

Microsoft Outlook 2002

Course Level : Introduction
 Course Duration : 1 day
 Prerequisites : A working knowledge of Windows95

▼ Course Content

○ Course Objectives

○ What is Outlook?

○ The Outlook97 Screen

- Outlook Bar
- Standard Toolbar

○ The Outlook bar

- Open a group folder
- Outlook Group folder
- Mail Group Folder
- Other Group Folder

○ Contacts

- What are Contacts?
- The Contacts Folder
- The Contacts Screen
- Address Cards View
- Selecting Contacts
- Deleting Contacts
- Viewing Contacts
- The Index Tabs
- Printing Contacts
- Adding Contacts
- The Details Folder
- The Journals Folder
- Editing Contacts
- Searching
- Editing
- Sending Letters

○ Electronic Mail

- The Inbox Folder
- The Inbox Screen
- Messages with AutoPreview
- Selecting a message
- Message Status
- Checking for messages
- Reading Messages
- Printing Messages
- Deleting Messages
- Sorting the Inbox
- Message Flags
- Searching for Messages
- Sending a Message



- Selecting names
- Spell Check
- Message options

○ Notes

- What are Notes?
- Viewing Notes
- Select, open, close a Note
- Increase Note size
- Print & delete a Note
- Creating a Note
- Organising Notes
- Searching for Notes

○ Deleted Items

- What is the Deleted Items Folder?
- Selecting items
- Empty the folder
- Recover items from the folder
- Automatically empty the folder

○ Message Formatting

- Replying to a Message
- Forwarding a Message
- Attaching files
- Opening

○ Attachments

- Saving Attachments
- The Sent Items Folder
- The Outbox Folder

○ The Calendar

- Appointments
- Events
- Meetings
- Day/Week/Month view
- Select & View Appointments
- Select & View Meetings
- Select & View Events
- Navigating the Calendar
- Organising a Meeting
- Responding to a Meeting request
- Scheduling an Appointment
- Recurring Appointments
- Scheduling an Event
- Printing the Calendar

○ Tasks

- What are Tasks?
- The Tasks Screen
- Select, View and Print Tasks
- Sorting Tasks
- Creating a New Task
- Deleting a Task

Microsoft Outlook 2000

- Assigning Tasks
 - Creating a Task Request
 - Responding to a Task Request
 - Updating Task Status
 - Task Status reports
 - Searching for Tasks
- Outlook Today Folder
 - Opening
 - Open Inbox from Outlook Today
 - Open Calendar from Outlook Today
 - View appointments from Outlook Today
 - Open Tasks from Outlook Today
 - Mark a task as complete from Outlook Today
 - Customising Outlook Today
 - Display Folder options
 - Make as the default startup folder
 - Set the number of days in Calendar
 - Set task list options
 - Change the look of Outlook Today
 - Return to Outlook Today folder
 - The Journal
 - What is the Journal?
 - Viewing entries
 - Expand & Collapse groups
 - Working with dates
 - Making Journal entries
 - Select, view & print Journal entries
 - Automating the Journal
 - Workshop

