



## ***Roade IT Training***

### **The Roade to Successful IT Training**

*Specialists in Microsoft Office & All Corporate Computer Training*

#### **Course Outline**

### **Microsoft Outlook 2003 Customisable Course**

#### **Overview**

You choose the skills and knowledge covered on this course to match your requirements. Select which areas you would like to be covered in the training and we will help you to build a course that covers only the areas you need.

#### **Target Audience**

This course is primarily designed for companies who can see the potential in building customised course for each team. Through creating a customised course, companies see a higher return on investment and delegates enjoy not having to re-learn the parts of Word that they already feel comfortable with. Because the training covers only the areas required, the delegates are not bombarded with information they will never need to know or use. This reduces the time spent in training and increases knowledge retention.

#### **Objectives**

You set the objectives!

#### **Prerequisites**

This course assumes no prior knowledge of Microsoft Outlook. It would be beneficial to have a general understanding of personal computers and the Windows operating system as you will be required to start applications, work with and copy files, and locate file folders.

#### **Course Duration**

Various.

#### **Course Cost**

From £350 per day. Customised manuals to accompany the course are priced from £30 each  
*Prices vary please contact us for a quote to suit your budget.*

#### **Versions Offered:**

Microsoft Office 97, 2000, XP & 2003

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### **Course Contents**

- 1 Getting Started with Outlook**
  - a) Log On to Outlook
  - b) The Outlook Environment
  - c) Compose and Send a Simple Message
  - d) Open a Message
  - e) Reply to a Message
  - f) Print a Message
  - g) Delete a Message
- 2 Composing Messages**
  - a) Address a Message
  - b) Format a Message
  - c) Check Spelling and Grammar
  - d) Attach a File
  - e) Forward a Message
- 3 Managing Mail**
  - a) Open and Save an Attachment
  - b) Flag a Message
  - c) Create a Folder
  - d) Move Messages to a Folder
  - e) Copy Messages to Folders
  - f) Delete a Folder
- 4 Scheduling Appointments**
  - a) The Outlook Calendar
  - b) Schedule an Appointment
  - c) Assign a Category to an Appointment
  - d) Update Calendar Entries
- 5 Scheduling Meetings**
  - a) Schedule a Meeting
  - b) Reply to a Meeting Request
  - c) Propose a New Meeting Time
  - d) Track Meeting Responses
  - e) Update a Meeting Request
  - f) Cancel a Meeting Request
  - g) Print the Calendar
- 6 Managing Contacts**
  - a) Add a Contact
  - b) Sort Contacts
  - c) Find a Contact
  - d) Generate a Map
  - e) Edit a Contact
  - f) Delete a Contact
  - g) Print Contacts
- 7 Managing Tasks**
  - a) Create a Task
  - b) Edit a Task
  - c) Update a Task
- 8 Using Notes**
  - a) Create a Note
  - b) Edit a Note
  - c) Copy a Note
- 9 Tracking Work Activities Using the Journal**
  - a) Record a Journal Entry Automatically
  - b) Manually Record a Journal Entry
  - c) Modify a Journal Entry
- 10 Setting Calendar Options**
  - a) Set Work Days and Times
  - b) Display Other Time Zones
  - c) Set Free/Busy Options
- 11 Setting Message Options**
  - a) Modify Message Settings
  - b) Modify Delivery Options
  - c) Modify Message Formats
  - d) Notify Others that You will be Out of the Office
  - e) Create and Modify a Distribution List
  - f) Insert a Hyperlink
- 12 Sharing Folder Information**
  - a) Specify Folder Permissions
  - b) Access Another User's Folder
  - c) Delegate Access To Folders
- 13 Managing Tasks**
  - a) Assign a Task
  - b) Reply to a Task Request
  - c) Send a Task Update
  - d) Track Assigned Tasks



### **14 Customizing Outlook**

- a) Customize the Toolbar
- b) Create a New Toolbar
- c) Customize the Menu
- d) Create a Folder Home Page

### **15 Locating Outlook Items**

- a) Sort Messages Using Multiple Criteria
- b) Find Messages
- c) Find Messages Using Multiple Criteria
- d) Filter Messages
- e) Organize Messages
- f) Manage Junk Email

### **16 Communicating Using MSN Messenger**

- a) Obtain a Hotmail Account
- b) Add Contacts
- c) Send and Receive Instant Messages
- d) Attach a File
- e) Change MSN Messenger Status
- f) Change MSN Messenger Options

### **17 Personalizing Your Mail**

- a) Use Stationery
- b) Create Custom Stationery
- c) Create Signatures
- d) Modify Signatures

### **18 Organizing Outlook Items**

- a) Group Items
- b) Create Search Folders
- c) Create Rules
- d) Apply Conditional Formatting

### **19 Working with Contacts**

- a) Forward Contacts
- b) Create a vCard from a Contact
- c) Export Contacts
- d) Perform a Mail Merge
- e) Link Items to a Contact

### **20 Saving and Archiving Mail**

- a) Save Messages in Alternate Formats
- b) Archive Messages
- c) Protect Personal Folders

### **21 Creating a Custom Form**

- a) Add Form Fields
- b) Save a Form
- c) Test a Form

### **22 Working Offline and Remotely**

- a) Create an Offline Folder File
- b) Make a Folder Available Offline
- c) Create a Send/Receive Group
- d) Download Messages