

Microsoft Office Outlook 2003: Level 2

Course Summary

Description

This course is the second in a series of three Microsoft Outlook courses. It provides students with the necessary skills to customize the Outlook environment, calendar, and mail messages so that they meet the students' specific needs. Students will also learn how to track, share, assign and quickly locate various Outlook items.

Objectives

At the end of this course, students will be able to:

- Track work activities using the Outlook Journal
- Customize the calendar by setting various calendar options
- Modify message options
- Make folder information available to other Outlook users
- Assign and track tasks
- Customize the Outlook environment
- Sort, find and color-code items in your mailbox and calendar

Topics

- Tracking Work Activities Using the Journal
- Setting Calendar Options
- Setting Message Options
- Sharing Folder Information
- Managing Tasks
- Customizing Outlook
- Locating Outlook Items
- Using Public Folders
- Microsoft Office Specialist Program

Audience

This course is designed for experienced Outlook users who need to learn how to customize their environment, calendar, and mail messages to meet their specific needs and who wish to track, share, assign and quickly locate various Outlook items.

Prerequisites

Before taking this course, students are required to take: Windows XP Professional: Level 1, Windows XP Professional: Level 2, Windows XP: Introduction or Windows 2000: Introduction and Microsoft Outlook 2003: Level 1

Duration

One day

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Course Outline

I. Tracking Work Activities Using the Journal

- A. Record a Journal Entry Automatically
- B. Manually Record a Journal Entry
- C. Modify a Journal Entry

II. Setting Calendar Options

- A. Set Work Days and Times
- B. Display Other Time Zones
- C. Set Free/Busy Options

III. Setting Message Options

- A. Modify Message Settings
- B. Modify Delivery Options
- C. Modify Message Formats
- D. Notify Others that You will be Out of the Office
- E. Create and Modify a Distribution List
- F. Insert a Hyperlink

IV. Sharing Folder Information

- A. Specify Folder Permissions
- B. Access Another User's Folder
- C. Delegate Access To Folders

V. Managing Tasks

- A. Assign a Task
- B. Reply to a Task Request
- C. Send a Task Update
- D. Track Assigned Tasks

VI. Customizing Outlook

- A. Customize the Toolbar
- B. Create a New Toolbar
- C. Customize the Menu
- D. Create a Folder Home Page

VII. Locating Outlook Items

- A. Sort Messages Using Multiple Criteria
- B. Find Messages
- C. Find Messages Using Multiple Criteria
- D. Filter Messages
- E. Organize Messages
- F. Manage Junk Email

VIII. Using Public Folders

IX. Microsoft Office Specialist Program