

Microsoft Outlook 2002 – Level 1

Course Description

The main objective of this courseware is to introduce new users to the basic features of Microsoft Outlook 2002. On successful completion of this courseware, you will be able to:

- start and run Microsoft Outlook 2002
- send and receive e-mail messages
- manage messages, e.g., reply to and forward messages
- print information
- create folders — move/copy items between folders
- work with file attachments
- organize and view information
- sort, find and filter information
- manage the calendar — create and edit appointments or events
- plan a meeting with others and book resources
- work with contacts
- track activities
- manage tasks
- manage notes
- create and use Office documents in Outlook

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Courseware Outline

Using Basic E-mail Features

What is Microsoft Outlook?

- New Features of Outlook 2002
- Screen Components

Working with E-mail

- Using the Inbox

Composing Messages

- Addressing a New Message
- Creating and Formatting Message Text

Using Send Options

- Assigning Categories

Checking for Messages

- Checking Sent Messages

Reading and Viewing Messages

- Opening Messages
- Changing the View Options
- Previewing Messages Using AutoPreview
- Previewing Messages Using The Preview Pane
- Setting Options for Previewing Messages
- Navigating within Mail
- Viewing Previous or Next Messages

Printing Messages

- Printing a Message
- Customizing the Print Options

Advanced E-mail Features

Using Additional Mail Features

- Replying to a Message
- Forwarding a Message
- Flagging Messages
- Deleting a Message

Saving Your Messages

- Saving Messages as Text Files
- Saving Messages as HTML Files
- Saving an Unfinished Message

Working with Attachments

Inserting Office Documents

Adding a Signature to Messages

- Using a Signature

Managing E-mail

Sorting and Finding Messages

- Sorting Messages
- Finding Messages

Managing Messages

- Viewing the Folder List
 - Navigating Through the Folder List
 - Creating Folders
 - Moving Messages Between Folders
 - Copying Messages Between Folders
- Archiving Messages
- Archiving Manually
 - AutoArchiving
- Setting Up Message Options

Using the Calendar

Looking at the Calendar

- Navigating within the Calendar
 - Viewing Consecutive and Non-Consecutive Days
- Changing the Calendar View
- Switching between the Day/Week/Month Views
 - Changing the View Options
 - Changing the Time Increments

Customizing the Calendar Options

Scheduling Appointments & Events

- Creating an Appointment
- Editing an Appointment
- Working with Reminders
- Creating a Recurring Appointment
- Scheduling an Event
- Scheduling Multi-Day Events

Planning a Meeting

- Scheduling a Meeting
- Updating Meeting Attendees
- Copying an Item
- Moving an Item
- Deleting a Meeting

Printing the Calendar

- Customizing the Print Options

Working with Contacts

Looking at Contacts

Creating Contacts

- Creating a New Contact
- Creating a Contact from the Same Company

Managing Contacts

- Editing a Contact
- Working with Duplicate Contacts
- Deleting a Contact

Sorting the Contacts

- Using the Organize Command

- Using the Current View Command

Finding Contacts

- Find Contacts using the Find a Contact Field

Printing Contacts

- Customizing the Print Options

Working with Activities

- Tracking Activities
- Recording an Activity Manually
- Linking an Activity to a Contact

Using Tasks & Notes

Looking at Tasks

Working with Tasks

- Creating One-Time Tasks
- Creating Recurring Tasks
- Assigning Tasks
- Accepting/Declining Tasks

Organizing and Viewing Tasks

- Using the Current View Command
- Using the Organize Command

Managing Tasks

- Finding Tasks
- Changing Tasks
- Completing Tasks
- Deleting Tasks

Sending Status Reports

Printing Tasks

- Customizing the Print Options

Looking at Notes

- Creating Notes
- Editing Notes
- Assigning Items to Notes
- Deleting Notes

Organizing and Viewing Notes

- Using the Toolbar
- Using the Current View Command
- Using the Organize Command

Customizing Notes

Printing Notes

- Customizing the Print Options