

Outlook 2003 - Basic	
Overview	Students will learn the basic skills necessary to begin using Outlook 2003.
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"> • Explore the Outlook environment; use Outlook's features; use and customize Outlook Today; and use the different help options. • Use the Inbox to read, create, send messages; reply to, format, check spelling of messages, read and save attachments, forward, delete, and move messages. Set delivery options for messages; set up and use Search Folders, flag messages, set up the read receipt option for messages, customize page setup, print a message, use an address book. • Use the Contacts folder to manage e-mail addresses and create distribution lists, categorize contacts, use the Master Category List to create categories, and assign categories to contacts • Use the Tasks folder to add, edit, mark, and categorize tasks, assign tasks, accept or decline a task request, send an update, and track an assigned task • Create and organize your appointments by using the Calendar; explore Calendar views, categorize appointments, modify appointments and add multi-day and annual events to the Calendar. Schedule a meeting, and use the meeting workspace, read and respond to meeting requests, review and cancel a meeting • Create subfolders, move messages between folders, manage the Inbox by using the Organize page, filter junk e-mail, create signatures, using voting buttons and insert hyperlinks

Topics covered in the comprehensive manual

Getting started

The program window
Outlook Today
Getting help

E-mail

E-mail accounts
E-mail messages
Handling messages

E-mail management

Managing e-mail
Printing messages
Address books

Contact management

Managing contacts
Categories

Tasks

Working with tasks
Managing tasks

Appointments and events

Creating and sending appointments
Categorizing appointments
Modifying appointments
Working with events

Meeting requests and responses

Working with meeting requests
Responding to meeting requests
Handling meeting responses
Microsoft NetMeeting

Customizing Outlook

Personal folders
Organizing folders
Signatures
Voting buttons
Interacting with the Internet

Appendix A: Instant messaging

Sending and receiving instant messages

Appendix B: MOS exam objectives map

Comprehensive exam objectives