

Microsoft Office Outlook 2003 (Intermediate/Advanced)

IN BRIEF

Delivery: Instructor Led

Duration: 1 day

Class size: 10 Students Max.

Inclusions: Microsoft Outlook 2003 expert instructor, comprehensive course manual, individual computer access and refreshments.

Audience: This course is intended for participants who need to know how you use some of the more advanced aspects of Microsoft Outlook 2003 including organising email messages, restricting junk email, scheduling meetings, creating and managing task requests, and the like.

Prerequisites: This course assumes some prior knowledge of Microsoft Outlook 2003. Participants are expected to have a general understanding of Windows operating systems in order to start applications, work with and copy files, and locate file folders.

Products Covered:
Microsoft Office Outlook 2003

Course Description

This one day, instructor-led course teaches you to use more advanced features of Microsoft Outlook 2003 to manage and organise your email, schedule meetings with colleagues, manage your contact information, and create task requests for others to perform.

Objectives

At the completion of this course, participants will be able to:

- Create, delete, rename, and manage Outlook folders
- Import/export your Outlook data and archive data to keep your folders clear
- Use the Outlook address book
- Set permissions on your folders so other users can access your data
- Schedule a meeting or an event and track responses
- Create recurring and advanced appointments and holidays
- Use advanced tasks features, like recurring and assigned tasks
- Configure and use categories
- Link items to other items
- Use mail merge features in Outlook and in Word

Topics Covered

Managing Folders

Creating personal and public folders
Opening and closing personal folders
Data file management

Managing Outlook Data

Archiving
Mailbox cleanup
Importing and exporting information

Using outlook profiles

Overview of the mail icon
Creating a new outlook profile
Deleting or viewing a profile
Setting profile options

The Outlook Address Book

Adding, deleting, and modifying entries
Options in the outlook address book
Using the address book to create mail

Custom forms

Creating and publishing custom forms
Applying custom forms to existing items
Using the form cache

Information management features

Setting permissions
Viewing another user's folder
Scheduling a meeting
Assigning and receiving tasks

Mail features

Outlook web access
Recalling or resending a message
Using delegates
Configuring the out of office assistant
Using the global address list

Advanced Calendar Options

Recurring Calendar Appointments
Meeting Options
Adding Holidays to Your Calendar

Advanced Task Options

Recurring and assigning Tasks

Using Categories

Assigning a Category to an Item and creating categories

Using Views

Using the Views List in the Navigation Pane
Using Column Headers
Using Arrange By in the Views Menu
Using Current View in the Views Menu

Linking Items

Linking a Calendar Item to a Contact
Linking a Task Item to a Contact
Linking a Mail Item to a Contact
Linking a Contact to Another Contact
Using the Activities Tab
Using Journal to Link Items

Mail Merge

Starting Mail Merge from Outlook
Starting Mail Merge from Word

Managing Folders

Creating, Naming, Renaming, and Deleting
Folder Types and Views

Mail Management Tools

Using the Rules and Alerts Wizard
Using the Organize Pane
Configuring Junk E-mail Options
Applying Blocked and Safe Senders Lists

Search Folders

Creating and Using Search Folders
Customizing Search Folders

Finding Items in Outlook

Using Find in the Tools Menu
Using Advanced Find
Finding Contacts

Mail Formatting

Features When Using Word as the E-mail Editor

About Plain Text, Rich Text Format and HTML

Signatures

Setting Signature Options
Creating A Signature
Using Signatures

Printing an E-Mail Message

Printing a Selection
About Print Styles