

Training Course Specification

Course: Microsoft Outlook XP 2002 Level 2; Information Management

Duration: One-Day

- COURSE OBJECTIVES:**
- Assign categories to easily find, sort, and group items
 - Track and group your messages to organise your mail
 - Use the calendar to schedule and view events
 - Prioritise and delegate tasks to manage your time
 - Manage contact records for quick access to addresses
 - Create and use templates and forms for quick insertion of information
 - Use different print styles to print calendars, lists, and messages
 - Archive Outlook items to transfer items for storage Operating Systems

WHO SHOULD ATTEND: Users and potential users of the Microsoft Outlook desktop information management system for all their daily PC scheduling and communication needs.

EXPERIENCE NEEDED: Delegates should have an understanding of any of the following operating systems Windows 98/NT/2000/XP. Also, a good grounding in Outlook or an equivalent mailing/scheduling system.

COURSE CONTENT

Module 1: Creating/Assigning Outlook

Categories

Creating and Using Outlook Categories
Adding Categories to Master Category List
Assigning Categories to items
Using Categories Across Components

Module 2: Managing Messages

Organising Messages
Adding an AutoSignature to a Message
Tracking Messages
Using Messages for Voting Polls
Delayed Delivery of a Message
Recalling a Message
Flagging Messages for follow-up

Module 3: Scheduling and Viewing Events

Scheduling Events
Linking Journal Entries to Events
Grouping and Viewing Calendar Items
Grouping Calendar Items by Categories
Viewing Groups of Calendar Items

Module 4: Prioritising and Delegating a Task

Grouping and Prioritising a Task
Delegating and Tracking a Task

Module 6: Creating Forms and Templates

Creating Templates for Standard Messages
Customising and Using Outlook Forms
Using a Phone Message Form
Customising an Existing Form
Using a Customised Form

Module 7: Printing Calendars, Lists, and Messages

Printing Calendars and Lists
Printing Contact Lists
Using Printing Styles to Print a Message
Customising Printing Styles

Module 8: Archiving and Sharing Outlook Items

Archiving Outlook Items
Retrieving Items from Archive Files
Sharing Folder Access with Others
Choosing Levels of Permission
Naming a Delegate to your Outlook Folders

Module 9 - File Management with Outlook XP

The Other Group Window
How to View, Access and Share Files
How to View files or items in a different folder

Module 5: Utilising the Contact Manager

Creating and Using Contact Records

Scheduling a Contact

Assigning a Task to a Contact

Creating a Letter to a Contact

Managing Contacts

Importing and Exporting Contacts

Assigning Items to a Contact

How to View the contents of a file

How to View file properties

How to Copy a folder or file to a disk

How to Share a file folder with another person

How to Search for items and files