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Understanding The Outlook Desktop

- Using the Outlook Interface
- Changing Menu Options
- Displaying & Hiding Toolbars
- Using the Navigation Pane
- Customizing the Navigation Pane
- Using the Folder List
- Using the Office Button & the Ribbon
- Using the Quick Access Toolbar
- Using the To-Do Bar
- Using the Outlook Today Page

Creating Contacts & E-Business Cards

- Using the Contacts Pane
- Adding & Editing a Contact
- Adding a Contact's Picture
- Using Electronic Business Cards
- E-mail & Receive an Electronic Business Card

Managing Contacts & Distribution Lists

- Flagging a Contact for Follow Up
- Adding a Reminder to a Follow Up
- Categorizing a Contact
- Tracking All Activities for a Contact
- Creating a Distribution List
- Using a Distribution List
- Printing Contacts Information
- Deleting a Contact

Sending & Receiving Messages

- Using Outlook's E-mail Features
- Using the Mail Pane
- Sending a Message
- Performing a Manual Send/Receive
- Reading Messages in the Reading Pane
- Reading Messages in the Message Window
- Using a Desktop Alert to Open a Message
- Changing the Reading Pane Layout
- Using AutoPreview
- Using the Unread Mail Search Folder
- Changing the Read Status of a Message
- Viewing Sent Messages
- Replying to & Forwarding a Message
- Using the InfoBar

Getting Help

- Using Microsoft Outlook Help
- Typing a Question for Help
- Working with Office Online Help

Inserting & Working with Attachments

- Attaching a File to a Message
- Using the Attachment Viewer
- Saving a File Attachment
- Reading an Attachment in Word
- Using Picture Attachment Options
- Using the Office Clipboard

Creating Signatures & Links, AutoArchive

- Inserting a Hyperlink into a Message
- Creating & Inserting a Signature
- Selecting Default Signatures
- Creating a Quick Part Entry
- Working with AutoArchive

Organizing Your Inbox & Filing Messages

- Arranging & Grouping & Sorting Messages
- Changing Folder Views and Creating New Folders
- Flagging a Message with a Reminder
- Creating a Custom Search Folder
- Moving a Message to a Different Folder
- Deleting a Folder or a Message
- Emptying the Deleted Items Folder
- Recovering Deleted Items

Scheduling with the Calendar

- Using the Calendar Pane and Calendar Views
- Navigating the Calendar
- Scheduling a New Appointment
- Scheduling an Event
- Working with the Daily Task List
- Editing & Moving Calendar Items
- Setting a Calendar Item as Recurring

Viewing Multiple Calendars

- Viewing Side by Side Calendars
- Using Calendar Overlay Mode
- E-mailing your Calendar as a Snapshot
- Viewing a Calendar Snapshot

Working with Tasks

- Adding & Editing a Task
- Creating a Recurring Task
- Assigning a Task to Another Outlook User
- Accepting/Declining Tasks
- Indicating the Progress of a Task
- Sending a Status Report
- Viewing Tasks in the To-Do Bar
- Sorting & Deleting Tasks