

## ExecuTrain Course Outline

### Outlook 2003: Level 1

ET84680

1 Day

#### Course Description

This course is the first in a series of three Microsoft® Outlook® courses. It will provide you with the skills you need to start sending and responding to email in Microsoft® Outlook® 2003, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

#### Prerequisites

This course assumes that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of:

- Windows XP Professional: Level 1 & 2
- Windows XP: Introduction
- Windows 2000: Introduction

#### 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:

- ✓ identify the components of the Outlook environment and compose and respond to a simple message.
- ✓ compose messages.
- ✓ use folders to manage mail.
- ✓ schedule appointments.
- ✓ schedule meetings.
- ✓ manage contacts and contact information.
- ✓ create and edit tasks.
- ✓ create and edit notes.

#### Outline

##### 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

##### Composing Messages

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

##### 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

##### Scheduling Appointments

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

**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

**Managing Contacts**

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

**Managing Tasks**

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

**Using Notes**

- Create a Note
- Edit a Note
- Copy a No

## 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**

## Course Description

This course is the third in a series of Microsoft Office Outlook 2003 courses. It covers advanced email and calendaring features and provides 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

This course assumes that you are able to use Windows to manage information on your computer and that you have an intermediate knowledge of Outlook. The following courses (or equivalent knowledge) are required: Either Windows XP: Introduction or Windows 2000: Introduction, Windows XP Professional: Levels 1&2 (if using Windows XP) Outlook® 2003: Levels 1&2 Word 2003: Level 1

## Objectives

Upon successful completion of this course, students will be able to:

- ✓ Communicate using MSN Messenger.
- ✓ Personalize your mail by using stationery and signatures.
- ✓ Organize Outlook items by grouping, creating Search Folders, setting rules, and applying conditional formatting.
- ✓ Use contacts to share, link, and communicate information.
- ✓ Save and archive mail.
- ✓ Create a custom form.
- ✓ Set up your computer for offline and remote use.

## Outline

### 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

### Saving and Archiving Mail

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

### Personalizing Your Mail

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

### Creating a Custom Form

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

### Organizing Outlook Items

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

### Working Offline and Remotely

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

### Working with Contacts

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

### Appendix A: Public Folders

### Appendix B: Newsgroups