



Outlook 2010 Web Access

Knowledge of the Microsoft Windows operating system, minimizing and maximizing windows, opening, saving and closing files, and creating folders.

Accessing Outlook Web App

- Login Settings

Overview of Outlook

- Panes
- Using the Toolbar
- Using Outlook Help

Mail Features and functions

- Send, Reply and Forward
- Group Messages by conversation
- Attachments
- Out of Office Assistant
- Junk Mail
- Color-Coded Categories

Cleveland Clinic Standards

- Signature
- Junk Mail
- Mailbox Size
- Migration information

Calendar Features & Functions

- Schedule and Appointment
- Schedule a Meeting
- Replying to Meeting Requests
- Open another user's Calendar
- Share Your Calendar
- Viewing Sharing Permissions

Working with Tasks

- Creating tasks
- Editing tasks
- Add an Item to the To Do List

Working with Options

- Change Specific Options
- Change Password