



Software Learning Centers  
1645 SE. Port St. Lucie Blvd  
Port St. Lucie, Florida 34952  
772.337.4005 FAX: 772.337.0870



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## Microsoft® Office Outlook® 2003: Level 3

### Course Specifications

Course number: 084682

Software: Microsoft® Office Outlook® 2003

Course length: 1 day

Certification: Microsoft Office Specialist for Outlook 2003

### Course Description

This course is the third in a series of Microsoft® Office Outlook® 2003 courses. It builds on the email and calendaring skills you've already obtained and will provide you with the skills needed to communicate in real time with other users, personalize mail, organize items, share and link contacts, create forms, and work offline and remotely.

**Course Objective:** You will communicate using Instant Messaging, personalize and organize your mail, organize Outlook items, share and link contacts, create forms, and work offline and remotely.

### Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Communicate using MSN Messenger.
- Personalize your mail by using stationery and signatures.
- Organize Outlook items by grouping, creating Search Folders, setting rules, and applying conditional formatting.
- Use contacts to share, link, and communicate information.
- Save and archive mail.
- Create a custom form.
- Set up your computer for offline and remote use.

### Course Content

#### Lesson 1: Communicating Using MSN Messenger

Topic 1A: Obtain a Hotmail Account

Topic 1B: Add Contacts

Topic 1C: Send and Receive Instant Messages

Topic 1D: Attach a File

Topic 1E: Change MSN Messenger Status

Topic 1F: Change MSN Messenger Options

#### Lesson 2: Personalizing Your Mail

Topic 2A: Use Stationery

Topic 2B: Create Custom Stationery

Topic 2C: Create Signatures

Topic 2D: Modify Signatures

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### **Lesson 3: Organizing Outlook Items**

- Topic 3A: Group Items
- Topic 3B: Create Search Folders
- Topic 3C: Create Rules
- Topic 3D: Apply Conditional Formatting

### **Lesson 4: Working with Contacts**

- Topic 4A: Forward Contacts
- Topic 4B: Create a vCard from a Contact
- Topic 4C: Export Contacts
- Topic 4D: Perform a Mail Merge
- Topic 4E: Link Items to a Contact

### **Lesson 5: Saving and Archiving Mail**

- Topic 5A: Save Messages in Alternate Formats
- Topic 5B: Archive Messages
- Topic 5C: Protect Personal Folders

### **Lesson 6: Creating a Custom Form**

- Topic 6A: Add Form Fields
- Topic 6B: Save a Form
- Topic 6C: Test a Form

### **Lesson 7: Working Offline and Remotely**

- Topic 7A: Create an Offline Folder File
- Topic 7B: Make a Folder Available Offline
- Topic 7C: Create a Send/Receive Group
- Topic 7D: Download Messages

### **Appendix A: Public Folders**

### **Appendix B: Newsgroups**

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