DEFINITION
- A PIM (Personal Information Manager)
- What Would You Use Outlook For?

THE OUTLOOK SCREEN
- Navigation Pane
- Ribbon
- Quick Access Toolbar
- Backstage

CONTACTS
- Adding Contacts
- Contact from same company
- Editing The Contact
- Customizing business cards
- Categories
- Viewing Contacts
- Printing Contacts
- Creating Groups
- Finding a contacts

INBOX
- Reading Pane
- Auto-Preview
- Grouping
- Sorting
- Flagging
- Creating Folders

MAIL MESSAGES
- Sending
    - Importance
    - Options
- Forward
- Reply / Reply to All
- Deleting
- Attachments
- Adding someone to your contact list from mail message
- Marking Unread
- Deleted Items Folder
- Junk E-mail
- Fraud And The Internet
- Modify new mail notification options

SENT ITEMS
- Sorting

TASK LIST
- Adding
- Marking Complete
- Sorting
- Due Dates
- Categories
- Reoccurring
- Assigning
- Print Task List

NOTES
- Create
- Change
- View

CALENDAR
- Views
- Adding Appointments
- Editing Appointments
- Adding Events
- Reoccurring Appointments
- Meeting Request

OPTIONS
- Explain Preferences
- Signatures
- Default fonts

EXCHANGE
- Out of Office Assistant
- Viewing Shared Calendars & Contacts
- Archiving