

Course Content (1 Full Day)

Outlook 2003 Basics

- Understanding Outlook 2003
- Starting Outlook 2003
- Common Outlook 2003 Screen Elements
- Going To Outlook 2003 Features
- Navigating to Outlook 2003 Features
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- Exiting Outlook 2003

Sending Email

- Understanding Email
- Email in Outlook 2003
- How Outlook 2003 Mail Works
- Composing an Email Message
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving Email

- Understanding the InBox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Reading Messages
- Marking Messages as Unread
- Viewing Unread Messages
- Deleting Messages
- Recovering Deleted Messages
- Understanding Message Attachments
- Saving a Message Attachment
- Opening a Message Attachment
- Replying to a Message
- Replying to All Messages
- Replying without the Original Message
- Forwarding Messages

Working with the Calendar

- Accessing the Calendar
- Changing Calendar Views
- Moving to Specific Dates
- Creating a Second Time Zone
- Deleting a Second Time Zone
- Sharing your Calendar
- Viewing Shared Calendars
- Closing & Deleting Shared Calendars
- Creating a New Calendar
- Deleting a Calendar
- Creating a Public Calendar

Appointments & Events

- Using a Specific Calendar
- Scheduling an Appointment
- Scheduling an Appointment from the Menu
- Rescheduling an Appointment to another Day
- Rescheduling an Appointment to another Time
- Creating Recurring Appointments
- Scheduling an Event
- Deleting Appointments & Events
- Organising your Appointments
- Printing your Calendar
- Specifying the Work Week
- Labelling Appointments

Contacts

- Understanding the Contact Card
- Accessing Contacts
- Creating a New Contact Card
- Entering Contact Details
- Adding Contacts to Existing Companies
- Editing Contact Details
- Inserting a Contact Picture
- Deleting an Unwanted Contact
- Recovering a Deleted Contact
- Printing the Contact Listing

Tasks

- Accessing Outlook Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing a Task List

General Computer Usage

- Printed Help Sources
- The Help Task Pane
- Searching for General Help
- Searching for Specific Help
- Understanding a Help Window
- Disabling Online Content
- Enabling Online Content
- Displaying & Using the Office Assistant
- Customising the Office Assistant
- Disabling the Office Assistant
- Screen Tips & Dialog Box Help