

# Microsoft Outlook 2002 – Level 2

## Course Objectives

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The main objectives of this courseware is to introduce users to some of the advanced features available with Outlook 2002. This courseware demonstrates how the components of the Outlook can be combined to keep the user organized and up to date with events, tasks, and managing mail. Topics include:

- use & customize Outlook Today
- customize the look of mail
- manage favorite web site addresses
- customize menus & toolbars
- create Outlook forms and mail templates
- use mail with Office applications
- integrate contacts with other Outlook components
- use contacts for a Word mail merge
- configure calendar options and time zone information
- share calendar information with other applications over the Internet
- schedule real-time meetings using NetMeeting
- schedule times to watch broadcasts using NetShow
- create and update recurring tasks
- grant permissions to others
- assign delegate access
- use Public Folders
- use Remote Mail
- work with Offline Folders
- synchronize folders
- use the journal to record entries for Office files
- use the Newsreader
- customize Outlook
- look at some basic troubleshooting options

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## Courseware Outline

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### Customizing the Customizing the Inbox

- Using Outlook Today
  - Customizing Outlook Today
- Customizing Mail
  - Setting E-mail Options
  - Changing the Mail Format Option
  - Changing the Mail Format in a Message
  - Creating New Stationery
  - Using Mail Templates
  - Changing the Security Level
- Creating Forms
  - Removing a Form
- Managing Your Messages
  - Creating Folders
  - Filtering Messages
  - Organizing the Messages
- Setting Up Home Pages

### Using Contacts

- Flagging Contacts
- Integrating With Outlook Components
  - Creating a New Message with a Contact
  - Creating a Meeting Request or Appointment with a Contact
  - Creating a New Task for a Contact
  - Creating Notes from Contact Information
- Adding a vCard to a Message
  - Receiving a vCard
- Using Contacts for a Word Mail Merge
  - Creating a New Main Document
  - Using an Existing Document File
- Exporting a Contact List
  - Exporting to Another Program

### Using the Calendar & Tasks

- Using the Calendar
  - Customizing Calendar Options
- Configuring Time Zone Information
- Sharing Calendars Over the Internet
  - Publishing Free/Busy Time
  - Saving a Calendar as a Web Page
  - Using the iCalendar
- Scheduling Real-Time Meetings
- Scheduling Broadcasts
- Working with Tasks
  - Creating Recurring Tasks
  - Updating Recurring Tasks
  - Assigning Tasks
  - Sending Status Reports
  - Completing the Task
  - Displaying Your Tasks

### Sharing Files & Folders

- Granting Permissions to Others
  - Opening Someone's Folder
  - Removing Folder Permissions
- Assigning Delegate Access
  - Adding Someone's Mailbox
  - Removing Someone's Mailbox
- Using Public Folders
- Using Remote Mail
  - Setting Up Remote Mail
  - Working With Remote Mail
- Working with Offline Folders
  - Setting Up Offline Folders
  - Synchronizing Offline Folders
  - Creating a Quick Synchronization Group

### Beyond the Outlook Bar

- Recording Journal Entries for Office Files
  - Setting Up the Journal
  - Recording Journal Entries
  - Working with Journal Entries
- Using the Newsreader
  - Setting Up the Newsreader
  - Working with Newsgroups Subscriptions
  - Sending and Receiving Information

### Customizing Outlook

- Customizing Outlook
  - Displaying Other Toolbars
  - Customizing a Toolbar
  - Customizing Menus
  - Resetting Toolbars and Menus
  - Customizing the Taskbar
- Setting Up Instant Messaging
- Troubleshooting Your Computer
  - Looking at Mail Errors
  - Restoring Your Outlook
  - Checking Your Accounts
  - Importing your PST
- Updating Outlook
  - Understanding How a Virus Can Happen