

Training Course Specification

Course: Microsoft Outlook 2003 Level 2; Intermediate/advanced

Duration: One-Day

COURSE OBJECTIVES:

- Use Outlook to Manage Items
- Using Address Books and Message Features
- Working with Personal Distribution Lists
- Accessing the Internet and accessing Contacts Directly
- Managing Tasks and Scheduling Meetings
- Working with Templates, Utilizing Forms and Creating a Form

WHO SHOULD ATTEND:

Use Microsoft Outlook, a powerful personal information management program, to efficiently communicate, schedule appointments and tasks, record information, and organise your files. In our Intermediate level class, training participants will learn to track and group messages, prioritise and delegate tasks, manage contact records, and create and use templates. They will also learn to use different print styles and archive Outlook items.

EXPERIENCE NEEDED:

Delegates should have an understanding of any of the following operating systems: Windows 2000 or above.

COURSE CONTENT

1: USING ADVANCED MANAGEMENT FEATURES

OBJECTIVES
MANAGING ITEMS
SETTING UP AUTOARCHIVING
ARCHIVING MANUALLY
RETRIEVING ARCHIVED ITEMS
CREATING AND APPLYING CATEGORIES
FINDING ITEMS
GROUPING ITEMS
CREATING AND CLEARING A FILTER
CUSTOMIZING OUTLOOK
SETTING OPTIONS
ADDING SHORTCUTS TO THE OUTLOOK BAR
MOVING A SHORTCUT ON THE OUTLOOK BAR
REMOVING A SHORTCUT FROM THE OUTLOOK BAR
CHANGING YOUR PASSWORD
SUMMARY
EXERCISE

2: OPTIMIZING MAIL FUNCTIONS

OBJECTIVES
USING ADDRESS BOOKS
USING AN ADDRESS BOOK TO ADDRESS A MESSAGE
ADDING A NAME TO YOUR PERSONAL ADDRESS BOOK
CREATING AN ALIAS IN YOUR PERSONAL ADDRESS BOOK
SELECTING A DEFAULT ADDRESS BOOK
WORKING WITH PERSONAL DISTRIBUTION LISTS
CREATING A PERSONAL DISTRIBUTION LIST
EDITING A PERSONAL DISTRIBUTION LIST
DELETING A PERSONAL DISTRIBUTION LIST
USING MESSAGE FEATURES
SAVING AND CLOSING A MESSAGE WITHOUT SENDING IT
SETTING SPELLING OPTIONS
SETTING ADDITIONAL SPELLING FEATURES
SETTING AND USING MESSAGE OPTIONS
USING VOTING BUTTONS
FLAGGING A MESSAGE
RECALLING A MESSAGE
ATTACHING A FILE
OPENING, CLOSING, AND SAVING AN ATTACHED FILE
ACCESSING THE INTERNET
INSERTING AND EDITING A HYPERLINK IN A

MESSAGE
USING A HYPERLINK IN A MESSAGE
USING THE WEB TOOLBAR
SUMMARY
EXERCISE

3: WORKING WITH CONTACTS

OBJECTIVES
REFINING YOUR CONTACT LIST
ADDING A CONTACT FROM THE SAME
COMPANY
USING THE FILE AS FEATURE
ACCESSING CONTACTS DIRECTLY
SENDING A MESSAGE TO A CONTACT
ACCESSING A CONTACT'S WEB PAGE
MANAGING FAVORITE WEB ADDRESSES
SUMMARY
EXERCISE

4: WORKING WITH OTHER USERS

OBJECTIVES
SCHEDULING MEETINGS
INVITING COLLEAGUES AND SETTING A MEETING
TIME
INVITING A CONTACT TO A MEETING
RESPONDING TO A MEETING REQUEST
REVIEWING MEETING INFORMATION
RESCHEDULING AND CANCELING A MEETING
SCHEDULING AN EVENT
COMPLETING TASKS
SCHEDULING A TASK
REGENERATING A TASK
ASSIGNING A TASK TO SOMEONE ELSE
RESPONDING TO A TASK REQUEST
RECLAIMING OWNERSHIP OF A DECLINED TASK
CREATING A NEW ITEM FROM AN EXISTING ONE
SUMMARY
EXERCISE

5: WORKING WITH TEMPLATES AND FORMS

OBJECTIVES
WORKING WITH TEMPLATES
USING A TEMPLATE
CREATING A TEMPLATE
UTILIZING FORMS
INSTALLING SAMPLE FORMS
USING A FORM
CREATING A FORM
MODIFYING AN EXISTING FORM
PUBLISHING AND SAVING A NEW FORM
CREATING A FORM FROM ANOTHER PROGRAM
SUMMARY
EXERCISE

APPENDIX A: SENDING AND RECEIVING FAXES

OBJECTIVES

SETTING UP MICROSOFT FAX

INSTALLING MICROSOFT FAX

CONFIGURING MICROSOFT FAX

USING MICROSOFT FAX

SENDING A FAX USING OUTLOOK

RETRIEVING A FAX USING OUTLOOK

APPENDIX B: MAKING PHONE CALLS

OBJECTIVES

SETTING UP AUTODIALER

SETTING UP YOUR PHONE LINE

SETTING A LOCATION FOR AUTODIALER

SETTING UP AUTODIALER FOR USING A CALLING CARD

USING AUTODIALER

PLACING A PHONE CALL

CREATING A SPEED DIAL LIST

DIALING A PERSON IN THE SPEED DIAL LIST

REDIALING A PHONE NUMBER

APPENDIX C: WORKING OFFLINE OR FROM A REMOTE WORKSTATION

OBJECTIVES

MANAGING OUTLOOK FOLDERS OFFLINE

SETTING UP OFFLINE FOLDERS

CHOOSING FOLDERS TO USE OFFLINE

SYNCHRONIZING FOLDERS

STARTING OUTLOOK OFFLINE

MANAGING REMOTE MAIL

DECIDING TO WORK WITH OFFLINE FOLDERS OR TO USE REMOTE MAIL

SETTING UP REMOTE MAIL

USING REMOTE MAIL

APPENDIX D: SETTING UP THE CLASSROOM

OBJECTIVES

PREPARING OUTLOOK ON YOUR SERVER

OPTION 1: SETTING UP OUTLOOK ON A LAN

OPTION 2: CREATING A CLASSROOM WORKGROUP POSTOFFICE

PREPARING FILES

MAILBOX.PST

DATA FOLDER

PREPARING EACH WORKSTATION

CREATING A USER PROFILE ON A WORKSTATION

CHANGING OUTLOOK DEFAULT SETTINGS

CHECKING YOUR SETUP

INSTALLING AN INTERNET BROWSER

AFTER CLASS OR BEFORE YOUR NEXT OUTLOOK CLASS