

Common  
Occupational  
Readiness  
Essentials

CERTIFICATION PREP  
**Microsoft**  
**Outlook**  
**2010**

D. Michael Floor



# Certification Prep Series

by D. Michael Floor



**Certification Prep Series** consists of individual guides that provide practice in the basic skills needed to be successful using the corresponding software. No previous software experience is required. Although the guides focus on learning skills, not test taking, users that complete the practice will be prepared to take the official software certification exam and exhibit workplace readiness. Step-by-step instructions demonstrate actual software commands and features, building from basic to advanced. Content is divided into small units for better learning and usage. There is no need to purchase additional materials as all lesson content is created using the software.

- Provides an affordable way to prepare for industry certification versus other methods.
- Integrates easily into existing classroom activities.
- Focuses on hands-on experience to develop skills.

## Microsoft Office Products

- Microsoft Word 2016
- Microsoft Excel 2016
- Microsoft PowerPoint 2016
- Microsoft Outlook 2016
- Microsoft Access 2016
- Microsoft Word 2013
- Microsoft Excel 2013
- Microsoft PowerPoint 2013
- Microsoft Outlook 2013
- Microsoft Access 2013

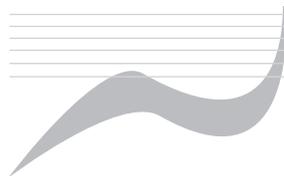
*Microsoft Office 2010 is also available.*

## Adobe Products

- Adobe Photoshop Creative Cloud
- Adobe Dreamweaver Creative Cloud
- Adobe Flash Creative Cloud
- Adobe Illustrator Creative Cloud
- Adobe InDesign Creative Cloud
- Adobe Photoshop CS6
- Adobe Dreamweaver CS6
- Adobe Flash CS6
- Adobe Photoshop CS5
- Adobe Dreamweaver CS5
- Adobe Flash CS5

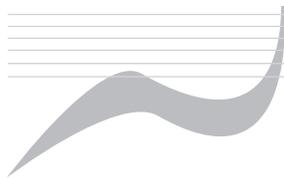


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# Introduction

The Common Occupational Readiness Essentials (CORE) series of certification preparation guides focuses on mastering the essential basic skills needed as a workplace-ready user of the software. The goal of each CORE certification preparation guide is to provide practice in each essential basic skill required by employers who use the software. To prove workplace readiness, you will also be prepared to take the official certification exam for the software.

*CORE Microsoft Outlook 2010* will help prepare you to take the Microsoft Office Specialist (MOS) Microsoft Outlook 2010 certification exam. It provides step-by-step instruction for the features and commands covered on the certification exam. The focus of the lessons is to practice *using* the actual commands and features instead of creating a complete end product. Additionally, there is no downloading of files. All lesson content is created using the software. Furthermore, each certification preparation guide is broken down into small learning units to enable better comprehension and application of the software. Where required, answers are provided at the back of the certification preparation guide.

Certification as a Microsoft Office Specialist demonstrates an aptitude with Microsoft Office software. MOS certification is offered for Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Access, Microsoft SharePoint, and Microsoft OneNote. Certification exams are provided by Certiport, Inc., through various testing facilities. Visit [www.certiport.com](http://www.certiport.com) for more information on registering for certification exams.

## About the Author

D. Michael Floor is the author of the CORE series of certification preparation guides. Mr. Floor's students have achieved exceptional results with the CORE certification preparation guides. His students collectively pass more than 500 industry certification exams each year without the need for other preparation materials. Mr. Floor has demonstrated the strength of integrating the CORE guides in a diverse mix of courses.

Mr. Floor is also the author of three textbooks on the subject of video game design: *Introduction to Video Game Design*, *Video Game Design Foundations*, and *Video Game Design Composition*. He is a National Board Certified Teacher in Career and Technical Education and holds an MBA degree from the University of South Florida. He maintains professional teaching credentials in Business Education and Education Media Specialist.

Mr. Floor is at the forefront of innovative teaching and curriculum. He developed STEM curriculum while serving as the lead teacher in the Career Academy of Computer Game Design at Middleton Magnet STEM High School. Mr. Floor has applied his skills as a STEM Curriculum Integration Specialist in designing innovative curriculum and by collaborating to construct the state standards for video game design in several states. He has also been instrumental in authoring competitive events for Career and Technical Student Organizations such as the Future Business Leaders of America (FBLA) and Phi Beta Lambda (PBL).

In addition to publishing textbooks and lessons, Mr. Floor provides professional development as a frequent presenter at regional and national conferences to promote CTE education and video game design curriculum.

# Lesson 3

## Contacts

### Objectives

Students will create contacts in Microsoft Outlook. Students will edit contacts in Microsoft Outlook. Students will search Microsoft Outlook for contacts. Students will organize contacts in Microsoft Outlook. Students will edit contact groups in Microsoft Outlook.

### Situation

Your new employer has asked you to set up your e-mail and contact information in Microsoft Outlook. The company needs you to be able to fully leverage Microsoft Outlook as a collaborative-communication tool. Before using and editing data in Outlook, the company has asked that you first gather some resources to be used in setting up Microsoft Outlook.

### Getting Started



New E-Mail



Clip Art

1. Launch Microsoft Outlook 2010.
2. Click the **New E-Mail** button in the **New** group on the **Home** tab of the ribbon. A new, blank e-mail message is opened in a new window. This window contains a ribbon, just like the main Outlook window.
3. Click in the main text box of the e-mail message, and click the **Clip Art** button in the **Illustrations** group on the **Insert** tab of the ribbon. The **Clip Art** pane is displayed on the right-hand side of the message window, as shown in **Figure 3-1**.
4. Click in the **Search for:** text box, and enter a search term such as face or smile.
5. Click the **Results should be:** drop-down arrow, and uncheck all check boxes in the drop-down menu except the **Photographs** check box.
6. Click the **Go** button to search the clip art.
7. Scroll through the results that are displayed to locate an image that primarily shows a face, and click the image to insert it into the e-mail message.
8. Right-click on the photograph in the e-mail message, and click **Save as Picture...** in the shortcut menu. A standard save dialog box is displayed.
9. Navigate to your working folder, and save the photograph with your first name as the file name.
10. Applying what you have learned, save four additional face photographs. Name each file as the first names of your friends.
11. Close the e-mail message by clicking the close button (X) in the upper-right corner. When prompted, do not save or keep a draft of the message.

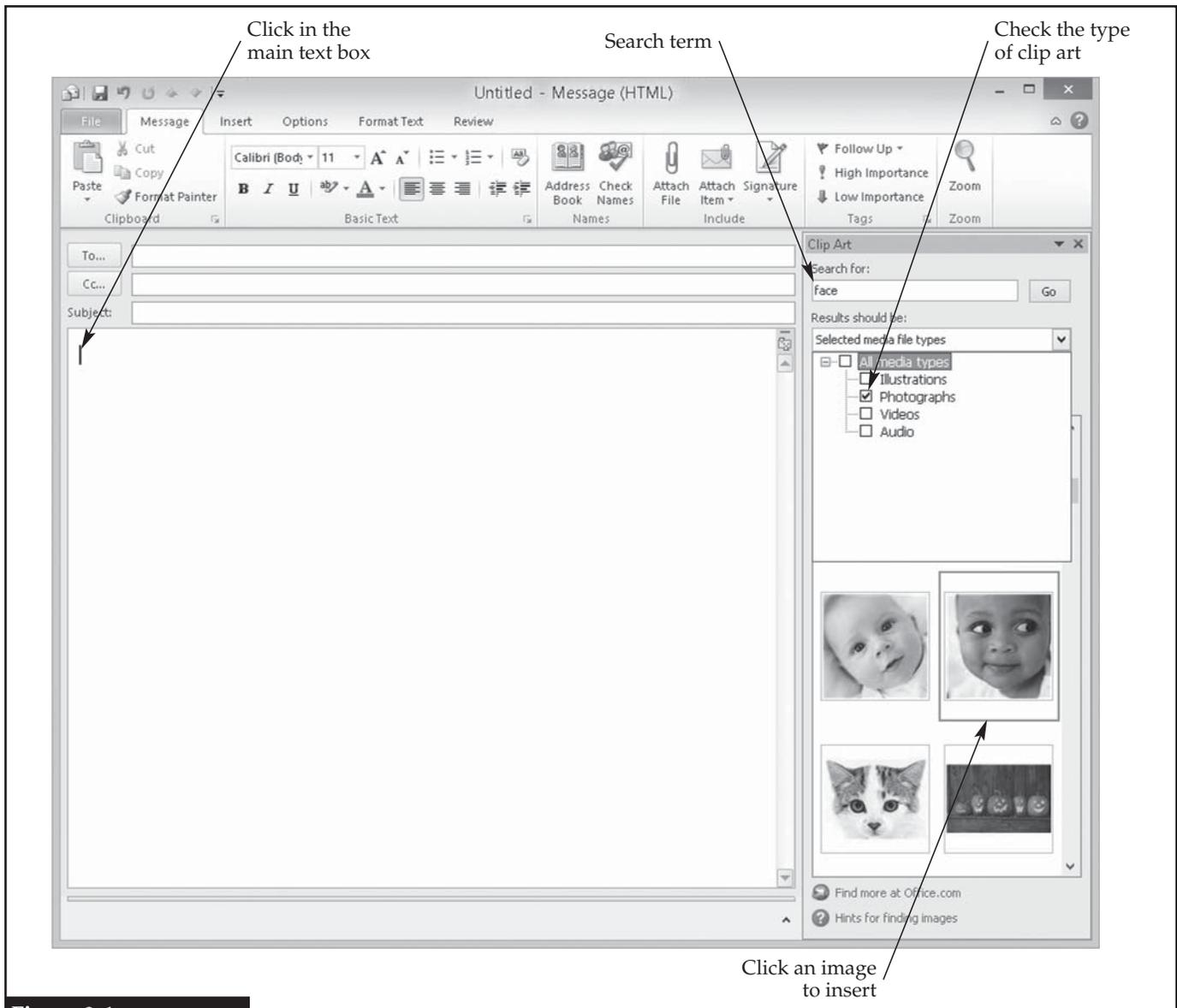


Figure 3-1.

Locating photographs in clip art.

## Creating Contacts

**Contacts** are the people that you regularly send and receive messages. Contacts are typically stored in a list or an address book. To start using Outlook, you will create some contacts that will be used later.

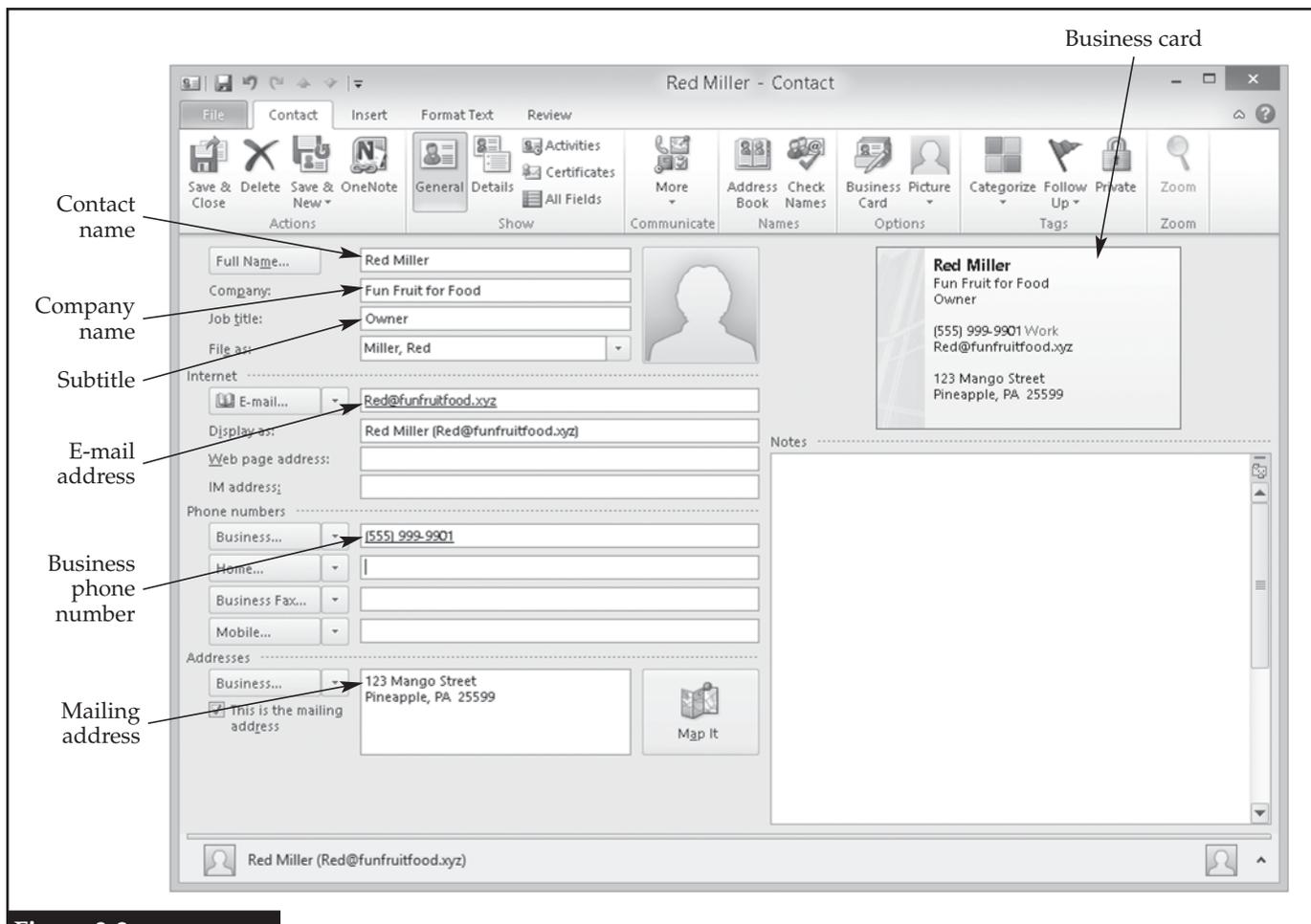


**Contacts**



**New Contact**

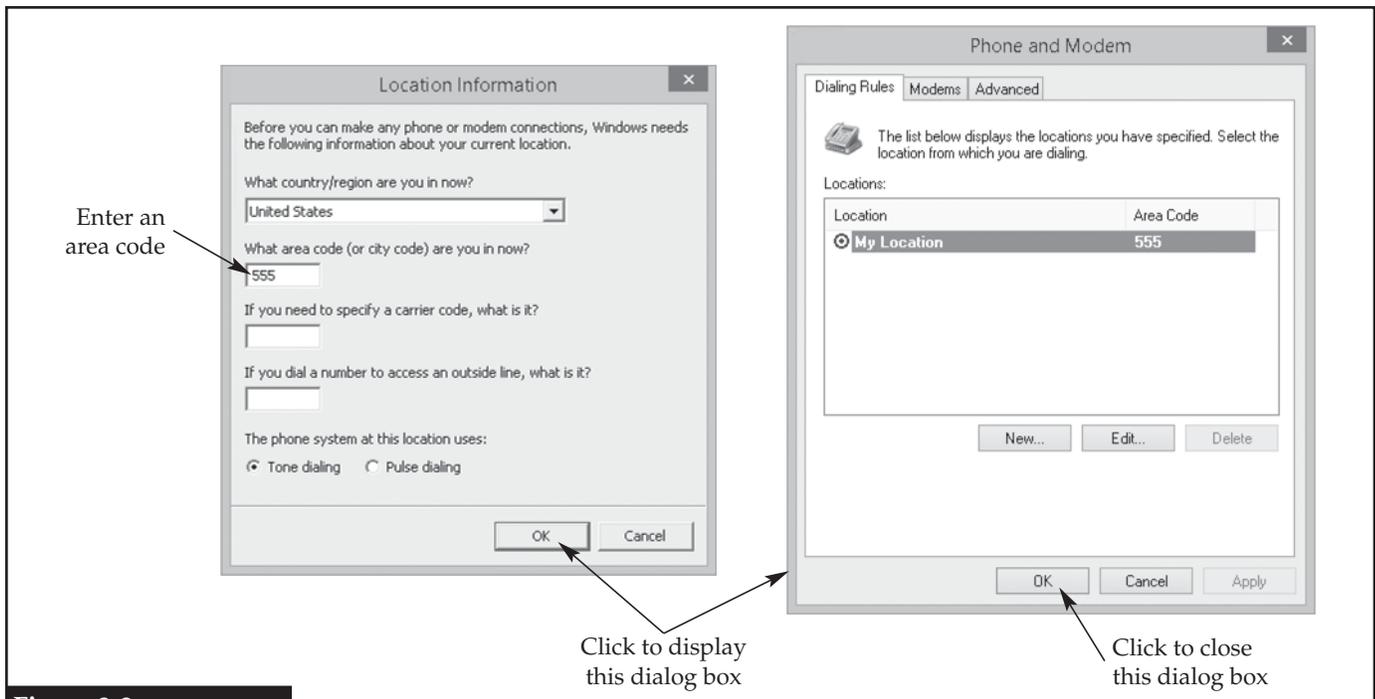
12. Click the **Contacts** button in the **Navigation Pane** to display the contacts view. Notice how some different commands are available in the ribbon.
13. Click the **New Contact** button in the **New** group on the **Home** tab of the ribbon. The **Contact** dialog box is displayed, as shown in **Figure 3-2**.
14. Click in the top text box next to the **Full Name...** button, and enter the name Red Miller. Notice that a business card is created in the upper-right corner of the dialog box as information is entered.
15. Click in the **Company:** text box, and enter Fun Fruit for Food.
16. Click in the **Job title:** text box, and enter Owner.



**Figure 3-2.**

**Creating a new contact.**

17. Click in the text box next to the **E-mail...** button, and enter Red@funfruitfood.xyz. Notice the **Display as:** text box is automatically filled in based on the e-mail and the name.
18. Click in the text box in the **Address** area, enter 123 Mango Street, press the [Enter] key to start a new line, and enter Pineapple, PA 25599.
19. Click in the text box next to the **Business...** button in the **Phone** area, and enter (555) 999-9901. When you press the [Enter] key or click in another text box, the **Location Information** dialog box is displayed, as shown in **Figure 3-3**. Note: if the location has already been set, this dialog box will not be displayed, in which case skip to step 21.
20. In the **Location Information** dialog box, click in the **What area code (or city code) are you in now?** text box, enter 555, and click the **OK** button. The **Phone and Modem** dialog box is displayed. Click the **OK** button to close this dialog box.
21. Click the **Add Contact Picture** image tile, which currently shows a blank outline of a person. A standard open dialog box is displayed.
22. Navigate to your working folder, select one of the images saved earlier, and click the **OK** button to add the image to the contact. Notice the image also appears on the business card. This is a very convenient way to remember people and make sure you are sending e-mails to the correct person.



**Figure 3-3.**

After location information is set up, these dialog boxes will not appear again.

23. Click in the **Notes** text box below the business card. This is a great place to add information about the contact, such as personal information, people you both know, or why you typically contact this person. Add the following information.

*Two kids: Betty and Joshua*

*Supplier of fruity treats for board meetings*

*Gives 15% discount for ordering five days in advance*

24. Click the **Save & Close** button to finish adding the contact. The business card for the contact is displayed in the middle of the contacts view. As contacts are added, their business cards will be displayed in this view.

25. Applying what you have learned, add the contacts shown in **Figure 3-4**. Using the images saved earlier, add an image to each contact.



**Save & Close**

<b>Full Name</b>	Ray Tanaka	Malik Penny	Isabella Lopez	Zoe Morales
<b>Company</b>	Ray and Son Growers	Shiny Penny Car Wash	SpaceTech Manufacturing	Outlook Elementary School
<b>Job Title</b>	Manager	Repair Technician	Loading Agent	Grade 4 Teacher
<b>E-mail</b>	Ray@rayson.xyz	Malik@carwash.xyz	Bella@spacetech.xyz	Zoe.Morales@doe.xyz
<b>Business Phone</b>	(555) 333-0002	(555) 444-0005	(555) 777-0006	(555) 888-0007
<b>Mailing Address</b>	951 Fourth Street Ellis, CA 23395	421 Washout Lane Canyon, MS 23397	321 Blastoff Road Rocket, FL 03398	8642 Even Avenue Odd, MN 13579

**Figure 3-4.**

Information to be used in creating new contacts.



Phone

## Editing Contacts

26. In the contacts view, click the **Phone** button in the gallery in the **Current View** group on the **Home** tab of the ribbon. The contacts view changes to display the contacts in list form.
27. In the **Business Phone** column, click the phone number for Malik Penny, and enter the new number of (555) 222-1234.
28. Click the **Business Card** button in the gallery in the **Current View** group on the **Home** tab of the ribbon. The contacts view changes to display the business cards for the contacts.
29. Double-click the business card for Zoe Morales. The **Contact** dialog box is displayed.
30. Change her job title to Grade 5 Teacher.
31. Close the **Contact** dialog box by clicking the **Save & Close** button to update the contact information.

**TIP**  
Double-clicking on a contact in any view opens the **Contact** dialog box, and the contact details can be edited.



Business Card

## Searching for Contacts

There are currently only a few contacts, but you may have hundreds of business contacts. Locating the correct contact could be very time-consuming. Fortunately, Outlook allows contacts to be located by searching for information.

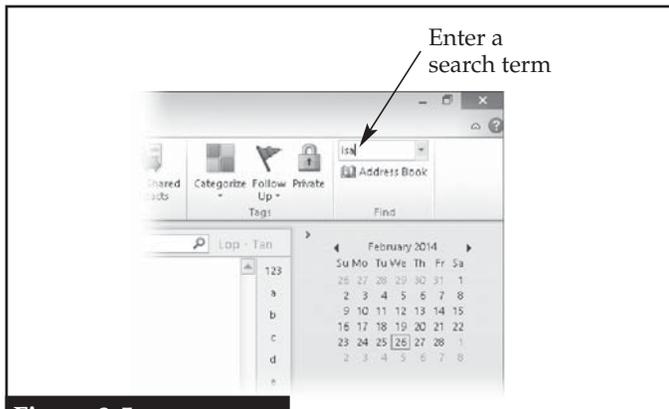


Figure 3-5.

Searching for contacts.

32. With the contacts view displayed, click in the text box in the **Find** group on the **Home** tab of the ribbon, as shown in **Figure 3-5**. This is a search text box.
33. Enter isa. Since there is only one contact that meets this search, the **Contact** dialog box for Isabella Lopez is automatically opened as soon as the [Enter] key is pressed.
34. Enter the letter m in the search box. This time, there are three matches, so the **Choose Contact** dialog box is displayed listing the matches.
35. Click the Zoe Morales contact, and click the **OK** button. The **Contact** dialog box is displayed for the selected contact.

36. Make the changes needed to add a note stating her birthday is August 14, and click the **Save & Close** button to update the contact information.

## Organizing Contacts

Contacts can be grouped into a folder or group. A *folder* contains contacts and groups. Folders are also different address books. A *group* is a distribution list, which is a subset of your contacts. A group can contain contacts from several folders.



Folder List

37. Click the **Folder List** button in the **Navigation Pane**. The folder list is displayed on the left of the Outlook window.
38. Right-click on the Contacts branch in the folder list, and click **New Folder...** in the shortcut menu, as shown in **Figure 3-6**. The **Create New Folder** dialog box is displayed.

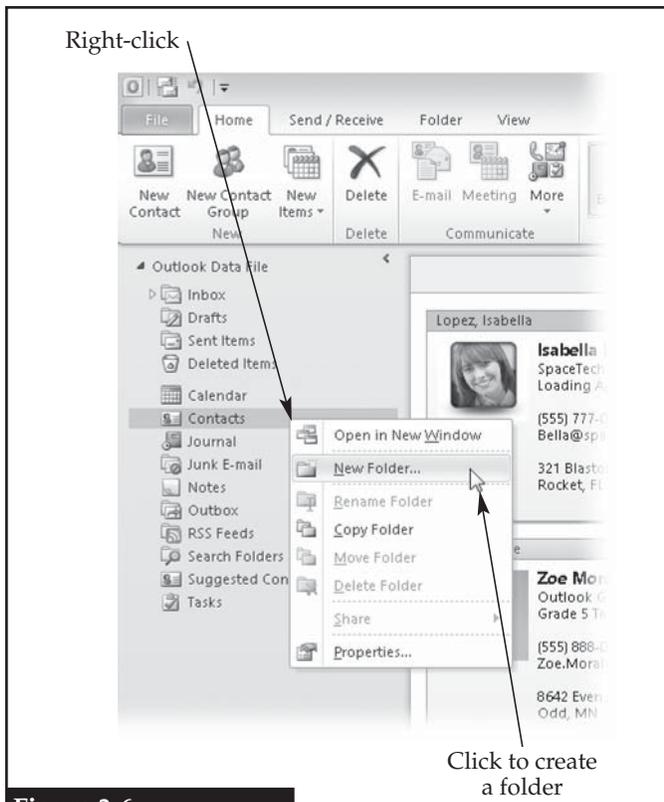


Figure 3-6.

Creating a new folder within the **Contacts** folder.



**New Contact Group**



**Add Members**

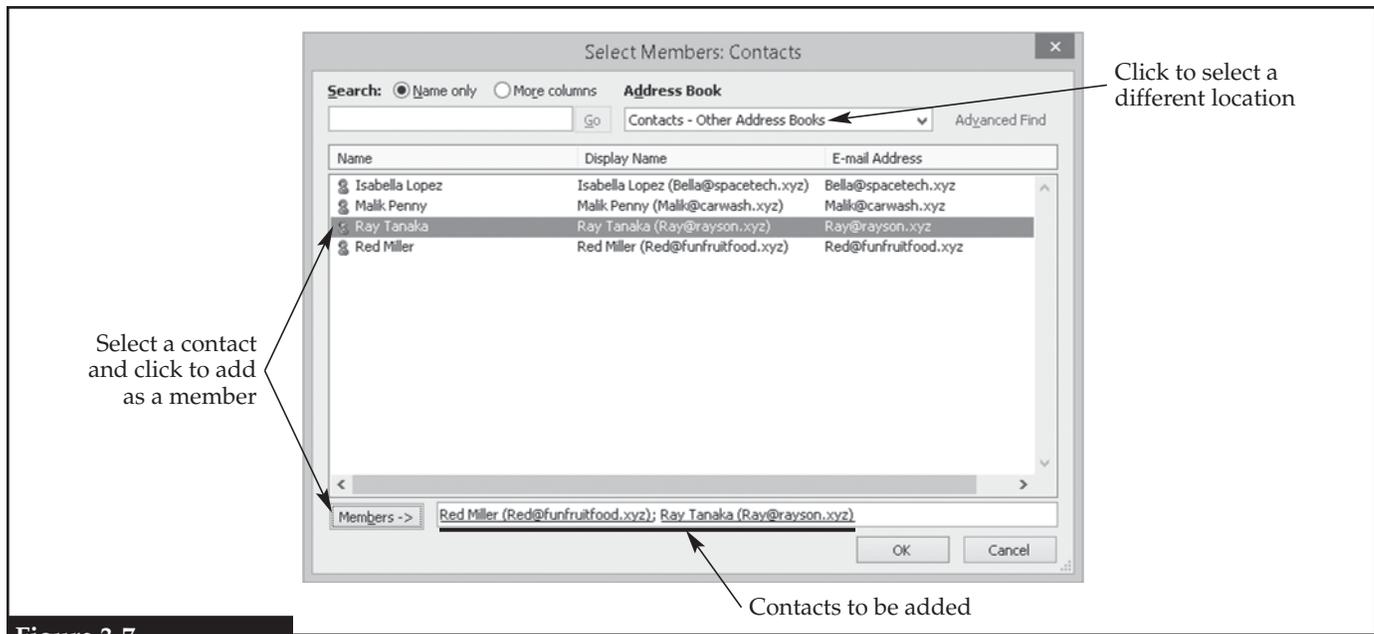
### TIP

To select members from a different location, click the **Address Book** drop-down list in the **Select Members** dialog box, and select the location in the drop-down menu.



**Save & Close**

39. Click in the **Name:** text box, enter Friends, and click the **OK** button to create the new folder. The folder is added under the **Contacts** branch in the folder list.
40. Display business cards in the contacts view, and display the folder list.
41. Click the business card for Zoe Morales, hold, drag it into the Friends folder in the folder list, and drop it. This *moves* the contact into the destination folder.
42. Click the Friends folder in the folder list to verify the contact has been moved into the folder. The business card for Zoe Morales should be displayed in the middle of the Outlook window without any other business cards.
43. Click the Contacts folder in the folder list to display its contents.
44. Click and hold the business card for Ray Tanaka, hold the [Ctrl] key, and drag the card into the Friends folder. By holding the [Ctrl] key, the contact is *copied* into the destination folder. It remains in the Contacts folder as well.
45. Click the Friends folder to display its contents and verify the business card is in the folder.
46. With the Contacts folder open, click the **New Contact Group** button in the **New** group on the **Home** tab of the ribbon. The **Contact Group** dialog box is displayed.
47. Click in the **Name:** text box, and enter Vendors.
48. Click the **Add Members** button in the **Members** group on the **Contact Group** tab of the ribbon in the **Contact Group** dialog box, and click **From Address Book** in the shortcut menu. The **Select Members** dialog box is displayed, as shown in **Figure 3-7**. Notice only the contacts in the Contacts folder are displayed in this dialog box.
49. Click **Red Miller** in the list of contacts, and click the **Members** button at the bottom of the dialog box. The contact name is added to the text box to the right of the **Members** button.
50. Click **Ray Tanaka** in the list, and click the **Members** button to add him as a member of the group.
51. Click the **OK** button to close the **Select Members** dialog box. The Vendors group being created now has two members listed.
52. Click the **Save & Close** button to finish creating the group. Notice a business card is added to the contacts view for the Vendors group, but business cards are also shown for the individual contacts who are members of the Vendors group.
53. Applying what you have learned, create a new group named Customers that contains Malik Penny and Isabella Lopez.



**Figure 3-7.**

Selecting the members to be included within a contact group.

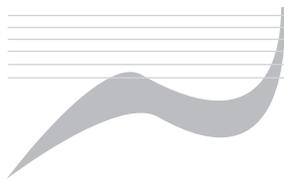
## Editing Contact Groups

Occasionally, you may want to send a single message to several groups. Groups can be easily combined or joined in Outlook. It is just as easy to remove a contact from a group.

54. In the contacts view, double-click the business card for the Vendors group.
55. Applying what you have learned, add the Customers group as a member of the Vendor group.
56. Save the Vendor group.
57. Applying what you have learned, open the Customers group.
58. Select Malik Penny contact, and click the **Remove Member** button in **Members** group on the **Contact Group** tab of the ribbon in the **Contact Group** dialog box. The contact is no longer part of the group.
59. Save the Customers group.
60. Applying what you have learned, create a new contact folder named Me, and add a contact using your own information.



**Remove  
Member**



# Answers

## Lesson 1

### Activity 1-1

- |                        |                         |                         |
|------------------------|-------------------------|-------------------------|
| 1. <b>Home</b>         | 10. <b>View</b>         | 19. <b>Home</b>         |
| 2. <b>File</b>         | 11. <b>Home</b>         | 20. <b>File</b>         |
| 3. <b>Send/Receive</b> | 12. <b>Send/Receive</b> | 21. <b>Send/Receive</b> |
| 4. <b>Folder</b>       | 13. <b>Folder</b>       | 22. <b>File</b>         |
| 5. <b>View</b>         | 14. <b>View</b>         | 23. <b>Folder</b>       |
| 6. <b>Home</b>         | 15. <b>Home</b>         | 24. <b>File</b>         |
| 7. <b>File</b>         | 16. <b>Send/Receive</b> | 25. <b>View</b>         |
| 8. <b>Send/Receive</b> | 17. <b>Folder</b>       |                         |
| 9. <b>Folder</b>       | 18. <b>View</b>         |                         |

### Activity 1-2

1. **Delete**; deletes the selected item
2. **New Search**; creates a new folder for displaying search results
3. **Reverse Sort**; reverses the sort order of the current view
4. **Forward**; forwards the selected item to another recipient
5. **View Settings**; allows customization of the current view
6. **AutoArchive Settings**; specifies when the current folder will be archived
7. **Show Progress**; shows the current send/receive status
8. **Categorize**; applies a category to the selected item
9. **Reply with Meeting**; replies to the selected e-mail with a meeting invite
10. **Send/Receive All Folders**; sends and receives all items in all folders
11. **Rename This Folder**; renames the selected folder
12. **Change View**; changes the current view to a different view
13. **Add Columns**; allows selection of which fields to display in the view
14. **Folder Properties**; displays the properties of the selected folder
15. **Move**; moves or copies the selected item to a different folder
16. **Junk**; marks the selected item as junk or to allow it
17. **Mark All As Read**; marks all messages in the current folder as read
18. **Reminders Window**; displays the **Reminders** dialog box
19. **Reading Pane**; shows or hides the **Reading** pane
20. **Filter E-mail**; filters messages in the current folder