



Course Outline

MOS: Microsoft Outlook 2010



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1. Course Objective

The Microsoft Office Specialist: Outlook 2010 certification is an industry recognized credential. The exam covers Managing the Outlook Environment, Creating and Formatting Item Content, Managing Email Messages, Managing Contacts, Managing Calendar Objects, Working with Tasks, Notes, and Journal Entries.

2. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

3. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.

130
EXERCISES

4. Quizzes

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



195

QUIZZES

5. Flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



73

FLASHCARDS

6. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



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GLOSSARY OF
TERMS

7. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

8. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

9. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assignments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

10. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's

finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 5 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas

3. Best Learning Relationship Management Solution

11. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Getting started

- Topic A: The program window
- Topic B: Outlook Today
- Topic C: Getting help
- Unit summary: Getting started
- Review Questions

Chapter 2: E-mail

- Topic A: Reading messages

- Topic B: Creating and sending messages
- Topic C: Working with messages
- Topic D: Handling attachments
- Unit summary: E-mail
- Review Questions

Chapter 3: E-mail management

- Topic A: Setting message options
- Topic B: Managing junk e-mail
- Topic C: Using Search folders
- Topic D: Printing messages and attachments
- Unit summary: E-mail management
- Review Questions

Chapter 4: Contacts

- Topic A: Working with contacts
- Topic B: Using contact groups
- Topic C: Using the People Pane
- Unit summary: Contacts

- Review Questions

Chapter 5: Tasks

- Topic A: Working with tasks
- Topic B: Managing tasks
- Unit summary: Tasks
- Review Questions

Chapter 6: Appointments and events

- Topic A: Creating and sending appointments
- Topic B: Modifying appointments
- Topic C: Working with event
- Topic D: Using Calendar views
- Unit summary: Appointments and events
- Review Questions

Chapter 7: Meeting requests and responses

- Topic A: Scheduling meetings
- Topic B: Managing meetings

- Unit summary: Meeting requests and responses
- Review Questions

Chapter 8: Customizing Outlook

- Topic A: The Outlook environment
- Topic B: General options
- Topic C: Language and keyboard options
- Topic D: Quick Steps
- Topic E: The Navigation pane
- Unit summary: Customizing Outlook
- Review Questions

Chapter 9: Working with contacts

- Topic A: Address books
- Topic B: Contact groups
- Unit summary: Working with contacts
- Review Questions

Chapter 10: Customizing messages

- Topic A: Message appearance
- Topic B: Signatures
- Topic C: Voting buttons
- Topic D: Out-of-office messages
- Unit summary: Customizing messages
- Review Questions

Chapter 11: Organizing items

- Topic A: Folders
- Topic B: Searching
- Topic C: Filters
- Topic D: Categories
- Unit summary: Organizing items
- Review Questions

Chapter 12: Organizing Mail

- Topic A: Organizing the Inbox folder
- Topic B: Setting rules

- Unit summary: Organizing Mail
- Review Questions

Chapter 13: Working with folders

- Topic A: Public folders
- Topic B: Offline folders

Chapter 14: Collaboration

- Topic A: Connecting with colleagues via Outlook Social Connectors
- Topic B: Staying informed with RSS
- Unit summary: Collaboration
- Review Questions

Chapter 15: Mailbox management

- Topic A: Managing your mailbox
- Topic B: Archiving your mail
- Unit summary: Mailbox management
- Review Questions

Chapter 16: The Notes and Journal folders

- Topic A: Recording information with notes
- Topic B: Tracking activities with the Journal
- Unit summary: The Notes and Journal folders
- Review Questions

Chapter 17: Calendars and contacts

- Topic A: Managing your calendar
- Topic B: Managing contacts
- Unit summary: Calendars and contacts
- Review Questions

Chapter 18: Mail merges and templates

- Topic A: Performing mail merges
- Topic B: Working with templates
- Unit summary: Mail merges and templates
- Review Questions

Videos and How To

uCertify course includes videos to help understand concepts. It also includes How Tos that help

learners in accomplishing certain tasks.

160
VIDEOS

12. Practice Test

uCertify provides full length practice tests. These tests closely follow the exam objectives and are designed to simulate real exam conditions. Each course has a number of test sets consisting of hundreds of items to ensure that learners are prepared for the certification exam.

Here's what you get

15
PRE-ASSESSMENTS QUESTIONS

40
POST-ASSESSMENTS QUESTIONS

Features

Full Remediation

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Learn, Test and Review Mode

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

13. Post-Assessment

After completion of the uCertify course Post-Assessments are given to students and often used in conjunction with a Pre-Assessment to measure their achievement and the effectiveness of the exam.

Have Any Query? We Are Happy To Help!

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