



Software Learning Centers
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Outlook 2002 Intermediate: Level 2

Course Specifications

Course number: 084621
Software Version Number: Microsoft Office 2002 (Version 1.0)
Course length: 1 day

Course Description

Overview: Students will use more advanced Microsoft Outlook 2002 features for communication and organization. Topics covered include customizing your messages, organizing your mailbox, coordinating schedules, saving and archiving mail, and sharing Outlook data. The course is suitable for persons preparing to be certified Microsoft Office User Specialist (MOUS) in Outlook.

Prerequisites:

- *Windows 2000: Introduction:*
- *Outlook 2002: Level 1:*

Delivery Method: Instructor-lead training.

Benefits: Students will be able to customize Outlook menus, toolbars, and messages, coordinate electronic scheduling, save and archive mail, and share contact and task information and other Outlook data.

Target student: The target student is an office professional who is familiar with the Windows environment and has introductory experience with Outlook, and wants to use advanced Outlook features to coordinate and manage mail, appointments, meetings, tasks, contacts, and notes.

Performance-Based Objectives

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- You will create and use message stationery, modify message and delivery settings, and program Outlook to send messages on your behalf while you are out of the office.
- You will share contact information with other users, export contact lists, link items to a contact, forward a note to a contact, and create and use a distribution list.
- You will delegate a task, reply to a task request, specify settings for tracking assigned tasks, track assigned tasks, and share task information with other users.
- You will sort, organize, and search for specific messages in your mailbox, and use color-coding to help items in your mailbox and calendar stand out.
- You will modify the Outlook environment, including menus, toolbars, views, and default settings.
- You will share information contained in your Outlook folders with others, access another person's Outlook folders, save your calendar as a web page, and create and post to a public folder.

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You will save messages in alternate file formats, open another Office document within Outlook, archive messages, and clean up your mailbox.

Outlook 2002 : Level 2

Course Content

Lesson 1: Customizing Your Mail

- Topic 1A: Use Message Stationery
- Topic 1B: Create Custom Stationery
- Topic 1C: Modify Message Formats
- Topic 1D: Modify Message Settings
- Topic 1E: Modify Delivery Options
- Topic 1F: Notify Others That You Will Be Out Of Office

Lesson 2: Working With Contacts

- Topic 2A: Share Contacts With Other Users
- Topic 2B: Export Contact Lists
- Topic 2C: Link Items To A Contact
- Topic 2D: Forward Note To Contact
- Topic 2E: Create a Distribution List

Lesson 3: Managing Your Work

- Topic 3A: Assign a Task
- Topic 3B: Reply to a Task Request
- Topic 3C: Send a Task Update
- Topic 3D: Specify Default Settings for Tracking Assigned Tasks
- Topic 3E: Track Assigned Tasks
- Topic 3F: Share Task Information With Other Users

Lesson 4: Organizing Your Mailbox and Calendar

- Topic 4A: Ways to Organize Outlook Items
- Topic 4B: Sort Messages Using Multiple Criteria
- Topic 4C: Assign Messages To Categories
- Topic 4D: Group Messages
- Topic 4E: Filter Messages
- Topic 4F: Organize Messages By Using Colors
- Topic 4G: Find Specified Messages
- Topic 4H: Manage Messages with Rules
- Topic 4I: Apply Conditional Formats to Calendar Appointments

Lesson 5: Customizing Outlook

- Topic 5A: Customize the Toolbar
- Topic 5B: Create a New Toolbar
- Topic 5C: Customize the Menu
- Topic 5D: Create Shortcuts
- Topic 5E: Create Custom Views
- Topic 5F: Customize Outlook Today
- Topic 5G: Specify AutoCorrect Settings

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Topic 5H: Change the Office Assistant Settings

Topic 5I: Display an Additional Time Zone

Lesson 6: Sharing Outlook Information

Topic 6A: Specify Folder Permissions

Topic 6B: Delegate Access to Folders

Topic 6C: Access Another User's Folders

Topic 6D: Save a Calendar as a Web Page

Topic 6E: Create a Public Folder

Topic 6F: Post to a Public Folder

Lesson 7: Saving and Archiving Mail

Topic 7A: Save Messages in Alternate File Formats

Topic 7B: Create Office Documents from within Outlook

Topic 7C: Archive Messages Manually

Topic 7D: Archive Messages Automatically

Topic 7E: Protect Personal Folders

Topic 7F: Use Mailbox Cleanup

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