



Outlook 2003 Course

Course Aims

This extremely practical course introduces the delegate to Outlook 2003. It will provide “hands on” experience of many of the features found in this product. By the end of the course, the user will be competent with the following skills:

Course Outline

Fundamentals

Menus
Toolbars
The Taskbar
Outlook Components
Help

Contacts

Create Contact Lists
Add/Edit/Delete a Contact
Categorise/Organise Contacts
View Contacts
Flag a Contact
Print Contacts
Create a Letter for a Contact
Customise the Word Toolbar

Calendar

Change Display Dates
Create and Edit Appointments
Set Reminders
Record Events
Recurring Appointments/Events
Show Two Time Zones
Print a Schedule

Tasks

Add a Detailed Task
Complete Tasks
Manage Recurring Tasks
Categorise/Organise Tasks
Use Task Views

Journals

Automatically Record a Journal Item
Manually Create a Journal Entry
Use Journal Views

E-Mail

Logging On
E-mail Concepts

Sending & Receiving Messages

Create and Send a Message
Format/Check Message Text
Receive and Read a Message
Use Draft Messages
Track e-mail Messages
Set the Priority of a Message

Advanced Messaging

Create Distribution Lists
Flag Messages
Use E-mail Attachments
Group/Sort Messages
Reply/Forward a Message
Recall a Message
Print a Message
Use Voting Tools
Delete Messages
Define and use Rules
Add a Custom Signature

Miscellaneous

Use Outlook Today
Use Notes
Create and Manage Folders
Use Find and Filter
Plan a Meeting with Others
View Responses to Meetings
Receive a Meeting e-mail
Assign and Track Tasks
Dial a Contact
Assign Web/E-mail Addresses

This course outline is a guide. All our courses can be tailored to customer requirements.

Target Audience

Intending, new or recent users of Outlook 2003.