



Software Learning Centers
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Microsoft® Office Outlook® 2003: Level 2

Course Specifications

Course number: 084681

Software: Microsoft® Office Outlook® 2003

Course length: 1.0 day(s)

Certification: Microsoft® Office Specialist for Microsoft® Outlook 2003

Course Description

If you have been using Microsoft® Office Outlook® 2003 as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This course is the second in a series of three Microsoft Outlook courses. It provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items.

Course Objective: You will customize your environment, calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

Performance-Based Objectives

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

- track work activities using the Outlook Journal.
- customize the calendar by setting various calendar options.
- modify message options.
- make folder information available to other Outlook users.
- assign and track tasks.
- customize the Outlook environment.
- sort, find and color-code items in your mailbox and calendar.

Course Content

Lesson 1: Tracking Work Activities Using the Journal

Topic 1A: Record a Journal Entry Automatically

Topic 1B: Manually Record a Journal Entry

Topic 1C: Modify a Journal Entry

Lesson 2: Setting Calendar Options

Topic 2A: Set Work Days and Times

Topic 2B: Display Other Time Zones

Topic 2C: Set Free/Busy Options

Lesson 3: Setting Message Options

Topic 3A: Modify Message Settings

Topic 3B: Modify Delivery Options

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- Topic 3C: Modify Message Formats
- Topic 3D: Notify Others that You will be Out of the Office
- Topic 3E: Create and Modify a Distribution List
- Topic 3F: Insert a Hyperlink

Lesson 4: Sharing Folder Information

- Topic 4A: Specify Folder Permissions
- Topic 4B: Access Another User's Folder
- Topic 4C: Delegate Access To Folders

Lesson 5: Managing Tasks

- Topic 5A: Assign a Task
- Topic 5B: Reply to a Task Request
- Topic 5C: Send a Task Update
- Topic 5D: Track Assigned Tasks

Lesson 6: Customizing Outlook

- Topic 6A: Customize the Toolbar
- Topic 6B: Create a New Toolbar
- Topic 6C: Customize the Menu
- Topic 6D: Create a Folder Home Page

Lesson 7: Locating Outlook Items

- Topic 7A: Sort Messages Using Multiple Criteria
- Topic 7B: Find Messages
- Topic 7C: Find Messages Using Multiple Criteria
- Topic 7D: Filter Messages
- Topic 7E: Organize Messages
- Topic 7F: Manage Junk Email

Appendix A: Using Public Folders

Appendix B: Microsoft Office Specialist Program

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