



Roade IT Training

The Roade to Successful IT Training

Specialists in Microsoft Office & All Corporate Computer Training

Course Outline

Microsoft Outlook 2003 Advanced Level

Overview

The skills and knowledge gained on this course aims to increase your productivity by providing the skills and knowledge to use Microsoft Outlook 2003 effectively.

Target Audience

This course is intended for people with little or no knowledge in the use of Outlook 2003.

Objectives

At the completion of this course participants will be able to:

- take control of unsolicited and unwanted emails sent to you
- work with the calendar feature in Outlook 2003
- schedule appointments and events in your calendar
- schedule a meeting using Microsoft Outlook
- add, edit and delete contacts and contact details
- a number of tools and features in Outlook better manage the contacts in your contact listing
- create a to do list using the Tasks feature of Outlook

Prerequisites

This course is designed for participants who would like to increase their skills in Outlook. A knowledge of creating, sending & receiving emails is required.

Course Duration

This course outline is an example of a typical 1 day course; we would like to meet with you for a no-obligation chat to discuss how we can best format the course to suit your needs.

Course Cost

From £350. Manuals to accompany the course are available at £35 each
Prices vary please contact us for a quote to suit your budget.

Versions Offered:

Microsoft Office 97, 2000, XP & 2003

Roade IT Training

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Course Contents

- 1 Junk E-mail**
 - a) Spamming And Junk E-mail
 - b) Understanding Junk E-mail Options
 - c) Marking Messages As Junk Mail
 - d) Marking Messages As Safe
 - e) Managing Senders Lists
 - f) Importing A Black List
 - g) Exporting Your Blocked Senders List
 - h) Reviewing And Deleting Junk Email
- 2 Working With The Calendar**
 - a) Accessing The Calendar
 - b) Changing Calendar Views
 - c) Moving To Specific Dates
 - d) Creating A Second Time Zone
 - e) Deleting A Second Time Zone
 - f) Sharing Your Calendar
 - g) Viewing Shared Calendars
 - h) Closing And Deleting Shared Calendars
 - i) Creating A New Calendar
 - j) Deleting A Calendar
 - k) Creating A Public Calendar
- 3 Appointments And Events**
 - a) Using A Specific Calendar
 - b) Scheduling An Appointment
 - c) Scheduling An Appointment From The Menu
 - d) Rescheduling An Appointment To Another Day
 - e) Rescheduling An Appointment To Another Time
 - f) Creating Recurring Appointments
 - g) Scheduling An Event
 - h) Deleting Appointments and Events
 - i) Organising Your Appointments
 - j) Printing Your Calendar
 - k) Specifying The Work Week
 - l) Labelling Appointments
- 4 Scheduling Meetings**
 - a) Scheduling A Meeting
 - b) Responding To Meeting Requests
 - c) Meeting Response Options
 - d) Tracking Meeting Responses
 - e) Planning A Meeting
 - f) Responding To A Meeting Request
 - g) Cancelling A Meeting
 - h) Responding To A Meeting Cancellation
 - i) Viewing Calendars Of Other Users
 - j) Saving A Calendar As A Web Page
- 5 Contacts**
 - a) Understanding The Contact Card
 - b) Accessing Contacts
 - c) Creating A New Contact Card
 - d) Entering Contact Details
 - e) Adding Contacts To Existing
 - f) Companies
 - g) Editing Contact Details
 - h) Inserting A Contact Picture
 - i) Deleting An Unwanted Contact
 - j) Recovering A Deleted Contact
 - k) Printing The Contact List
- 6 Managing Contacts**
 - a) Importing Contact Information
 - b) Organising Contacts With Views
 - c) Creating A Custom View
 - d) Setting Contact Activity Options
 - e) Entering Contact Encounter Details
 - f) Recording Timed Encounters
 - g) Reviewing Contact Encounters
 - h) Sending Email To A Contact
 - i) Adding A Contact From An Email
 - j) Creating A Distribution List
 - k) Using A Distribution List
 - l) Using A Partial Distribution List
- 7 Tasks**
 - a) Accessing Outlook Tasks
 - b) Creating Simple Tasks
 - c) Typing Tasks Directly
 - d) Changing Task Views
 - e) Categorising Tasks
 - f) Sorting Tasks
 - g) Completing Tasks
 - h) Deleting Tasks
 - i) Printing A Task List