

Outlook 2003 - Intermediate	
Overview	Students will learn further concepts and skills necessary to use 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>Outlook 2003: Basic or equivalent experience</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"> • Use the Inbox to resend messages. Use the Rules Wizard and Out of Office messages. Create a signature. • Set delivery options for messages, flag messages, set up the read receipt option for messages, set up SubFolders and print messages. • Use the Contacts folder to manage e-mail addresses and create distribution lists; and create, edit, format contacts. • Use the Tasks folder to add, edit, and mark 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; modify, edit, and delete appointments; and add multi-day and annual events to the Calendar. • Use the Calendar to schedule a meeting, read and respond to meeting requests; and review, modify, and cancel a meeting.

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