

Outlook 2002 - Basic	
Overview	Students will learn the basic skills necessary to begin using Outlook 2002.
Pre-requisite	<p>Students enrolling in this course should understand the basic concepts involved in working with a personal computer (PC). Windows 95 / 98 / NT 4.0 / 2000 / XP: Introduction or equivalent knowledge.</p> <p>No prior knowledge of Outlook is assumed.</p>
Delivery Method	Instructor-led, group-paced, classroom-delivery learning model with structured hands-on activities.
Performance based objectives	<p>Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"> <li>• Navigate in the Outlook window, explore Outlook Today, and use the Help system.</li> <li>• Communicate by creating and sending e-mail messages, handling messages, and using the Address Book.</li> <li>• Use the Contacts folder to manage contact information and work with the Master Category List to categorize contacts.</li> <li>• Add and modify tasks for yourself and assign tasks to others.</li> <li>• Use Calendar to schedule and edit appointments, and create events.</li> <li>• Schedule meetings electronically by planning and sending meeting requests and managing meetings</li> <li>• Organize feature and customize Outlook by using personal folders, colours, voting buttons, and signatures.</li> </ul>

## Topics covered in the comprehensive manual

### Outlook 2002 basics

An introduction to Outlook 2002  
Exploring Outlook Today  
Using Help

### Outlook mail

Creating and sending messages  
Handling messages  
Using Address Books  
Printing messages

### Managing e-mail and contacts

Managing e-mail  
Working with contacts  
Working with the Master Category List

### Managing tasks

Working with tasks  
Assigning tasks to others

### Managing appointments and events

Working with appointments  
Modifying appointments  
Working with events

### Managing meetings

Working with meeting requests  
Managing meeting requests  
Handling meeting responses  
Using Microsoft NetMeeting

### Customizing Outlook

Working with personal folders  
Working with the Organize page  
Working with signatures  
Using voting buttons

### Appendix A: MOUS exam objectives map

Core exam objectives  
Expert exam objectives