows to manage information on the computer. Specifically, they should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders. Before taking this course, it is recommended that students take the following courses or possess equivalent knowledge of Microsoft Office Outlook 2010: Introduction, and a choice of operating systems. Prerequisite courses include:

- ❖ **Windows XP Professional: Introduction**
- ❖ **Windows XP Professional: Intermediate**

### Course Objectives

Upon successful completion of this course, students will be able to:

- ❖ Customize message settings.
  - ❖ Organize and locate Outlook messages.
  - ❖ Set calendar options.
  - ❖ Track activities using the Journal.
  - ❖ Assign and track tasks.
  - ❖ Share folder information.
  - ❖ Customize the Outlook environment.
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### Course 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