



Course Objectives

The main objective of this courseware is to introduce new users to the basic features of Microsoft Outlook 2002. Upon successful completion of this courseware, you will be able to:

- start and run Microsoft Outlook 2002
- send and receive e-mail messages
- manage messages, e.g., reply to and forward messages
- print information
- create folders — move/copy items between folders
- work with file attachments
- organize and view information
- sort, find and filter information
- manage the calendar — create and edit appointments or events
- plan a meeting with others and book resources
- work with contacts
- track activities
- manage tasks
- manage notes
- create and use Office documents in Outlook

Prerequisites

The following list summarizes skills that students should be comfortable with for this courseware.

- using the Start button
- using the Minimize, Restore, and Close buttons
- moving around with the mouse and keyboard
- accessing menus and making menu choices
- sizing and moving windows
- using the scroll bars
- managing documents
- using the toolbar and ruler
- running multiple programs
- using the Clipboard
- finding documents
- navigating folders
- creating, deleting, renaming, copying, and moving files and folders
- preparing floppy disks
- working with the Control Panel
- using the Print Manager

Course Materials

Course Length:

25 hours - *with flexibility*

Approximate Page Count

330 – 350 Pages

Number of Sections:

Six Sections Plus Preface and Appendices

Average Number of Exercises:

200

You have the option to ExtraSize this courseware to have access to online tutorials with audio narration, video clips, and hands-on simulated exercises. Your access is valid for a period of six months upon activation. It's a great way to keep those skills up-to-date.

LEARN THE SKILL

Hands on, step by step exercises that guide students through procedures and commands.

PRACTICE THE SKILL

Hands on, step by step guided exercises presented after a LEARN THE SKILL exercise. These exercises provide extra practice and reinforce or may present an alternative method of completing a task.

DEVELOP YOUR SKILLS

Hands on step by step exercises covering more than one feature within a module. They are presented at the end of a module.

APPLY YOUR SKILLS

Hands on, extended exercises presented at the end of a section. Each exercise is rated with a difficulty level based on skill competence.

BUILD YOUR SKILLS

Hands on, extended exercises presented at the end of each section. These exercises require the student to work independently and apply their knowledge of a combination of features learned, up to that point in the courseware, to accomplish a particular task. These exercises are rated with difficulty level based on skill competence.



Courseware Outline

SLATE TRAINING CENTRE

Using Basic E-mail Features

- What is Microsoft Outlook?
 - New Features of Outlook 2002
 - Screen Components
- Working with E-mail
 - Using the Inbox
- Composing Messages
 - Addressing a New Message
 - Creating and Formatting Message Text
- Using Send Options
 - Assigning Categories
- Checking for Messages
 - Checking Sent Messages
- Reading and Viewing Messages
 - Opening Messages
 - Changing the View Options
 - Previewing Messages Using AutoPreview
 - Previewing Messages Using The Preview Pane
 - Setting Options for Previewing Messages
 - Navigating within Mail
 - Viewing Previous or Next Messages
- Printing Messages
 - Printing a Message
 - Customizing the Print Options

Advanced E-mail Features

- Using Additional Mail Features
 - Replying to a Message
 - Forwarding a Message
 - Flagging Messages
 - Deleting a Message
- Saving Your Messages
 - Saving Messages as Text Files
 - Saving Messages as HTML Files
 - Saving an Unfinished Message
- Working with Attachments
- Inserting Office Documents
- Adding a Signature to Messages
 - Using a Signature

Managing E-mail

- Sorting and Finding Messages
 - Sorting Messages
 - Finding Messages

Managing Messages

- Viewing the Folder List
 - Navigating Through the Folder List
 - Creating Folders
 - Moving Messages Between Folders
 - Copying Messages Between Folders
- ### Archiving Messages
- Archiving Manually
 - AutoArchiving
- ### Setting Up Message Options

Using the Calendar

- Looking at the Calendar
 - Navigating within the Calendar
 - Viewing Consecutive and Non-Consecutive Days
- Changing the Calendar View
 - Switching between the Day/Week/Month Views
 - Changing the Time Increments
- Customizing the Calendar Options
- Scheduling Appointments & Events
 - Creating an Appointment
 - Editing an Appointment
 - Working with Reminders
 - Creating a Recurring Appointment
 - Scheduling an Event
 - Scheduling Multi-Day Events

Planning a Meeting

- Scheduling a Meeting
 - Updating Meeting Attendees
 - Copying an Item
 - Moving an Item
 - Deleting a Meeting
- ### Printing the Calendar
- Customizing the Print Options

Working with Contacts

- Looking at Contacts
- Creating Contacts
 - Creating a New Contact
 - Creating a Contact from the Same Company
- Managing Contacts
 - Editing a Contact
 - Working with Duplicate Contacts
 - Deleting a Contact
- Sorting the Contacts

- Using the Organize Command
- Using the Current View Command
- Finding Contacts
 - Find Contacts using the Find a Contact Field
- Printing Contacts
 - Customizing the Print Options
- Working with Activities
 - Tracking Activities
 - Recording an Activity Manually
 - Linking an Activity to a Contact

Using Tasks & Notes

- Looking at Tasks
 - Working with Tasks
 - Creating One-Time Tasks
 - Creating Recurring Tasks
 - Assigning Tasks
 - Accepting/Declining Tasks
 - Organizing and Viewing Tasks
 - Using the Current View Command
 - Using the Organize Command
 - Managing Tasks
 - Finding Tasks
 - Changing Tasks
 - Completing Tasks
 - Deleting Tasks
 - Sending Status Reports
 - Printing Tasks
 - Customizing the Print Options
 - Looking at Notes
 - Creating Notes
 - Assigning Items to Notes
 - Deleting Notes
 - Organizing and Viewing Notes
 - Using the Toolbar
 - Using the Current View Command
 - Using the Organize Command
 - Customizing Notes
 - Printing Notes
 - Customizing the Print Options
- ### Appendices
- Projects and Case Studies
 - Productivity Tools
 - Glossary of Terms
 - Answers to Review Questions