

Duration: One day

Associated courses: Outlook 2003 Advanced

Description	Pre-requisites
This course is designed to introduce users with little or no experience of Outlook to demonstrate the different components that are available. This program offers so much more than e-mail. As well as learning how to send, receive and manage e-mail, participants will be shown how to create appointments, arrange meetings, set tasks for themselves or others and maintain their own private list of contacts.	Participants should be familiar with the Windows operating system. There are no other pre-requisites. This course starts from the ground up and works from the assumption that users have little or no experience of Outlook.

CONTENTS

<p>Overview</p> <ul style="list-style-type: none">Getting acquainted with the Outlook screenOutlook TodayThe Outlook Bar, Folder List, Reading Pane and Dynamic Toolbars <p>Help!</p> <ul style="list-style-type: none">Using the Office AssistantUsing the Outlook Help facility <p>Managing messages</p> <ul style="list-style-type: none">Opening, sending and receiving messagesUsing the Global Address Book (GAL)Using the Personal Address Book (PAL)Understanding To, CC and BCCViewing sent messagesReplying to, forwarding and printing a messageSaving and retrieving a draft messageNavigating through messages in the InboxFlagging a message for follow-upChanging the read status of a messageSorting messagesManaging deleted messagesUsing folders to organise the mailboxPrinting a message or the message summary	<p>Working smartly with messages</p> <ul style="list-style-type: none">Using the Out-of-office assistantCreating and using a signatureAttaching a file to a messageOpening, saving and printing an attachmentUsing hyperlinks within a messageUsing the Office ClipboardRequesting a Read ReceiptRequesting a Delivery ReceiptRecalling a messageUsing voting buttons <p>Contacts</p> <ul style="list-style-type: none">Creating, editing and deleting a contactAdding a contact from the same companyViewing contact information in different waysFlagging a contact for follow-upPrinting contact information <p>Calendar</p> <ul style="list-style-type: none">Scheduling appointments and meetingsCreating an all-day-eventResponding to a meeting inviteTracking responses to a meeting inviteRescheduling an appointment or meetingScheduling a recurring appointment or meetingCancelling or rescheduling a meeting or appointmentPrinting a schedule	<p>Tasks</p> <ul style="list-style-type: none">Creating, editing and deleting a taskCreating a recurring taskAssigning the task to someone elseAccepting or declining a taskPrinting a list of tasks <p>Notes</p> <ul style="list-style-type: none">Creating, editing and deleting a noteResizing and moving a noteColour-coding your notesPrinting note information <p>Effective Outlook management</p> <ul style="list-style-type: none">Categorising your Outlook itemsCustomising the Master Category ListCreating, deleting, moving and using folders to organise mailFinding an Outlook itemCross-contaminating Outlook items
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