



Outlook 2002: Introduction

Course length: 1 day(s)

Course Description

Overview: In this course, you will learn the basics of using Microsoft Outlook 2002 as a communications tool. You will send and receive mail messages, use a calendar to schedule appointments, and coordinate business meetings with multiple participants. You will also keep track of personal and business contacts, and create task lists and notes to remind you of things that need to be done.

Prerequisites: To ensure your success, we recommend you first take the following Element K course or have equivalent knowledge: Windows 2000: Introduction

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

Benefits: If you're anything like the typical business professional, you are constantly juggling the demands and needs of clients, customers, employees, and supervisors. You spend a lot of time sending out letters and faxes, and your inbox is always filled with projects needing your attention. Getting a group of a dozen co-workers together for a meeting is a real challenge, and several times now you've inadvertently double-booked an appointment. You probably also have a bulging rotary card file which never seems to have the most up-to-date information, or a collection of business cards that you can never find when you need them. You wish there was a better way to handle it all.

Target Student: The target student for this course is an office professional that is familiar with the Windows environment and wants to use Microsoft Outlook to coordinate and manage mail, appointments, meetings, tasks, 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:

- Address and compose a message, change the message format, check the spelling and grammar and then send the message. You will also attach a file to a message and send a message with voting buttons.
- Open a message in your inbox, reply to it and forward it to others. You will also print and delete messages.
- Add an appointment and an event to your calendar, including a recurring appointment, and assign a category to an appointment. You will also print your calendar.
- Schedule a meeting with multiple participants, reply to meeting requests, and track meeting responses.
- Add a contact to the contact folder and view the contact list in different ways. You will also sort contacts and assign categories to contacts. Finally, you will update contact information.
- Add tasks to a task list and edit them as needed. You will also assign categories to tasks and assign tasks to contacts.
- Sort messages and find a specified message. You will also organize your mailbox by creating additional folders and moving them around, and deleting folders.
- Create a note and move it to your desktop, assign a category to a note, and assign a note to a contact.