

# Course overview:

## Outlook 2002 Introduction

(C829eng)



[www.courseware.co.uk](http://www.courseware.co.uk)  
[sales@courseware.co.uk](mailto:sales@courseware.co.uk)

### Overview and objectives

On completion of this course, students will be able to use Microsoft Outlook 2002 to store and organize personal and business information. Students will learn how to send and receive e-mail, schedule meetings and appointments, create a list of contacts and manage tasks.

### Who should attend?

Intending, new or recent Outlook users who need to get to grips with using the essentials of this electronic desktop information management system in a short space of time.

### Course prerequisites

No previous experience of Outlook 2002 is required, but students should have a basic understanding of PCs and the Windows environment. Knowledge of another Office XP application would be beneficial.

#### Getting started with Outlook 2002

##### E-mail messages

- Describe the role of Outlook in relation to a mail server, such as Microsoft Exchange • Compose a mail message by entering text • Use a mail template to compose a message • Address a message to one or more E-mail recipients • Format a rich text message • Insert a file attachment and signature • Change the priority of E-mail • Spell check E-mail • Send and receive and recall a message

##### Reading E-mail messages

- Set viewing options for a mail folder • Read a mail message and open a file attachment • Reply to or forward a message

##### Organising mail folders

- Navigate between different mail folders • Sort items in a folder • Flag a mail message • Find a particular message • Filter a view • Create a folder • Move items between folders • Delete or archive a mail message

##### Contacts and the Address Book

- Use an Address Book to address a message • Display different address lists • Find a name in an address list • Create, edit and delete a contact • Sort the contacts list and find a contact • View activities with a contact

##### The Calendar

- Navigate within the Calendar • Schedule an appointment or event • Schedule a multi-day event • Set a reminder • Modify or delete an appointment • Identify conflicting appointments • Schedule a recurring appointment • Customise the Calendar view • Publish the Calendar as a web page

##### The Task List

- Create a task • Update progress on a task • Delete a task • Change the view for tasks • Organise tasks using categories • Edit the Master Category List • Assign a task to another mail recipient • Accept or decline a task

##### Making notes

- Create and edit a note • Change the look of a note • Organise and find notes • Delete a note

##### Sharing data with Outlook and Office

- Create a new Office document within Outlook • Use the Office Clipboard • Integrate Outlook components and share data between items • Record an activity in the Journal
-

# Course overview:

## Outlook 2002 Introduction

(C829eng)



**the courseware  
company**

[www.courseware.co.uk](http://www.courseware.co.uk)  
[sales@courseware.co.uk](mailto:sales@courseware.co.uk)

### Planning meetings

- 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

### Printing from Outlook

- Define a print style for a particular item • Print a mail message • Preview and print from the Calendar • Print your appointments, tasks and contacts lists

### Customising toolbars

- Add folders to the Outlook Bar • View hidden toolbars and float and dock toolbars • Customise a toolbar

### Appendices

- SpeedKeys • Using E-mail Properly • Computer Viruses and E-mail • Glossary • IndexMeeting planning

*gtslearning, 1998-2002. All rights reserved. All trademarks are the property of their respective owners*