

# IT Skills



2 day  
course



## Microsoft Outlook XP/2003

### Course objectives

Learn how to use Outlook to manage time as well as collaborate with colleagues to arrange meetings and assign tasks. This course is ideal for those new to Outlook or those wanting to use Outlook to a more advanced degree.

### Pre-requisite

No prior knowledge of this package is required, although Windows experience is essential.

### Course content

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| Module 1  | <b>Outlook as a Universal Inbox</b> – Screen layout, messaging system, Outlook Today view, folder list, Outlook Bar. Task pane and smart tags.   |
| Module 2  | <b>E-Mail</b> – Sending a message, opening a message, replying and forwarding messages. Send, delivery and tracking options, file attachments, message flags. Rules wizard, Out Of Office Assistant.   |
| Module 3  | <b>Folders</b> – Creating folders, moving messages to folders, deleting. Creating a folder home page.  |
| Module 4  | <b>Address Book</b> – Displaying different address lists, finding names, adding names, personal address book, personal distribution lists.   |
| Module 5  | <b>Contacts</b> – Creating new contacts, editing and deleting new contacts, sending an e-mail to a contact, creating a new letter to a contact. Categorising contacts. Adding new categories.  |
| Module 6  | <b>Organisation</b> – Creating, saving and applying views, grouping and sorting items, filters, dealing with junk mail, defining views. Creating signatures. Using Organiser.  |
| Module 7  | <b>Calendar</b> – Screen. Scheduling appointments. Appointment details, reminders, editing appointments, moving, copying and deleting appointments, all day events, recurring appointments. Viewing the calendar of another user. Access rights. |
| Module 8  | <b>Planning Meetings</b> – Arranging meetings. Viewing responses to a meeting, adding and removing attendees.  |
| Module 9  | <b>Tasks</b> – Creating, completing and deleting tasks. Assigning tasks to other users. Categorising tasks, viewing by category. Task statistics. Creating a task from a mail message.   |
| Module 10 | <b>Electronic Notes</b> - Creating and editing notes. Note options.  |
| Module 11 | <b>Printing</b> – Messages, calendar, contacts and tasks.  |
| Module 12 | <b>Outlook Bar</b> - Creating item shortcuts, creating new groups.   |