

Course Specifications

Course Length: 1 day
Prerequisites: Windows 98, Level I or equivalent knowledge.
Course Cost: \$160.00

What's in Outlook, Level I:

In Outlook: Level I, students get started with Outlook; work with the Address Book; use Contacts, Inbox, Journal, Notes, and Tasks; use Calendar to track appointments, events and manage meetings; work with forms and templates; and use Outlook with other applications.

Course Content

Lesson 1:

Using Basic E-mail Features

What is Microsoft Outlook?

- New Features of Outlook 2002
- Screen Components

Working with E-mail

- Using the Inbox
- Composing Messages
- Addressing a New Message
- Creating and Formatting Message Text
- Using Send Options
- Assigning Categories
- Checking for Messages
- Checking Sent Messages
- Reading and Viewing Messages
- Opening Messages
- Changing the View Options
- Previewing Messages Using AutoPreview
- Previewing Messages Using the Preview Pane
- Setting Options for Previewing Messages
- Navigating within Mail
- Viewing Previous or Next Messages

Printing Messages

Printing a Message

- Customizing the Print Options

Lesson 2:

Advanced E-mail Features

Using Additional Mail Features

- Replying to a Message
- Forwarding a Message
- Flagging Messages
- Deleting a Message

Saving Your Messages

- Saving Messages as Text Files
- Saving Messages as HTML Files
- Saving an Unfinished Message

Working with Attachments

Inserting Office Documents

Adding a Signature to Messages

- Using a Signature

Lesson 3:

Managing E-mail

Sorting and Finding Messages

- Sorting Messages
- Finding Messages

Managing Messages

- Viewing the Folder List
- Navigating Through the Folder List
- Creating Folders
- Moving Messages Between Folders
- Copying Messages Between Folders

Archiving Messages

- Archiving Manually
- Auto Archiving

Setting Up Message Options

Lesson 4:

Using the Calendar

Looking at the Calendar

- Navigating within the Calendar
- Viewing Consecutive and Non-Consecutive Days

Changing the Calendar View

- Switching between the Day/Week/Month Views
- Changing the View Options
- Changing the Time Increments

Customizing the Calendar Options

Scheduling Appointments & Events

- Creating an Appointment
- Editing an Appointment
- Working with Reminders
- Creating a Recurring Appointment
- Scheduling an Event
- Scheduling Multi-Day Events

Planning a Meeting

- Scheduling a Meeting
- Updating Meeting Attendees
- Copying an Item
- Moving an Item
- Deleting a Meeting

Printing the Calendar

- Customizing the Print Options

Lesson 5:

Working with Contacts

Looking at Contacts

Creating Contacts

- Creating a New Contact
- Creating a Contact from the Same Company

Managing Contacts

- Editing a Contact
- Working with Duplicate Contacts
- Deleting a Contact

Sorting the Contacts

- Using the Organize Command
- Using the Current View Command

Finding Contacts

- Find Contacts using the Find a Contact Field

Printing Contacts

- Customizing the Print Options

Working with Activities

- Tracking Activities

Lesson 6:

Using Tasks & Notes

Looking at Tasks

Working with Tasks

- Creating One-Time Tasks
- Creating Recurring Tasks
- Assigning Tasks
- Accepting/Declining Tasks

Organizing and Viewing Tasks

- Using the Current View Command
- Using the Organize Command

Managing Tasks

- Finding Tasks
- Changing Tasks
- Completing Tasks
- Deleting Tasks

Sending Status Reports

Printing Tasks

- Customizing the Print Options

Looking at Notes

- Creating Notes
- Editing Notes
- Assigning Items to Notes
- Deleting Notes

Organizing and Viewing Notes

- Using the Toolbar
- Using the Current View Command
- Using the Organize Command

Customizing Notes

Printing Notes

Customizing the Print Options