



MOS Outlook 2003

Course Aims

This course introduces the skills necessary for taking Microsoft Office Specialist Outlook 2003 Core exam.

Pre-requisites

An understanding of Windows / MS Outlook 2000/2002 will be an added advantage

Level	Duration	Time
Basic & Intermediate	3 Days / 24 Hours	9:00 am to 5:30 pm

Module 1. Exploring Outlook

- Starting Outlook
- Using the Outlook Interface
- Using Menus
- Displaying and Hiding Toolbars
- Using the Outlook Bar
- Using the Outlook Today Page
- Using the Folder List
- Using the Address Bar
- Changing Folder Views
- Exiting Outlook
- Labs - Exploring Outlook

Module 2. Using Outlook Messaging

- Using Outlook's Email Features
- Working with Word Mail
- Sending a Message
- Using the Address Book Message Window
- Opening a Message in the Inbox Folder
- Using the Preview Pane and Auto Preview
- Sending and Receiving Messages
- Viewing Sent Messages
- Replying to a Message
- Forwarding a Message
- Printing from the Information Viewer
- Printing from the Message Window
- Changing the Message Format
- Labs - Using Outlook Messaging

Module 3. Managing Messages

- Saving a Draft Version of a Message
- Flagging a Message for Follow Up
- Navigating through Open Messages
- Changing the Read Status of a Message
- Sorting Messages
- Deleting a Message
- Moving a Message to a Different Folder
- Emptying the Deleted Items Folder
- Archiving a Folder
- Labs - Managing Messages

Module 4. Working with Components and Office

- Creating a Signature
- Selecting Default Signatures
- Inserting a Signature
- Creating an AutoText Entry
- Inserting a File into a Message
- Saving a File Attachment
- Opening a File Attachment
- Inserting a Hyperlink into a Message
- Saving Messages as Files
- Creating and Posting Office Documents
- Sending Office Documents
- Using the Office Clipboard
- Labs - Working with Components and Office

Module 5. Using Outlook Messaging Features

- Setting Message Options
- Setting Message Tracking Options
- Viewing the Message Delivery Status
- Recalling a Message
- Hiding and Displaying Header Fields
- Labs - Using Outlook Messaging Features

Module 6. Scheduling with the Calendar

- Opening the Calendar
- Navigating the Calendar
- Scheduling a New Appointment
- Adding a Task to the Task Pad
- Scheduling an Event
- Applying Color to the Calendar
- Editing Calendar Items
- Setting a Calendar Item as Recurring
- Moving Calendar Items
- Printing Calendar Information
- Deleting Calendar Items
- Labs - Scheduling with the Calendar

Module 7. Managing Meetings

- Scheduling a Meeting
- Scheduling a Resource for a Meeting
- Accepting/Declining Meeting Requests
- Proposing a New Meeting Time
- Checking Meeting Responses
- Updating a Meeting
- Canceling a Meeting
- Creating Group Calendars
- Labs - Managing Meetings

Module 8. Managing Contacts

- Opening the Contacts Folder
- Adding a Contact
- Editing a Contact
- Flagging a Contact for Follow up
- Organizing Meetings
- Tracking All Activities for a Contact
- Printing Contacts Information
- Deleting a Contact
- Labs - Managing Contacts

Module 9. Working with Tasks

- Opening the Tasks Folder
- Adding a Task
- Creating a Recurring Task
- Editing a Task
- Marking a Task Complete
- Sorting and Reordering Tasks
- Assigning a Task to Another Outlook User
- Accepting/Declining Tasks
- Indicating the Progress of a Task
- Sending a Status Report

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- Viewing Tasks Assigned to Others
- Printing Tasks Information
- Deleting a Task
- Labs - Working with Tasks

Module 10. Using the Journal

- Opening the Journal Folder
- Creating a Journal Entry
- Assigning a Contact to a Journal Entry
- Modifying Journal Entry Types
- Deleting a Journal Entry
- Using the Journal

Module 11. Working with Notes

- Opening the Notes Folder
- Creating a Note
- Opening a Note
- Printing a Note
- Deleting a Note
- Labs - Working with Notes

Module 12. Organizing Outlook Items

- Assigning an Outlook Item to a Category
- Modifying the Master Category List
- Creating a New Folder
- Deleting a Folder
- Using a Simple Find
- Using an Advanced Find
- Using the Ways to Organize Pane
- Using AutoCreate
- Viewing the Reminder Window
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- Labs - Organizing Outlook Items

Module 13. Customizing Outlook Views

- Adding a Field to the Information Viewer
- Sorting Items in a Folder
- Removing FieldsInformation Viewer
- Defining a Custom View
- Labs - Customizing Outlook Views

Module 14. Working with Files and Applications

- Importing Data into an Outlook Folder
- Exporting Outlook Data
- Creating a Letter to a Contact
- Using Mail Merge with Word
- Labs - Working with Files and Applications

Module 15. Customizing the Information Viewer

- Moving a Field in a View
- Formatting a Column in a Tabular View
- Filtering a View
- Resetting a View
- Filtering Messages with a Custom View
- Grouping Items in a Folder
- Formatting the Settings for a View
- Formatting the Settings for Other Views
- Using Automatic Formatting
- Using Colors to Organize Messages
- Labs - Customizing the Information Viewer