

## *Training Specification*

**Course:** Microsoft Outlook 2003 Level 2; Intermediate/advanced

**Duration:** One-Day

**COURSE OBJECTIVES:** Use Outlook to Manage Items  
Using Address Books and Message Features  
Working with Personal Distribution Lists  
Accessing the Internet and accessing Contacts Directly  
Managing Tasks and Scheduling Meetings  
Working with Templates, Utilizing Forms and Creating a Form

**WHO SHOULD ATTEND:** Delegates will learn to track and group messages, prioritise and delegate tasks, manage contact records, and create and use templates. They will also learn to use different print styles and archive Outlook items.

**EXPERIENCE NEEDED:** Delegates should have an understanding of any of the following operating systems: Windows 2000 or above and ideally have used E-Mail or attended our Level 1 course.

### **COURSE CONTENT**

#### **1: Using Advanced Management Features**

Managing Items  
Setting Up AutoArchiving  
Archiving Manually  
Retrieving Archived Items  
Creating and Applying Categories  
Finding Items  
Grouping Items  
Creating and Clearing a Filter  
Customising Outlook  
Setting Options  
Adding Shortcuts to the Outlook Bar  
Moving a Shortcut on the Outlook Bar  
Removing a Shortcut from the Outlook Bar  
Changing Your Password

#### **2: Optimising Mail Functions**

Objectives  
Using Address Books  
Using an Address Book to Address a Message  
Adding a Name to Your Personal Address Book  
Creating an Alias in Your Personal Address Book  
Selecting a Default Address Book  
Working with Personal Distribution Lists  
Creating a Personal Distribution List  
Editing a Personal Distribution List  
Deleting a Personal Distribution List  
Using Message Features  
Saving and Closing a Message without Sending It  
Setting Spelling Options  
Setting Additional Spelling Features  
Setting and Using Message Options  
Using Voting Buttons  
Flagging a Message  
Recalling a Message  
Attaching a File

Opening, Closing, and Saving an Attached File  
Accessing the Internet  
Inserting and Editing a Hyperlink in a  
Message  
Using a Hyperlink in a Message  
Using the Web Toolbar

### **3: Working with Contacts**

Refining Your Contact List  
Adding a Contact from the Same Company  
Using the File as Feature  
Accessing Contacts Directly  
Sending a Message to a Contact  
Accessing a Contact's Web Page  
Managing Favorite Web Addresses

### **4: Working with Other Users**

Scheduling Meetings  
Inviting Colleagues and Setting a Meeting  
Time  
Inviting a Contact to a Meeting  
Responding to a Meeting Request  
Reviewing Meeting Information  
Rescheduling and Canceling a Meeting  
Scheduling an Event  
Completing Tasks  
Scheduling a Task  
Regenerating a Task  
Assigning a Task to Someone Else  
Responding to a Task Request  
Reclaiming Ownership of a Declined Task  
Creating a New Item from an Existing One

### **5: Working with Templates and Forms**

Working with Templates  
Using a Template  
Creating a Template  
Utilizing Forms  
Installing Sample Forms  
Using a Form  
Creating a Form  
Modifying an Existing Form  
Publishing and Saving a New Form  
Creating a Form from Another Program

***For further information please contact us:***

***Tel: 0118 3059002***

***Email: info@sueparsonstraining.co.uk***

***Web: www.spct.co.uk***