

MS Outlook 2003 Level 2

Duration: 1 Day Using Watsonia manual INF422

Outcome: At the completion of this course participants will be able to:

- format email messages and use special features to control how emails work
- organise and locate your email messages
- take control of unsolicited and unwanted emails sent to you
- schedule meeting using Microsoft Outlook
- a number of tools and features in Outlook better manage the contacts in your contact listing
- create and work with task requests.

Prerequisites This publication assumes some prior knowledge of Microsoft Outlook 2003.

Content:

- **Email Techniques**
 1. Recalling A Sent Message
 2. Printing A Message
 3. Printing The Message List
 4. Making Word The Email Editor
 5. Formatting Messages As Rich Text
 6. Formatting Messages As Plain Text
 7. Formatting Messages As HTML
 8. Formatting Email Messages
 9. Choosing Stationery
 10. Choosing A Message Theme
 11. Saving A Message Draft
 12. Using A Saved Message
 13. Sending A Voting Message
 14. Receiving A Voting Message
 15. Configuring Send And Receive
- **Organising Messages**
 1. Finding Messages
 2. Performing An Advanced Find
 3. Assigning Categories To Messages
 4. Finding Messages By Categories
 5. Using A Search Folder
 6. Creating Your Own Search Folders
 7. Creating A Message Folder
 8. Moving Messages
 9. Deleting Message Folders
 10. Recovering Deleted Folders
 11. Sharing Folders
 12. Accessing Shared Folders
 13. Disabling Shared Folder Access
 14. Working With Message Views
 15. Creating A Custom Message View
 16. Creating A Message Filter

17. Creating A Message Rule
 18. Archiving Messages
 19. Recovering Archived Messages
- **Junk Email**
 1. Spamming And Junk Email
 2. Understanding Junk Email Options
 3. Marking Messages As Junk Mail
 4. Marking Messages As Safe
 5. Managing Senders Lists
 6. Importing A Black List
 7. Exporting Your Blocked Senders List
 8. Reviewing And Deleting Junk Email
 - **Scheduling Meetings**
 1. Scheduling A Meeting
 2. Responding To Meeting Requests
 3. Meeting Response Options
 4. Tracking Meeting Responses
 5. Planning A Meeting
 6. Responding To A Meeting Request
 7. Cancelling A Meeting
 8. Responding to a Meeting Cancellation
 9. Viewing Calendars Of Other Users
 10. Viewing Other Users Calendars
 11. Saving A Calendar As A Web Page
 - **Managing Contacts**
 1. Importing Contact Information
 2. Organising Contacts With Views
 3. Creating A Custom View
 4. Setting Contact Activity Options
 5. Entering Contact Encounter Details
 6. Recording Timed Encounters
 7. Reviewing Contact Encounters
 8. Sending Email To A Contact
 9. Adding A Contact From An Email
 10. Creating A Distribution List
 11. Using A Distribution List
 12. Using A Partial Distribution List
 - **Task Requests**
 1. How Task Requests Work
 2. Creating A Task Request
 3. Responding To A Task Request
 4. Completing An Assigned Task
 5. Updating Your Task Request