

Outlook 2003 - Level 1

Days of Training: 1

Overview

This course will provide students with the skills needed to start sending and responding to email in Microsoft Office Outlook 2003, as well as maintaining the Calendar, scheduling meetings, and working with tasks and notes.

Prerequisites

Windows XP (New Version) - Level 1
Windows XP (New Version) - Level 2

Lesson 1: Getting Started with Outlook

- Log On to Outlook
- The Outlook Environment
- Compose and Send a Simple Message
- Open a Message
- Reply to a Message
- Print a Message
- Delete a Message

Lesson 2: Composing Messages

- Address a Message
- Format a Message
- Check Spelling and Grammar
- Attach a File
- Forward a Message

Lesson 3: Managing Mail

- Open and Save an Attachment
- Flag a Message
- Create a Folder
- Move Messages to a Folder
- Copy Messages to Folders
- Delete a Folder

Lesson 4: Scheduling Appointments

- The Outlook Calendar
- Schedule an Appointment
- Assign a Category to an Appointment
- Update Calendar Entries

Lesson 5: Scheduling Meetings

- Schedule a Meeting
- Reply to a Meeting Request
- Propose a New Meeting Time
- Track Meeting Responses
- Update a Meeting Request
- Cancel a Meeting Request
- Print the Calendar

Lesson 6: Managing Contacts

- Add a Contact
- Sort Contacts
- Find a Contact
- Generate a Map
- Edit a Contact
- Delete a Contact
- Print Contacts

Lesson 7: Managing Tasks

- Create a Task
- Edit a Task
- Update a Task

Lesson 8: Using Notes

- Create a Note
- Edit a Note
- Copy a Note

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Outlook 2003 - Level 2

Days of Training: 1

Overview

This course provides students with the necessary skills to customize their Outlook environment, calendar, and mail messages to meet their specific needs. Students will also learn how to track, share, assign, and quickly locate various Outlook items.

Prerequisites

Windows XP (New Version) - Level 1
Windows XP (New Version) - Level 2
Outlook 2003 - Level 1

Lesson 1: Tracking Work Activities Using the Journal

- Record a Journal Entry Automatically
- Manually Record a Journal Entry
- Modify a Journal Entry

Lesson 2: Setting Calendar Options

- Set Work Days and Times
- Display Other Time Zones
- Set Free/Busy Options

Lesson 3: Setting Message Options

- Modify Message Settings
- Modify Delivery Options
- Modify Message Formats
- Notify Others that You will be Out of the Office
- Create and Modify a Distribution List
- Insert a Hyperlink

Lesson 4: Sharing Folder Information

- Specify Folder Permissions
- Access Another User's Folder
- Delegate Access To Folders

Lesson 5: Managing Tasks

- Assign a Task
- Reply to a Task Request
- Send a Task Update
- Track Assigned Tasks

Lesson 6: Customizing Outlook

- Customize the Toolbar
- Create a New Toolbar
- Customize the Menu
- Create a Folder Home Page

Lesson 7: Locating Outlook Items

- Sort Messages Using Multiple Criteria
- Find Messages
- Find Messages Using Multiple Criteria
- Filter Messages
- Organize Messages
- Manage Junk Email

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Outlook 2003 - Level 3

Days of Training: 1

Overview

This course builds on students email and calendaring skills and will provide the skills needed to communicate in real time with other users, personalize mail, organize items, share and link contacts, create forms, and work offline and remotely.

Prerequisites

Windows XP (New Version) - Level 1
Windows XP (New Version) - Level 2
Word 2003 - Level 1
Outlook 2003 - Level 1
Outlook 2003 - Level 2

Lesson 1: Communicating Using MSN Messenger

- Obtain a Hotmail Account
- Add Contacts
- Send and Receive Instant Messages
- Attach a File
- Change MSN Messenger Status
- Change MSN Messenger Options

Lesson 2: Personalizing Your Mail

- Use Stationery
- Create Custom Stationery
- Create Signatures
- Modify Signatures

Lesson 3: Organizing Outlook Items

- Group Items
- Create Search Folders
- Create Rules
- Apply Conditional Formatting

Lesson 4: Working with Contacts

- Forward Contacts
- Create a vCard from a Contact
- Export Contacts
- Perform a Mail Merge
- Link Items to a Contact

Lesson 5: Saving and Archiving Mail

- Save Messages in Alternate Formats
- Archive Messages
- Protect Personal Folders

Lesson 6: Creating a Custom Form

- Add Form Fields
- Save a Form
- Test a Form

Lesson 7: Working Offline and Remotely

- Create an Offline Folder File
- Make a Folder Available Offline
- Create a Send/Receive Group
- Download Messages

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