



Outlook 2002: Level 2

Course length: 1 day

Course Description

If you've been using Outlook 2002 as a communications tool for some time, you know how to send a mail message, schedule an appointment, and create contacts, tasks and notes. In this course, you will utilize some more advanced Outlook tools to make your job easier. You will modify the Outlook environment to suit your preferences, and personalize your mail messages. You will also assign tasks to others and track their progress, learn about ways to keep your messages and calendar organized, and share Outlook information with others.

Course Objective: You will use Outlook 2002 to customize the Outlook environment and mail messages, assign tasks, organize your mailbox and calendar, share Outlook information with other users, and archive messages.

Target Student: The target student for this course is an office professional who is familiar with the Windows environment and with the basics of Microsoft Outlook 2002. It is assumed that the student has used Outlook 2002 to create messages, appointments, meetings, tasks, contacts, and notes, and would like to expand their knowledge of the program to include more advanced Outlook features.

Prerequisites: To ensure your success, we recommend you first take the following Element K course or have equivalent knowledge: Outlook 2002: Level 1

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

Performance-Based Objectives

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

- create and use message stationery, modify message and delivery settings, and program Outlook to send messages on your behalf while you are out of the office.
- share contact information with other users, export contact lists, link items to a contact, forward a note to a contact, and create and use distribution list.
- delegate a task, reply to a task request, specify settings for tracking assigned tasks, track assigned tasks, and share task information with other users.
- sort, organize, and search for specific messages in your mailbox, and use color-coding to help items in your mailbox and calendar stand out.
- modify the Outlook environment, including menus, toolbars, views, and default settings.
- share information contained in your Outlook folders with others, access another person's Outlook folders, save your calendar as a web page, and create and post to a public folder.
- save messages in alternate file formats, open another Office document within Outlook, archive messages, and clean up your mailbox.

Course Content

Lesson 1: Customizing Your Mail

- Topic 1A: Use Message Stationery
- Topic 1B: Creating Custom Stationery
- Topic 1C: Modify Message Formats
- Topic 1D: Modifying Message Settings
- Topic 1E: Modify Delivery Options
- Topic 1F: Notify Others that You will be Out of the Office

Lesson 2: Working with Contacts

- Topic 2A: Sharing Contacts with Other Users
- Topic 2B: Export Contact Lists
- Topic 2C: Link Items to a Contact
- Topic 2D: Forwarding Note to Contact
- Topic 2E: Create a Distribution List

Lesson 3: Managing Your Work

- Topic 3A: Assign a Task
- Topic 3B: Reply to a Task Request
- Topic 3C: Send a Task Update
- Topic 3D: Specifying Default Settings for Tracking Assigned Tasks
- Topic 3E: Track Assigned Tasks
- Topic 3F: Sharing Task Information with Other Users

Lesson 4: Organizing Your Mailbox and Calendar

- Topic 4A: Organizing Outlook Items
- Topic 4B: Sort Messages Using Multiple Criteria
- Topic 4C: Assigning Messages to Categories
- Topic 4D: Group Messages
- Topic 4E: Filter Messages
- Topic 4F: Organize Messages By Using Color
- Topic 4G: Find Specified Messages
- Topic 4H: Manage Messages With Rules
- Topic 4I: Apply Conditional Formats to Calendar Appointments

Lesson 5: Customizing Outlook

- Topic 5A: Customize the Toolbar
- Topic 5B: Creating a New Toolbar
- Topic 5C: Customize the Menu
- Topic 5D: Create Shortcuts
- Topic 5E: Create Custom Views
- Topic 5F: Customize Outlook Today
- Topic 5G: Specify AutoCorrect Settings
- Topic 5H: Change the Office Assistant Settings
- Topic 5I: Display an Additional Time Zone

Lesson 6: Sharing Outlook Information

- Topic 6A: Specify Folder Permissions
- Topic 6B: Delegate Access To Folders

Topic 6C: Access Another User's Folders
Topic 6D: Save a Calendar as a Web Page
Topic 6E: Create a Public Folder
Topic 6F: Post To a Public Folder

Lesson 7: Saving and Archiving Mail

Topic 7A: Saving Messages in Alternate File Formats
Topic 7B: Creating Office Documents from within Outlook
Topic 7C: Archive Messages Manually
Topic 7D: Archive Messages Automatically
Topic 7E: Protect Personal Folders
Topic 7F: Use Mailbox Cleanup