

Microsoft® Office Outlook® 2003: Level 1

Course Specifications

Course number: 084680

Software: Microsoft® Office Outlook® 2003

Course length: 1.0 day(s)

Certification: Microsoft® Office Specialist for Microsoft® Outlook® 2003

Course Description

This course is the first in a series of three Microsoft® Office Outlook® courses. It will provide you with the skills you need to start sending and responding to email in Microsoft® Outlook® 2003, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

Course Objective: You will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Target Student: This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft® Outlook® 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is intended for persons interested in pursuing the Microsoft® Office Specialist certification for Outlook.

Prerequisites: This course assumes that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of:

- Windows XP Professional: Level 1
- Windows XP Professional: Level 2
- Windows XP: Introduction
- Windows 2000: Introduction

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- identify the components of the Outlook environment and compose and respond to a simple message.
- compose messages.
- use folders to manage mail.
- schedule appointments.
- schedule meetings.

- manage contacts and contact information.
- create and edit tasks.
- create and edit notes.

Course Content

Lesson 1: Getting Started with Outlook

- Topic 1A: Log On to Outlook
- Topic 1B: The Outlook Environment
- Topic 1C: Compose and Send a Simple Message
- Topic 1D: Open a Message
- Topic 1E: Reply to a Message
- Topic 1F: Print a Message
- Topic 1G: Delete a Message

Lesson 2: Composing Messages

- Topic 2A: Address a Message
- Topic 2B: Format a Message
- Topic 2C: Check Spelling and Grammar
- Topic 2D: Attach a File
- Topic 2E: Forward a Message

Lesson 3: Managing Mail

- Topic 3A: Open and Save an Attachment
- Topic 3B: Flag a Message
- Topic 3C: Create a Folder
- Topic 3D: Move Messages to a Folder
- Topic 3E: Copy Messages to Folders
- Topic 3F: Delete a Folder

Lesson 4: Scheduling Appointments

- Topic 4A: The Outlook Calendar
- Topic 4B: Schedule an Appointment
- Topic 4C: Assign a Category to an Appointment
- Topic 4D: Update Calendar Entries

Lesson 5: Scheduling Meetings

- Topic 5A: Schedule a Meeting
- Topic 5B: Reply to a Meeting Request
- Topic 5C: Propose a New Meeting Time
- Topic 5D: Track Meeting Responses
- Topic 5E: Update a Meeting Request
- Topic 5F: Cancel a Meeting Request
- Topic 5G: Print the Calendar

Lesson 6: Managing Contacts

Topic 6A: Add a Contact
Topic 6B: Sort Contacts
Topic 6C: Find a Contact
Topic 6D: Generate a Map
Topic 6E: Edit a Contact
Topic 6F: Delete a Contact
Topic 6G: Print Contacts

Lesson 7: Managing Tasks

Topic 7A: Create a Task
Topic 7B: Edit a Task
Topic 7C: Update a Task

Lesson 8: Using Notes

Topic 8A: Create a Note
Topic 8B: Edit a Note
Topic 8C: Copy a Note

Appendix A: Microsoft Office Specialist Program