

Course overview:

Outlook 2003 Introduction

(C2500eng)



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Overview and objectives

This course will help students to use the email and scheduling application Microsoft Outlook. Students will learn to send and receive emails and instant messages and to manage communications and contacts using Outlook.

Students will also learn to use the scheduling component to arrange appointments, meetings, and tasks. Students will be able to customise the view to sort, group, filter, and search for items.

Target audience

Those wanting to learn to use basic features of Microsoft Outlook. Students can use this course to prepare for MOS Outlook Core Objectives. A document mapping lessons in the course to certification objectives is provided on the course data disk

Course prerequisites

Ideally, students will have completed the course "Microsoft Office 2003 and Windows XP Introduction". Students should be able to use Microsoft Windows and basic functions in Office to start an application, get help, and open, close, and save files

Outlook 2003 - What is Outlook?

- Recognise the components of a Desktop Information Manager (Inbox, Calendar, Contracts, Tasks, Notes, Journal) • Understand the use of email to send electronic messages • Recognise the different elements of the Outlook application window

Outlook 2003 - Composing Mail Messages

- Create a message • Address a message to different recipients • Add a file attachment to a message • Move or copy data within a message or between messages and other types of file • Set message priority • Use the Spelling Checker • Send internet email using Outlook

Outlook 2003 - Reading and Replying To Messages

- Check for new messages • Open or preview one or more email messages • Reply to and forward a message • Open or save a file attachment • Print a message • Save a draft message • Block spam messages

Outlook 2003 - Using Contacts and the Address Book

- Understand the Address Book and Contact List • Create, edit, and delete a contact • Create a group (distribution list) of email recipients • Insert recipient email addresses using the Address Book • Integrate contacts with other Outlook components

Outlook 2003 - Exchanging Instant Messages

- Set up Outlook to integrate with a messaging application • Start a messaging conversation from Outlook

Outlook 2003 - Organising Items

- Sort, highlight, and search for items • Organise items in subfolders • Delete items and subfolders • Save a mail message to a Windows folder

Outlook 2003 - Scheduling Appointments and Events

- View and track appointments using the Calendar • Schedule an appointment or event • Set and manage reminders for appointments • Modify or delete an appointment • Identify conflicting appointments • Schedule appointment time as Free, Busy, or Out of Office

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Outlook 2003 - Assigning and Tracking Tasks

- Add, delete, or modify a task item • Track progress on a task • Assign a task • Accept or decline a task request

Outlook 2003 - Making Notes

- Write and edit a note • Change the appearance of a note • Delete a note

Outlook 2003 - Planning a Meeting

- Plan a meeting and invite attendees • Add or remove meeting attendees • Reschedule or cancel a meeting • Accept or decline a meeting request • Propose a new time for a meeting • Schedule the use of a resource for a meeting

Outlook 2003 - Printing Items

- Define a print style for a particular item • Print a mail message • Preview and print from the Calendar • Print an appointment, task, or contact item

Outlook 2003 - Organising Items Using Categories and Contacts

- Use categories to link and organise items • Edit the Master Category List • Link items to contacts • View contact activities

Outlook 2003 - Working with Views

- Apply a different view • Show, hide, and format fields • Group items by a field • Sort and filter items • Apply automatic formatting to items • Create and save a view • Use Advanced Find to locate an item • Create and use search folders

Glossary

Index

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