

MS Outlook 2003 Specialist



Duration: **1 Day** Course Code: **LKC312**

This course is designed to provide competency in working with Outlook and Finding and Organising Outlook Information. This course is also suitable for those seeking Microsoft Outlook 2003 Specialist Certification.

Learning Outcomes

By the end of this course students will be able to be able to Work confidently with Email, Schedule Appointments and use the Calendar, Use Tasks, Notes and Find and Organise Outlook information confidently.

Prerequisites

This course is designed for students with little or no knowledge of Microsoft Outlook 2003. Basic computer awareness, keyboard and mouse skills are preferred.

Exploring Outlook and Working with Contacts

- Exploring Outlook and Working with Contacts
- Introduction to Microsoft Outlook
- About Contacts
- Using Address Books
- Working with Contacts
- Printing Contact Information
- Quitting Outlook
- Using E-Mail
- About E-Mail
- E-Mail Message Components
- Creating and Sending E-Mail Messages
- Using E-Mail Signatures
- Attaching Files to E-Mail Messages
- Receiving and Viewing E-Mail Messages
- Responding to E-Mail Messages
- Deleting E-Mail Messages
- Ping and Printing E-Mail Messages

Using Instant Messaging, Multiple E-Mail Accounts and E-Mail Options

- Instant Messaging
- Managing Multiple E-Mail Accounts
- Modifying E-Mail Message Settings
- Using Delivery Options for E-Mail Messages
- Assigning Messages to Categories
- Saving Messages in Various Formats

Configuring Security Settings

- E-Mail Message Security
- Controlling Security Zone Settings
- Encryption, Keys, Certificates and Secure Protocols
- Obtaining Digital Certificates
- Digitally Signing E-Mail Messages
- Viewing Digital Certificates
- Saving Digital Certificates in Your Contacts List
- Exchanging Encrypted E-Mail Messages
- Exporting and Deleting Digital Certificates

Creating and Managing Tasks

- Introduction to Tasks
- Creating Tasks
- Modifying Tasks
- Setting Reminders
- Delegating Tasks
- Accepting and Declining Tasks
- Marking Tasks as Completed
- Linking Tasks to Contacts
- Forwarding Task Information to Other Users
- Changing Task Views
- Printing/Deleting Tasks

Working with the Calendar

- Introduction to the Calendar
- Changing Calendar Views
- Setting Calendar Options
- Scheduling and Managing Appointments
- Scheduling Events
- Scheduling Meetings
- Printing Calendar Information

Creating and Managing Notes

- Introduction to Notes
- Creating Notes
- Modifying Notes
- Assigning Notes to Categories
- Copying Notes to Other Views
- Linking Contacts to Notes
- Using Notes Options
- Changing Note Views
- Printing Notes
- Deleting Notes

Finding and Organizing Outlook Information

- Using Outlook Tools to Find and Organize Data
- Using Folders
- Grouping and Sorting Items
- Adding and Deleting Fields
- Filtering Outlook Items
- Organizing Outlook Items
- Finding Items
- Archiving Outlook Data

