

## Microsoft Office Outlook 2003 (Introduction)

### IN BRIEF

**Delivery:** Instructor Led

**Duration:** Half 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 Microsoft Outlook 2003. It is ideal for people who need to send and retrieve email, schedule appointments and events, and add contact information.

**Prerequisites:** This course assumes no 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 Outlook 2003

**Further Training:**  
Microsoft Outlook 2003  
(Intermediate/Advanced) Course

### Course Description

This half-day, instructor-led course teaches the skills and knowledge to use Microsoft Outlook 2003 to manage your email, schedule your appointments, and keep track of your contact information.

### Objectives

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

- Start Outlook 2003 and navigate around the various features
- Create and send email messages
- Receive emails into their Inbox
- Work with the calendar feature
- Schedule appointments and events in their calendar
- Add, edit and delete contacts and contact details
- Create a to do list using the Task feature
- Access and use the help system.

### Topics Covered

#### Overview of Microsoft Office Outlook

System Requirements  
Launching and Closing Outlook

#### The Outlook Interface

Outlook Today  
The Navigation Pane  
The Reading Pane  
Task Panes

#### Using Menus

Using and Customizing the Main Menu  
Using Shortcuts  
Working with Dialog Boxes

#### Using Toolbars

The Standard Toolbar  
The Web Toolbar  
The Advanced Toolbar  
Customizing Toolbars

#### Using Help and Support

Using the Office Assistant  
Using the "Type a Question" Box  
Using Outlook Help

#### Configuring an E-Mail Account

Types of E-Mail Accounts  
How to Create and Change an E-Mail Account  
How to Send and Receive E-Mail

#### Working with E-Mail Messages

Opening, Printing, and Editing Messages  
Replying, Forwarding, and Re-Sending Mail  
Opening and Saving Attachments  
Deleting Messages  
Organizing messages

#### Composing E-Mail

New Message Overview  
Using the Address Book  
Inserting Attachments and Hyperlinks  
Using the Drafts Folder

#### Customizing E-Mail Messages

Mail Formats Overview  
Using Stationery  
Using Fonts  
Using E-mail Editor

#### Outlook's Calendar

Using Outlook's Calendar  
Creating a New Appointment  
Appointment Options  
Customizing How You View Your Calendar

#### Using the Contacts Folder

Creating a Contact  
Distribution Lists  
Customizing Contacts Views

#### Using Tasks

Creating and Editing Tasks  
Task Options  
Customizing How You View Tasks

#### Using Notes

Creating and Editing Notes  
Customizing the Notes View

#### Using the Outlook Journal

Setting Journal Options  
Creating and Editing a Journal Entry  
Customizing Journal Views