

# Microsoft Outlook - Introduction

## **What's new in Outlook 2010**

- Using the Outlook 2010 Ribbon

## **Getting Started**

- The program window
- The Help system
- The To-Do Bar

## **E-mail**

- E-mail accounts
- E-mail messages
- Handling messages
- Previewing, Opening and Saving attachments
- Printing messages
- Address Books

## **E-mail and Contact Management**

- E-mail management
- Contact management
- The master category list

## **Tasks**

- Working with tasks
- Managing tasks

## **Appointments and Events**

- Working with appointments
- Modifying appointments
- Working with events
- Time Zones
- Calendar Snapshots

## **Meeting Requests and Responses**

- Working with meeting requests
- Managing meeting requests
- Handling meeting responses

## **Customizing Outlook**

- Personal folders
- Signatures
- Voting buttons
- Interacting with the internet

*\* Course content can be modified to suit your organisation*



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