

## Microsoft® Office Outlook® 2010: Part 1 [Exam 77-884]

### Course Specifications

Course Number: ELK91-041\_rev2.6

Course length: 1.0 day(s)

### Course Description

Email has become one of the most widely used methods of communication, whether for personal or business communications. In most organizations, large or small, email is the preferred form of communicating information amongst employees. As email grows in popularity and use, most organizations have found the need to implement a corporate mail management system such as Microsoft® Office Outlook® to handle the emails and meeting invitations sent among employees.

In this course, you will explore the Outlook interface and when you are familiar with it; you will use Outlook to manage all aspects of email communications; use the Outlook calendar to manage appointments and meetings; use Outlook's Contacts to manage your contact information; create Tasks and Notes for yourself in Outlook; and customize the Outlook interface to serve your own personal needs.

This course is the first in a series of three Microsoft® Office Outlook® 2010 courses. It will provide you with the basic skills you need to start using Outlook 2010 to manage your email communications, calendar events, contact information, tasks, and notes. You can also use this course to prepare for the Microsoft Office Specialist (MOS) Certification exams for Microsoft Outlook 2010.

**Target Student:** This course is intended for people who have a basic understanding of Microsoft® Windows® and want or need to know how to use Outlook as an email client to manage their email communications, calendar events, contact information, and other communication tasks.

**Prerequisites:** To ensure success, students should be familiar with using personal computers, and should have experience using a keyboard and mouse. Students should be comfortable in the Windows® 7 environment, and be able to use Windows 7 to manage information on their computers. Specific tasks the students should be able to perform include: launching and closing applications, navigating basic file structures, and managing files and folders. Before starting this course, students should have completed one or more of the following courses or possess the equivalent knowledge:

- Microsoft® Office Windows® 7: Level 1
- An introduction to PCs course

## Hardware Requirements

For this course, you will need one computer serving as the Active Directory Domain Controller and the Exchange Server, and enough classroom computers for the instructor and each student.

The machine running Windows Server® 2010 Enterprise Edition and Exchange Server should have the following minimum hardware configurations:

- 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 (instructor and student) should have the following minimum hardware configurations:

- 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 DVD-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.
- A projection system to display the instructor's computer screen.

## Software Requirements

Software requirements for the Active Directory Domain Controller and Exchange Server machine:

- Microsoft® Windows Server® 2008 Standard or Enterprise Edition x64 bit or Windows Server 2008 R2 Standard or Enterprise x64 bit with Service Pack 1
- Microsoft® Exchange Server 2010 with Service Pack 1
- Microsoft® Active Directory®

Prerequisites for Microsoft Exchange Server 2010 include Microsoft .NET Framework 3.5 SP1, Windows PowerShell™ v2.0 (KB-968930), and Office System Converter 2007: Microsoft Filter pack. If these prerequisites are not already installed, the Exchange Server 2010 set up process will prompt and provide links to the installation locations; Internet access is required if the prerequisites are not already installed or available on a local network.

Software requirements for the classroom computers:

- Microsoft® Office Professional Plus 2010 with Service Pack 1
- Microsoft® Windows® 7 Professional or Ultimate This course was developed using Windows 7 Ultimate. If you use an older version of Windows such as XP or Windows Vista®, you might notice some slight differences when keying this course.

## Course Content

### Lesson 1: Getting Started With Outlook 2010

- Topic A: Navigate the Outlook Interface
- Topic B: Perform Basic Email Functions
- Topic C: Use Outlook Help

### Lesson 2: Composing Messages

- Topic A: Create an Email Message
- Topic B: Check Spelling and Grammar
- Topic C: Format Message Content
- Topic D: Attach Files and Items
- Topic E: Enhance an Email Message
- Topic F: Manage Automatic Message Content

### Lesson 3: Reading and Responding to Messages

- Topic A: Customize Reading Options
- Topic B: Work with Attachments
- Topic C: Manage Your Message Responses

### Lesson 4: Managing Your Messages

- Topic A: Manage Messages Using Tags, Flags, and Commands
- Topic B: Organize Messages Using Folders

### Lesson 5: Managing Your Calendar

- Topic A: View the Calendar
- Topic B: Manage Appointments
- Topic C: Manage Meetings
- Topic D: Print Your Calendar

### Lesson 6: Managing Your Contacts

- Topic A: Create and Update Contacts
- Topic B: View and Organize Contacts

### Lesson 7: Working With Tasks and Notes

- Topic A: Manage Tasks
- Topic B: Manage Notes

### Lesson 8: Customizing the Outlook Environment

- Topic A: Customize the Outlook Interface
- Topic B: Create and Manage Quick Steps

### Appendix A: Microsoft Office Outlook 2010 Exam 77-884