

Outlook 2003 Level 2

Audience	This course is appropriate for those who are already familiar with the basics of Outlook and Windows. Students should have received and read mail; created email with formatting, spell checked text; replied to and forwarded email; and worked with the global and personal address books.
Description	The course uses a combination of lecture and hands-on exercises to familiarize students with higher level skills in the Outlook program. Students will review some basic concepts and cover new topics such as automating email; customizing Outlook; signing and sealing messages and other advanced email functions; and using advanced calendaring features. Additional topics such as managing tasks and contacts, journaling, storing messages, and planning a meeting may also be covered depending on student experience and interest.
Objectives	After completing the class, students should be able to: <ul style="list-style-type: none">■ use organize features to color code and direct mail into folders,■ direct mail into folders with rules,■ flag mail for follow up,■ organize mail by creating search folders,■ automate clean up and archiving of messages,■ automate mail with signatures and out of office replies,■ create mail using templates and rules,■ create an Outlook custom form,■ customize the Navigation Pane and various group views,■ define a new view with selected fields, grouping, sorting and formatting,■ grant mailbox and folder access,■ sign and seal messages,■ change Outlook defaults,■ share and delegate calendars,■ change calendar options,■ display, open, create, and manage tasks,■ create, edit, and print contacts,■ use, manipulate, and categorize journal entries.
Length	1 day (or less depending upon modules selected)

-
- | | |
|-------------------------------|-------------------------------------|
| I. Organizing Mail | E. Directing Mail with Rules |
| A. Using Organize Features | F. Modifying Rules |
| B. Directing Email to Folders | G. Setting Follow Up Flags |
| C. Color Coding Mail | H. Creating Search Folders |
| D. Rules and Alerts Overview | |



- I. Cleaning up Mail Messages
 - J. Archiving Messages
 - K. Managing Data Files
- II. Automating Mail Functions**
- A. Creating a Signature
 - B. Creating Out Of Office Reply
 - C. Creating and Using Templates
 - D. Automating Creation of Email
 - E. Customizing Outlook Forms
 - F. Creating a Custom Form
- III. Customizing Outlook**
- A. Customizing the Navigation Pane
 - B. Viewing Items in Outlook
 - C. Using Defined Views
 - D. Customizing the Views
 - E. Defining a New View
 - F. Filtering Messages
 - G. Grouping Messages
 - H. Using Categories to View Information
- IV. Advanced Email Functions**
- A. Granting Delegate Permissions
 - B. Granting Folder Permissions
 - C. Opening Another's Inbox
 - D. Signing and Sealing Messages
 - E. Creating or Changing Email Accounts
 - F. Changing Email Defaults
 - G. Changing Spelling Defaults
 - H. Changing Other Defaults
- V. Advanced Calendar Features**
- A. Managing Another's Calendar
 - B. Giving Permission on a Calendar
 - C. Opening Another's Calendar
 - D. Printing Calendars
 - E. Setting Calendar Options
 - F. Sharing Calendars Over the Internet
 - G. Importing Holidays in the Calendar
 - H. Categorizing Appointments

- VI. Managing Tasks**
- A. Displaying and Opening Tasks
 - B. Creating a Task
 - C. Managing Tasks
 - D. Organizing and Prioritizing Tasks
 - E. Creating an Appointment from a Task
 - F. Creating Status Reports from a Task
 - G. Printing Tasks

- VII. Managing Contacts**
- A. What is the Contact Feature?
 - B. Creating Contacts
 - C. Editing Contacts
 - D. Importing and Exporting Contacts
 - E. Using vCards
 - F. Printing Contacts

- VIII. Journaling**
- A. What is Journaling?
 - B. Symbols Used in the Journal
 - C. Automatically Identify Items in the Journal
 - D. Manually Identify Items for the Journal
 - E. Using Journal Entries
 - F. Manipulating Journal Entries

Appendix A - Working with Toolbars

- A. Advanced Toolbar
- B. Customizing the Toolbar
- C. Removing Toolbars and Buttons

Appendix B - Locating Messages

- A. Finding Messages
- B. Using Advanced Find Features
- C. Saving Searches