

MICROSOFT OFFICE OUTLOOK 2003 INTRODUCTION

COURSE AIMS

This course provides an insight into the main features of Microsoft Outlook for users who are familiar with PCs and Microsoft Windows.

On completion of this course the user should be able to confidently do the following:

- Send, receive and respond to electronic mail
- Maintain a personal calendar and arrange meetings
- Manage a list of tasks, send tasks to and receive tasks from other users
- Organise a list of contacts and keep a journal of activities

COURSE CONTENT

Mail

The Mail Message
Formatting Messages
Spell Check
Attachments to Messages
Sending Documents from Office
Responding to Received Mail
Email Security

Address Book

Using the Address Book from a Message
Adding Entries to the Address Book

Panes and Folders

Navigation Pane
Sorting, Grouping and Filtering
Search Folders
Views
Automatic Formatting

Appointments and Events

Scheduling an Appointment
Recurring Appointments
Deleting Appointments
Reminders and Events

Meetings

Scheduling a Meeting
Attendee Availability

NOTES

Users may benefit from attending a Windows Introductory course prior to this course.

Responding to Meeting Requests
Tracking Responses to a Meeting Request
Group Schedules
Meeting Resources

Contacts

Creating a Contact List
Flagging Contacts
Activities
Mail Merge

Tasks

Creating and Maintaining a Task List
Task Assignments

Journal

Recording Activities Automatically
Manually Record Activities

Notes

Creating a Note

Microsoft Exchange Server Features

Delegate and other Permissions
Out of Office Assistant
Rules Wizard
Mailbox Cleanup

ability software consultants