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Microsoft
GOLD CERTIFIED

Partner

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COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR
Accreditation No.: ACC02 000 077

Outlook 2003: Level 1, 2nd Edition (MOS Certified) + CertBlaster

Publisher: CourseILT

Code: 1418889407

ISBN: 1418889407

Version: 1

Course Length: 1-day (6 hours)

Prerequisites: Windows 2000: Level 1 or equivalent experience

What's in Outlook 2003: Level 1, 2nd Edition (MOS Certified) + CertBlaster:

This ILT Series course, rated 4.9/5.0 in overall quality by ProCert Labs, 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.

Objectives

- Explore the Outlook environment; use Outlook 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.

Topic-Level Outline

Unit 1 : Getting started

*Topic A: * The program window*

- A-1: Exploring the Outlook window
- A-2: Examining the Navigation pane
- A-3: Accessing folders
- A-4: Using the Advanced toolbar
- A-5: Using the Reading pane

*Topic B: * Outlook Today*

- B-1: Accessing folders from Outlook Today
- B-2: Customizing Outlook Today

*Topic C: * Getting help*

- C-1: Using the Type a question for help box
- C-2: Using the Office Assistant
- C-3: Using the Microsoft Outlook Help task pane

Unit 2 : E-mail

*Topic A: * E-mail accounts*

- A-1: Discussing Microsoft Exchange Server
- A-2: Configuring a Hotmail account
- A-3: Configuring a POP3 account

*Topic B: * E-mail messages*

- B-1: Exploring the Inbox
- B-2: Reading a message
- B-3: Creating and sending a message
- B-4: Working with automation features
- B-5: Replying to a message
- B-6: Formatting a message
- B-7: Checking a message's spelling

*Topic C: * Handling messages*

- C-1: Attaching a file to a message
- C-2: Saving an attachment
- C-3: Saving a message as a file
- C-4: Forwarding a message
- C-5: Deleting and restoring a message

Unit 3 : E-mail management

*Topic A: * Managing e-mail*

- A-1: Defining delivery options
- A-2: Setting up a Search Folder
- A-3: Using a Search Folder
- A-4: Flagging an e-mail message
- A-5: Reading a read receipt

*Topic B: * Printing messages*

B-1: Customizing page setup for printing

B-2: Printing a message

*Topic C: * Address books*

- C-1: Setting up an address book
- C-2: Using an address book
- C-3: Addressing a message to multiple recipients
- C-4: Using mail merge

Unit 4 : Contact management

*Topic A: * Managing contacts*

- A-1: Exploring the Contacts folder
- A-2: Adding a new contact
- A-3: Editing a contact
- A-4: Adding a contact from the same company
- A-5: Viewing your contacts
- A-6: Creating and using a distribution list

*Topic B: * Categories*

- B-1: Categorizing a contact
- B-2: Creating a user-defined category
- B-3: Assigning a user-defined category

Unit 5 : Tasks

*Topic A: * Working with tasks*

- A-1: Exploring the Tasks folder
- A-2: Creating and deleting tasks
- A-3: Editing a task
- A-4: Adding a recurring task
- A-5: Marking a task as completed
- A-6: Inserting a task into a message
- A-7: Categorizing a task
- A-8: Viewing tasks

*Topic B: * Managing tasks*

- B-1: Assigning a task
- B-2: Accepting a task request
- B-3: Sending a task status report
- B-4: Tracking an assigned task

Unit 6 : Appointments and events

*Topic A: * Creating and sending appointments*

- A-1: Exploring the Calendar
- A-2: Setting up an appointment
- A-3: Adding a recurring appointment
- A-4: Exploring Day and Week views
- A-5: Exploring Month view
- A-6: Displaying multiple time zones

A-7: Inserting an appointment into a message

*Topic B: * Categorizing appointments*

- B-1: Categorizing an appointment
 - B-2: Using colors to differentiate appointments
- Topic C: * Modifying appointments*
- C-1: Editing an appointment's text
 - C-2: Modifying a recurring appointment
 - C-3: Deleting and restoring an appointment

*Topic D: * Working with events*

- D-1: Adding a multi-day event
- D-2: Adding an annual event

Unit 7 : Meeting requests and responses

*Topic A: * Working with meeting requests*

- A-1: Planning a meeting
- A-2: Creating and sending a meeting request
- A-3: Discussing the meeting workspace

*Topic B: * Responding to meeting requests*

- B-1: Reading and accepting a meeting request

B-2: Receiving a New Time Proposed message

B-3: Declining a meeting request

*Topic C: * Handling meeting responses*

- C-1: Reviewing meeting responses
 - C-2: Canceling a meeting
- Topic D: * Microsoft NetMeeting*
- D-1: Discussing NetMeeting
 - D-2: Scheduling a NetMeeting
 - D-3: Using NetMeeting

Unit 8 : Customizing Outlook

*Topic A: * Personal folders*

- A-1: Creating a personal folder
- A-2: Adding a subfolder
- A-3: Moving and renaming a subfolder
- A-4: Deleting and restoring a subfolder
- A-5: Closing and opening a personal folder
- A-6: Moving messages between folders

*Topic B: * Organizing folders*

- B-1: Using folders to organize the Inbox
- B-2: Using colors to organize the Inbox
- B-3: Using views to organize the Inbox
- B-4: Managing junk e-mail

*Topic C: * Signatures*

- C-1: Defining a signature
- C-2: Modifying a signature

C-3: Using signatures

*Topic D: * Voting buttons*

D-1: Adding voting buttons to a message

D-2: Replying to a message with voting buttons

*Topic E: * Interacting with the Internet*

E-1: Setting up a home page for a folder

E-2: Assigning and deleting a hyperlink

E-3: Using Outlook from Internet Explorer

Appendix A : Instant Messaging

*Topic A: * Sending and receiving instant messages*

Appendix B : Microsoft Office Specialist exam objectives map

*Topic A: * Comprehensive exam objectives*