

Outlook 2003

Introduction

Course Description

This module introduces the basic skills necessary for working with Outlook. Students will use Outlook messaging to send, receive and manage messages, schedule appointments with the Calendar, and track and manage tasks

Outlook Basics

- Outlook interface, Outlook Bar
- Outlook Today page
- Using the Folder List

Office Assistant

- Using the Office Assistant
- Finding an answer
- Hide/Display the Office Assistant

Outlook Messaging

- Sending a message
- Address Book
- Changing mail folder views
- Opening, Sending and Receiving messages
- Viewing sent messages
- Replying to a message
- Forwarding a message
- Printing a message

Managing Messages

- Saving a draft a message
- Flagging a message for follow up
- Navigating through messages
- Changing the read status
- Sorting mail messages
- Deleting a message
- Moving to a different folder
- Emptying Deleted Items folder
- Archiving a folder

Components and Office

- Creating an AutoSignature
- Selecting a default AutoSignature
- Inserting an AutoSignature
- Inserting a file into a message
- Saving a file attachment
- Opening a file attachment
- Hyperlinks in a message
- Create / use Office documents
- Using the Office Clipboard

Outlook Messaging Features

- Message tracking options
- Viewing message delivery status
- Recalling a message
- Using voting buttons

Scheduling with the Calendar

- Using the Calendar
- Appointments / meetings
- Responding to a meeting
- Checking meeting responses
- Adding a task
- Editing Calendar items
- Recurring Calendar items
- Changing the Calendar view
- Moving Calendar items
- Printing Calendar information
- Saving a calendar as a Web page
- Deleting Calendar items

Managing Contacts

- Opening the Contacts folder
- Adding a contact
- Adding same company contacts
- Changing the Contacts view
- Editing a contact
- Flagging a contact for follow-up
- Sending a message to a contact
- Organising Contacts meetings
- Exploring a contact's Web page
- Assigning a task to a contact
- Printing Contacts information
- Deleting a contact

Using Journal

- Adding a journal entry
- Viewing journal entries
- Changing the Journal view
- Opening, Printing & deleting journal entries

Using Notes

- Opening the Notes folder
- Creating a note
- Open, Print & Delete notes

Organising Outlook Items

- Outlook item categories
- Modify the master category list
- Create/Delete folders
- Using Find
- Using the Ways to Organise pane
- Using AutoCreate
- Insert an Outlook item into a message

Duration:

1-Day

Audience:

The course has been designed for new users Microsoft Outlook

Pre-requisites:

Participants must have basic keyboard and mouse skills and be familiar with the Windows operating system.

Inclusions:

- ✓ Comprehensive, step-by-step training manual
- ✓ Lunch & Refreshments
- ✓ Free Telephone support