



Roade IT Training

The Roade to Successful IT Training

Specialists in Microsoft Office & All Corporate Computer Training

Course Outline

Microsoft Outlook 2003 Introduction 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:

- start Outlook 2003 and navigate around the various features
- create and send e-mail messages
- receive e-mails into your Inbox
- organise and locate your email messages
- get help in using Outlook 2003.

Prerequisites

This course is designed for participants with little or no knowledge of the software. A basic knowledge of the Windows environment would be beneficial but is not essential.

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 £300. 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 Outlook 2003 Basics**
 - a) Understanding Outlook 2003
 - b) Starting Outlook 2003
 - c) Common Outlook 2003 Screen Elements
 - d) Going To Outlook 2003 Features
 - e) Navigating To Outlook 2003 Features
 - f) The Mail Screen
 - g) The Calendar Screen
 - h) The Contacts Screen
 - i) The Tasks Screen
 - j) The Notes Screen
 - k) Exiting Outlook 2003
- 2 Sending E-Mails**
 - a) Understanding E-Mail
 - b) E-Mail In Outlook 2003
 - c) How Outlook 2003 Mail Works
 - d) Composing An E-Mail Message
 - e) Creating A New Message
 - f) Checking The Spelling
 - g) Adding An Attachment To A Message
 - h) Adding Importance
 - i) Requesting Message Receipts
 - j) Sending The Message
 - k) Creating An AutoSignature
 - l) Using An AutoSignature
 - m) Removing An AutoSignature
 - n) Sending A Courtesy Copy
 - o) Sending A Blind Copy
- 3 Receiving E-Mail**
 - a) Understanding The InBox
 - b) Retrieving E-Mail
 - c) Opening An Outlook Data File
 - d) Adjusting The Message View
 - e) Reading Messages
 - f) Marking Messages As Unread
 - g) Viewing Unread Messages
 - h) Deleting Messages
 - i) Recovering Deleted Messages
 - j) Understanding Message Attachments
 - k) Saving A Message Attachment
 - l) Opening A Message Attachment
 - m) Replying To A Message
 - n) Replying To All Messages
 - o) Replying Without The Original Message
 - p) Forwarding Messages
- 4 Organising Messages**
 - a) Finding Messages
 - b) Performing An Advanced Find
 - c) Assigning Categories To Messages
 - d) Finding Messages By Categories
 - e) Using A Search Folder
 - f) Creating Your Own Search Folders
 - g) Creating A Message Folder
 - h) Moving Folders
 - i) Deleting Message Folders
 - j) Recovering Deleted Folders
 - k) Sharing Folders
 - l) Accessing Shared Folders
 - m) Disabling Shared Folder Access
 - n) Working With Message Views
 - o) Creating A Custom Message View
 - p) Creating A Message Filter
 - q) Creating A Message Rule
 - r) Archiving Messages
 - s) Recovering Archived Messages
- 5 Getting Help**
 - a) Printed Help Sources
 - b) The Help Task Pane
 - c) Searching For General Help
 - d) Searching For Specific Help
 - e) Understanding A Help Window
 - f) Disabling Online Content
 - g) Enabling Online Content
 - h) Displaying And Using The Office Assistant
 - i) Customising The Office Assistant
 - j) Disabling The Office Assistant
 - k) Screen Tips And Dialog Box Help