

Microsoft® Outlook 2003: Level 1

1 day – Instructor led

Certification: Microsoft Office Specialist: Outlook® 2003

Course Description

This course is the first in a series of three Microsoft® Office Outlook® courses. It will provide you with the skills you need to start sending and responding to email in Microsoft® Outlook® 2003, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

Course Objective: You will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Target Student: This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft® Outlook® 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is intended for persons interested in pursuing the Microsoft® Office Specialist certification for Outlook.

Prerequisites: This course assumes that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of: Windows XP Professional: Level 1, Level 2, Windows XP: Introduction, Windows 2000: Introduction

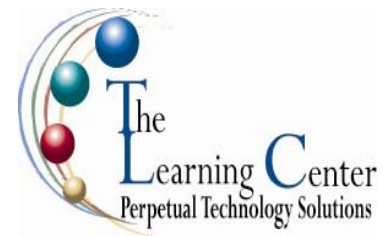
Certification

Microsoft® Outlook® 2003: Level 1 is one of a series of Element K courseware titles that addresses Microsoft® Office Specialist skill sets. The Office Specialist program is for individuals who use Microsoft's business desktop software and who seek recognition for their expertise with specific Microsoft products. Certification candidates must pass one or more product proficiency exams in order to earn Office Specialist certification.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Identify the components of the Outlook environment and compose and respond to a simple message.
- Compose messages.
- Use folders to manage mail.
- Schedule appointments.
- Schedule meetings.
- Manage contacts and contact information.
- Create and edit tasks.
- Create and edit notes.



Outlook 2003 Level 1 - continued

Course Content

Lesson 1: Getting Started with Outlook

- Topic 1A: Log On to Outlook
- Topic 1B: The Outlook Environment
- Topic 1C: Compose and Send a Simple Message
- Topic 1D: Open a Message
- Topic 1E: Reply to a Message
- Topic 1F: Print a Message
- Topic 1G: Delete a Message

Lesson 2: Composing Messages

- Topic 2A: Address a Message
- Topic 2B: Format a Message
- Topic 2C: Check Spelling and Grammar
- Topic 2D: Attach a File
- Topic 2E: Forward a Message

Lesson 3: Managing Mail

- Topic 3A: Open and Save an Attachment
- Topic 3B: Flag a Message
- Topic 3C: Create a Folder
- Topic 3D: Move Messages to a Folder
- Topic 3E: Copy Messages to Folders
- Topic 3F: Delete a Folder

Lesson 4: Scheduling Appointments

- Topic 4A: The Outlook Calendar
- Topic 4B: Schedule an Appointment
- Topic 4C: Assign a Category to an Appointment
- Topic 4D: Update Calendar Entries

Lesson 5: Scheduling Meetings

- Topic 5A: Schedule a Meeting
- Topic 5B: Reply to a Meeting Request
- Topic 5C: Propose a New Meeting Time
- Topic 5D: Track Meeting Responses
- Topic 5E: Update a Meeting Request
- Topic 5F: Cancel a Meeting Request
- Topic 5G: Print the Calendar

Lesson 6: Managing Contacts

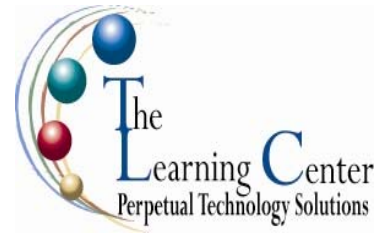
- Topic 6A: Add a Contact
- Topic 6B: Sort Contacts
- Topic 6C: Find a Contact
- Topic 6D: Generate a Map
- Topic 6E: Edit a Contact
- Topic 6F: Delete a Contact
- Topic 6G: Print Contacts

Lesson 7: Managing Tasks

- Topic 7A: Create a Task
- Topic 7B: Edit a Task
- Topic 7C: Update a Task

Lesson 8: Using Notes

- Topic 8A: Create a Note
- Topic 8B: Edit a Note
- Topic 8C: Copy a Note



Microsoft® Outlook 2003: Level 2

1 day – Instructor led

Certification: Microsoft Office Specialist: Outlook® 2003

Course Description

If you have been using Microsoft® Office Outlook® 2003 as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This course is the second in a series of three Microsoft Outlook courses. It provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items.

Course Objective: You will customize your environment, calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

Target Student: This course is designed for experienced Outlook users who need to learn how to customize their environment, calendar, and mail messages to meet their specific needs and who wish to track, share, assign, and quickly locate various Outlook items.

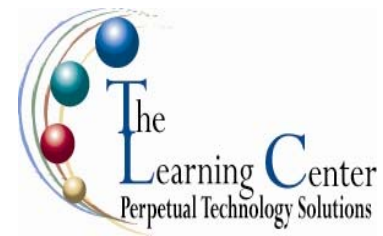
Prerequisites: Before taking this course, students are required to take:

- Windows XP Professional: Level 1
- Windows XP Professional: Level 2
- Windows XP: Introduction or Windows 2000: Introduction
- Microsoft Outlook 2003: Level 1

Performance-Based Objectives:

Upon successful completion of this course, students will be able to:

- Track work activities using the Outlook Journal.
- Customize the calendar by setting various calendar options.
- Modify message options.
- Make folder information available to other Outlook users.
- Assign and track tasks.
- Customize the Outlook environment.
- Sort, find and color-code items in your mailbox and calendar.



Course Content

Lesson 1: Tracking Work Activities Using the Journal

- Topic 1A: Record a Journal Entry Automatically
- Topic 1B: Manually Record a Journal Entry
- Topic 1C: Modify a Journal Entry

Lesson 2: Setting Calendar Options

- Topic 2A: Set Work Days and Times
- Topic 2B: Display Other Time Zones
- Topic 2C: Set Free/Busy Options

Lesson 3: Setting Message Options

- Topic 3A: Modify Message Settings
- Topic 3B: Modify Delivery Options
- Topic 3C: Modify Message Formats
- Topic 3D: Notify Others that You will be Out of the Office
- Topic 3E: Create and Modify a Distribution List
- Topic 3F: Insert a Hyperlink

Lesson 4: Sharing Folder Information

- Topic 4A: Specify Folder Permissions
- Topic 4B: Access Another User's Folder
- Topic 4C: Delegate Access To Folders

Lesson 5: Managing Tasks

- Topic 5A: Assign a Task
- Topic 5B: Reply to a Task Request
- Topic 5C: Send a Task Update
- Topic 5D: Track Assigned Tasks

Lesson 6: Customizing Outlook

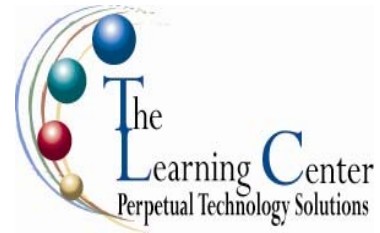
- Topic 6A: Customize the Toolbar
- Topic 6B: Create a New Toolbar
- Topic 6C: Customize the Menu
- Topic 6D: Create a Folder Home Page

Lesson 7: Locating Outlook Items

- Topic 7A: Sort Messages Using Multiple Criteria
- Topic 7B: Find Messages
- Topic 7C: Find Messages Using Multiple Criteria
- Topic 7D: Filter Messages
- Topic 7E: Organize Messages
- Topic 7F: Manage Junk Email

Appendix A: Using Public Folders

Appendix B: Microsoft Office Specialist Program



Microsoft® Outlook 2003: Level 3

1 day – Instructor led

Certification: Microsoft Office Specialist: Outlook® 2003

Course Description

This course is the third in a series of Microsoft® Office Outlook® 2003 courses. It builds on the email and calendaring skills you've already obtained and will provide you with the skills needed to communicate in real time with other users, personalize mail, organize items, share and link contacts, create forms, and work offline and remotely.

Course Objective: You will communicate using Instant Messaging, personalize and organize your mail, organize Outlook items, share and link contacts, create forms, and work offline and remotely.

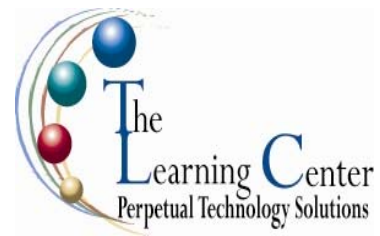
Target Student: Persons with an intermediate understanding of Outlook who need to use Outlook to communicate using Instant Messaging, personalize and organize their mail, organize Outlook items, share and link contacts, create forms, and work offline and remotely.

Prerequisites: This course assumes that you are able to use Windows to manage information on your computer and that you have an intermediate knowledge of Outlook. The following courses (or equivalent knowledge thereof) are required: Either Windows XP: Introduction or Windows 2000: Introduction
Windows XP Professional: Levels 1 & 2 (if using Windows XP) Microsoft® Office Outlook® 2003: Levels 1 & 2 Microsoft® Office Word 2003: Level 1

Performance-Based Objectives:

Upon successful completion of this course, students will be able to:

- Communicate using MSN Messenger.
- Personalize your mail by using stationery and signatures.
- Organize Outlook items by grouping, creating Search Folders, setting rules, and applying conditional formatting.
- Use contacts to share, link, and communicate information.
- Save and archive mail.
- Create a custom form.
- Set up your computer for offline and remote use.



Course Content

Lesson 1: Communicating Using MSN Messenger

- Topic 1A: Obtain a Hotmail Account
- Topic 1B: Add Contacts
- Topic 1C: Send and Receive Instant Messages
- Topic 1D: Attach a File
- Topic 1E: Change MSN Messenger Status
- Topic 1F: Change MSN Messenger Options

Lesson 2: Personalizing Your Mail

- Topic 2A: Use Stationery
- Topic 2B: Create Custom Stationery
- Topic 2C: Create Signatures
- Topic 2D: Modify Signatures

Lesson 3: Organizing Outlook Items

- Topic 3A: Group Items
- Topic 3B: Create Search Folders
- Topic 3C: Create Rules
- Topic 3D: Apply Conditional Formatting

Lesson 4: Working with Contacts

- Topic 4A: Forward Contacts
- Topic 4B: Create a vCard from a Contact
- Topic 4C: Export Contacts
- Topic 4D: Perform a Mail Merge
- Topic 4E: Link Items to a Contact

Lesson 5: Saving and Archiving Mail

- Topic 5A: Save Messages in Alternate Formats
- Topic 5B: Archive Messages
- Topic 5C: Protect Personal Folders

Lesson 6: Creating a Custom Form

- Topic 6A: Add Form Fields
- Topic 6B: Save a Form
- Topic 6C: Test a Form

Lesson 7: Working Offline and Remotely

- Topic 7A: Create an Offline Folder File
- Topic 7B: Make a Folder Available Offline
- Topic 7C: Create a Send/Receive Group
- Topic 7D: Download Messages

Appendix A: Public Folders

Appendix B: Newsgroups