



Microsoft Office Outlook 2003: Level 1

Course Specifications

Course length: 1 day, 8:30 am – 4:30 pm with an hour break for lunch

Standard rate: \$160/student, call (406) 256-5700 for group discounts and Entré Partner pricing

Course Description

This course is the first in a series of three Microsoft® Office Outlook® courses. It will provide you with the skills you need to start sending and responding to email in Microsoft® Outlook® 2003, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

Course Objective: You will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

Target Student: This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft® Outlook® 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is intended for persons interested in pursuing the Microsoft® Office Specialist certification for Outlook.

Prerequisites: This course assumes that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of:

- Windows XP Professional: Level 1
- Windows XP Professional: Level 2
- Windows XP: Introduction
- Windows 2000: Introduction

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Certification

Microsoft® Outlook® 2003: Level 1 is one of a series of Element K courseware titles that addresses Microsoft® Office Specialist skill sets. The Office Specialist program is for individuals who use Microsoft's business desktop software and who seek recognition for their expertise with specific Microsoft products. Certification candidates must pass one or more product proficiency exams in order to earn Office Specialist certification.

Performance-Based Objectives

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

- identify the components of the Outlook environment and compose and respond to a simple message.

- compose messages.
- use folders to manage mail.
- schedule appointments.
- schedule meetings.
- manage contacts and contact information.
- create and edit tasks.
- create and edit notes.

Course Content

Lesson 1: Getting Started with Outlook

- Topic 1A: Log On to Outlook
- Topic 1B: The Outlook Environment
- Topic 1C: Compose and Send a Simple Message
- Topic 1D: Open a Message
- Topic 1E: Reply to a Message
- Topic 1F: Print a Message
- Topic 1G: Delete a Message

Lesson 2: Composing Messages

- Topic 2A: Address a Message
- Topic 2B: Format a Message
- Topic 2C: Check Spelling and Grammar
- Topic 2D: Attach a File
- Topic 2E: Forward a Message

Lesson 3: Managing Mail

- Topic 3A: Open and Save an Attachment
- Topic 3B: Flag a Message
- Topic 3C: Create a Folder
- Topic 3D: Move Messages to a Folder
- Topic 3E: Copy Messages to Folders
- Topic 3F: Delete a Folder

Lesson 4: Scheduling Appointments

- Topic 4A: The Outlook Calendar
- Topic 4B: Schedule an Appointment
- Topic 4C: Assign a Category to an Appointment
- Topic 4D: Update Calendar Entries

Lesson 5: Scheduling Meetings

- Topic 5A: Schedule a Meeting
- Topic 5B: Reply to a Meeting Request
- Topic 5C: Propose a New Meeting Time
- Topic 5D: Track Meeting Responses
- Topic 5E: Update a Meeting Request
- Topic 5F: Cancel a Meeting Request
- Topic 5G: Print the Calendar

Lesson 6: Managing Contacts

- Topic 6A: Add a Contact
- Topic 6B: Sort Contacts
- Topic 6C: Find a Contact
- Topic 6D: Generate a Map
- Topic 6E: Edit a Contact
- Topic 6F: Delete a Contact
- Topic 6G: Print Contacts

Lesson 7: Managing Tasks

- Topic 7A: Create a Task
- Topic 7B: Edit a Task
- Topic 7C: Update a Task

Lesson 8: Using Notes

- Topic 8A: Create a Note
- Topic 8B: Edit a Note
- Topic 8C: Copy a Note

Appendix A: Microsoft Office Specialist Program