

ExecuTrain Course Outline

Outlook 2003: Level 2

ET84681

1 Day

Course Description

If you have been using Microsoft® Outlook® 2003 as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This course is the second in a series of three Microsoft Outlook courses. It provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items.

Prerequisites

Before taking this course, students are required to take:

- ✓ . Windows XP Professional: Level 1
- ✓ . Windows XP Professional: Level 2
- ✓ . Windows XP: Introduction or Windows 2000: Introduction
- ✓ . Microsoft Outlook 2003: Level 1

Objectives

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- ✓ track work activities using the Outlook Journal.
- ✓ customize the calendar by setting various calendar options.
- ✓ modify message options.
- ✓ make folder information available to other Outlook users.
- ✓ assign and track tasks.
- ✓ customize the Outlook environment.
- ✓ sort, find and color-code items in your mailbox and calendar.

Outline

Tracking Work Activities Using the Journal

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

Setting Calendar Options

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

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

Sharing Folder Information

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

Managing Tasks

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

Customizing Outlook

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

Locating Outlook Items

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

Appendix A: Using Public Folders

Appendix B: Microsoft Office Specialist Program