

Outlook 2003 - Advanced	
Overview	Students will learn further concepts and skills for using Outlook 2003.
Pre-requisite	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.  Outlook 2003: Basic, or equivalent experience.
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>• Add custom toolbars, customize the menu bar, and customize the Navigation pane by adding groups and shortcuts</li> <li>• Use Find and Advanced Find to search for messages, set and remove filters on messages, use message formats, stationery, and delivery options to customize messages.</li> <li>• Sort and group messages, use the Rules Wizard to set rules for messages, use the Out of Office Assistant to send AutoReplies, use Mailbox Cleanup, archive mail messages, and create unique e-mail signatures for multiple accounts.</li> <li>• Create, modify, forward, and customize notes, assign a contact to a note</li> <li>• Create an account and a business contact by using Business Contact Manager, use the Business History folder to view business activities, manage business opportunities, and prepare various reports.</li> <li>• Change the default appearance of messages by using templates and create and use forms.</li> <li>• Integrate tasks with contacts and import and export data between Outlook and other Microsoft Office applications.</li> </ul>

## Topics covered in the comprehensive manual

### Customizing Outlook

The Outlook environment  
Groups and shortcuts

### Messages

Searching and filtering messages  
Customizing messages

### The Inbox

Organizing the Inbox folder  
Setting rules  
Managing your mailbox  
Alternate e-mail methods

### Folders

The Notes folder  
The Journal folder  
The Calendar folder  
The Contacts folder  
Business Contact Manager

### Templates and forms

Working with templates  
Forms

### Integration

Outlook components  
Importing and exporting data

### Public, shared, and offline folders

Public folders  
Sharing your Outlook folders  
Offline folders

### Newsgroups and e-mail security

Newsgroups  
Security

### Appendix A: MOS exam objectives map

Comprehensive exam objectives