Course Outline

Course Objective: 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.

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 also 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.

Course Content

1. **Getting Started with Outlook**
   - Log on to Outlook
   - The Outlook Environment
   - Compose and Send a Simple Message
   - Open a Message
   - Reply to a Message
   - Print a Message
   - Delete a Message

2. **Composing Messages**
   - Address a Message
   - Format a Message
   - Check Spelling and Grammar
   - Attach a File
   - Forward a Message

3. **Managing Mail**
   - Open and Save an Attachment
   - Flag a Message
   - Create a Folder
   - Move Messages to a Folder
   - Copy Messages to Folders
   - Delete a Folder

4. **Scheduling Appointments**
   - The Outlook Calendar
   - Schedule an Appointment
   - Assign a Category to an Appointment
   - Update Calendar Entries

5. **Scheduling Meetings**
   - Schedule a Meeting
   - Reply to a Meeting Request
   - Propose a New Meeting Time
   - Track Meeting Responses
   - Update a Meeting Request
   - Cancel a Meeting Request
   - Print the Calendar

6. **Managing Contacts**
   - Add a Contact
   - Sort Contacts
   - Find a Contact
   - Generate a Map
   - Edit a Contact
   - Delete a Contact
   - Print Contacts

7. **Managing Tasks**
   - Create a Task
   - Edit a Task
   - Update a Task

8. **Using Notes**
   - Create a Note
   - Edit a Note
   - Copy a Note