

Training Course Specification

Course: **Outlook 2000 Intermediate**

Duration: **One-Day**

- COURSE OBJECTIVES:** Delegates will build on fundamental knowledge of Microsoft Outlook, learning to use the application as a complete desktop information management system (that is, going far beyond the main mail and calendar tasks).
- WHO SHOULD ATTEND:** People who will be using Microsoft Outlook as their primary on-line e-mail and organising system and want to optimise their work, expand its possibilities and share files, folder, calendars etc, with other users.
- EXPERIENCE NEEDED:** Current experience of Outlook is expected (any version). Delegates should have a working knowledge of Word as well (if Word is to be the e-mail editor within Outlook). A working knowledge of the Windows 95/98 or NT operating system and use of the mouse and keyboard is essential.

COURSE CONTENTS:

1: Optimise mail functions

- Attaching Files to Message
- Distribution Lists
- Message Options
- Flagging Messages
- Colour-coding Messages
- The Junk Mail Feature
- The Inbox Assistant / The Rules Wizard
- E-mail Stationery (preset templates)
- E-mail Signature and using Multiple signatures

2: The Outlook contacts feature

- Introduction
- Adding Contacts Manually
- Selecting and Editing an Address Card
- Using the Contacts File as Feature
- Changing The Contacts Folder Views
- Accessing Contacts Directly
- Enhanced mail merge (using Outlook as the starting point)
- E-Mailing Contacts vCards to other users
- Contacts: Automatic Map of Contact's Address

3: Tracking work with the journal and notes.

- The Outlook Journal
- Recording Activities Manually
- Working with Notes

4: Scheduling and time management with calendar.

- Sharing your Calendar on a Network
- Using Calendar Options with shared calendars
- Scheduling Meetings
- Inviting a Contact to a Meeting
- Responding to a Meeting Request
- Reviewing Meeting Information
- Sharing your Calendar on the Internet
- The Internet Calendar (iCalendar)