

Microsoft Outlook 2003 Advanced

One day

Course Aims:

Delegates will learn how to manage, prioritise, and arrange email messages.

Schedule and manage meetings with other users

Use contacts to access the Internet

Automatically record activities in the Journal.

Delegates will also learn how to use templates and forms and how to customise the Outlook Bar.

Course Outline:

Advanced mail topics

- Message handling options
- Inserting text into an Outlook message
- Using AutoSignatures

Arranging and viewing mail messages

- Sorting, finding, and filtering messages
- Working with views

Using folders

- Creating and using personal folders
- Managing personal folders
- Overview of public folders

Scheduling and managing meetings

- Creating and sending meeting requests
- Working with meeting requests
- Managing meeting responses
- Sharing information in Outlook

Using templates and forms, and customising the Outlook Bar

- Using templates
- Using forms
- Customising the Outlook Bar

Working with contacts

- An Overview of the Outlook Address Book
- Communicating with people listed in the Contacts folder

The Outlook Journal

- An overview of the Outlook Journal
- Setting up to automatically record Journal entries

Target Audience:

Those who have been using Microsoft Outlook 2003 and now wish to get to grips with the more complicated features of this package.

Assumed Knowledge:

A knowledge of Outlook either from a previous training course or from practical use in the working environment.