



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

### Microsoft Office 2010 Outlook Introduction

*Course Format: Instructor-Led*

*Course Hours: 9 Hours*

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### Course Description

**Course Objective:** You will compose and send email, schedule appointments and meetings, manage contact information and tasks, use notes, and create journal entries.

**Target Student:** This course is intended for people with a basic understanding of Microsoft Windows, and who need to learn how to use Microsoft Outlook 2010 to compose and send email, schedule appointments and manage contact information.

**Prerequisites:** Prospective students should be familiar with using personal computers (basic typing skills are recommended). They should be comfortable in 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. To ensure your success, we recommend you first take the following Element K course or have equivalent knowledge:

- ❖ Windows XP Professional: Introduction or;
- ❖ Windows XP: Introduction

### Course Objectives

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

- ❖ Familiarize themselves with the Outlook interface.
  - ❖ Compose email messages by using Outlook.
  - ❖ Send and receive email messages using Outlook.
  - ❖ Organize email messages into folders.
  - ❖ Manage contacts and contact information.
  - ❖ Schedule appointments using Outlook.
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### Course Content

#### Lesson 1: Getting Started with Outlook

- ❖ Identify the Components of the Outlook Interface
- ❖ Identify the Outlook Ribbon
- ❖ Customize the Outlook Environment
- ❖ Identify the Tabs and Commands in the Outlook Message Form
- ❖ Use Outlook Help Lesson 2: Composing Messages
- ❖ Create an Email Message
- ❖ Format a Message
- ❖ Check Spelling and Grammar
- ❖ Attach a File
- ❖ Enhance an Email Message

#### Lesson 3: Sending and Receiving Messages Using Outlook

- ❖ Send an Email Message
- ❖ Read an Email Message
- ❖ Reply to and Forward an Email Message
- ❖ Print an Email Message
- ❖ Delete an Email Message Lesson 4: Organizing Messages

- ❖ Manage Email Messages
- ❖ Move Email Messages into Folders
- ❖ Open and Save an Attachment Course Content

#### Lesson 4: Organizing Messages

- ❖ Manage Email Messages
- ❖ Move Email Messages into Folders
- ❖ Open and Save an Attachment

#### Lesson 5: Managing Contacts

- ❖ Add a Contact
- ❖ Sort Contacts
- ❖ Find the Geographical Location of a Contact
- ❖ Update Contacts

#### Lesson 6: Scheduling Appointments

- ❖ Explore the Outlook Calendar
- ❖ Schedule an Appointment