

## OUTLOOK 2003: LEVEL 1

Available Dates: **Request Dates**

Class Length: **1 day**

Cost: **\$199**

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### **Class Outline:**

#### **Description:**

This course teaches the basic functions and features of Outlook 2003. Students will learn how to configure an e-mail account, read, create, and send messages, and work with file attachments. They'll also learn how to organize messages, set delivery options, print messages, set up a mail merge, work with contacts and tasks, use the Calendar, and manage their Outlook folders.

**Course Length:** One day

#### **Table of Contents:**

##### **Unit 1: Getting started**

Topic A: The program window

Topic B: Outlook Today

Topic C: Getting help

##### **Unit 2: E-mail**

Topic A: E-mail accounts

Topic B: E-mail messages

Topic C: Handling messages

##### **Unit 3: E-mail management**

Topic A: Managing e-mail

Topic B: Printing messages

Topic C: Address books

##### **Unit 4: Contact management**

Topic A: Managing contacts

Topic B: Categories

##### **Unit 5: Tasks**

Topic A: Working with tasks

Topic B: Managing tasks

##### **Unit 6: Appointments and events**

Topic A: Creating and sending appointments

Topic B: Categorizing appointments

Topic C: Modifying appointments

Topic D: Working with events

##### **Unit 7: Meeting requests and responses**

Topic A: Working with meeting requests

Topic B: Responding to meeting requests

Topic C: Handling meeting responses

Topic D: Microsoft NetMeeting

##### **Unit 8: Customizing Outlook**

Topic A: Personal folders

Topic B: Organizing folders

Topic C: Signatures

Topic D: Voting buttons

Topic E: Interacting with the Internet

Appendix A: Instant Messaging

Topic A: Sending and receiving instant messages

Appendix B: Microsoft Office Specialist exam objectives map  
Topic A: Comprehensive exam objectives

**Objectives:**

Explore the Outlook environment; use Outlook's features; use and customize Outlook Today; and use the different help options.

Configure different e-mail accounts; use the Inbox to read, create, and send messages; reply to, format, and check spelling of messages; read and save attachments; and 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; set up and use an address book; and use the mail merge feature to merge messages.

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, edit, and delete appointments; and add multi-day and annual events to the Calendar.

Use the Calendar to schedule a meeting, and use the meeting workspace; read and respond to meeting requests; review and cancel a meeting; and use Microsoft NetMeeting.

Create personal folders; add, move, delete, rename, and restore subfolders; move messages between folders; manage the Inbox by using the Organize page; filter junk e-mail; create, modify, and use signatures; collect and tabulate responses by using voting buttons; create a home page for a folder; insert hyperlinks; and integrate Outlook with Internet Explorer.