

## Outlook: Level 1

### **Course Description**

In this course, you will learn the basics of using Microsoft Outlook 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.

### **Course Content**

#### **Lesson 1: Sending Messages**

- Topic 1A: Compose & Send a Message
- Topic 1B: Change Message Format
- Topic 1C: Check Spelling & Grammar
- Topic 1D: Attach File to Message
- Topic 1E: Create & Add Signature to a Message
- Topic 1F: Send a Message with Voting Buttons

#### **Lesson 2: Checking & Replying To Messages**

- Topic 2A: Open a Message
- Topic 2B: Open Message Attachment
- Topic 2C: Save Attachment
- Topic 2D: Reply to Message
- Topic 2E: Print Message
- Topic 2F: Mark Message Unread
- Topic 2G: Reply to a Voting Button Message
- Topic 2H: Recall a Message
- Topic 2I: Delete a Message

#### **Lesson 3: Scheduling Appointments & Events**

- Topic 3A: Add an Appointment to the Calendar
- Topic 3B: Schedule a Recurring Appointment
- Topic 3C: Assign a Category to an Appointment
- Topic 3D: Edit Appointment
- Topic 3E: Delete an Appointment
- Topic 3F: Schedule an Event
- Topic 3G: Print the Calendar

#### **Lesson 4: Scheduling Meetings**

- Topic 4A: Schedule a Meeting
- Topic 4B: Reply to a Meeting Request
- Topic 4C: Propose a New Meeting Time
- Topic 4D: Track & Update a Meeting
- Topic 4E: Cancel a Meeting

#### **Lesson 5: Using Contacts**

- Topic 5A: Add a Contact
- Topic 5B: Sort Contacts
- Topic 5C: Find a Contact
- Topic 5D: Edit a Contact
- Topic 5E: Create a Custom Category

#### **Lesson 6: Creating Tasks**

- Topic 6A: Create a Task
- Topic 6B: Update a Task
- Topic 6C: Update Task List
- Topic 6D: Assign Task to Contact

#### **Lesson 7: Managing Messages**

- Topic 7A: Sort Messages
- Topic 7B: Create a New Folder
- Topic 7C: Move Messages Between Folders
- Topic 7D: Move Folders
- Topic 7E: Delete a Folder
- Topic 7F: Search for Messages

#### **Lesson 8: Using Notes**

- Topic 8A: Create a Note
- Topic 8B: Move a Note
- Topic 8C: Resize a Note
- Topic 8D: Assign Contacts to Notes
- Topic 8E: Assign Categories to Notes

## Outlook: Level 2

### **Course Description**

This course is designed for users currently familiar with sending mail messages, scheduling appointments, and creating contacts, tasks and notes. In this course, you will utilize additional 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 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 - Out of the Office

#### **Lesson 2: Working with Contacts**

Topic 2A: Sharing Contacts with 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 Info with Users

#### **Lesson 4: Organizing Mailbox & Calendar**

Topic 4A: Organizing Outlook Items  
Topic 4B: Sort Messages - Multiple Criteria  
Topic 4C: Assigning 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

#### **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 & Archiving Mail**

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

## **Outlook: Level 3**

### ***Course Description***

This course is the third in a series of three Microsoft Outlook courses and is designed for users who are actively using Microsoft Outlook as their personal information manager. Users who send, receive, and manage email messages; schedule and manage appointments, events, and meetings; and create and manage contacts, tasks, and notes, as well as customize the Outlook environment and work with public folders. By taking this course, you will expand upon the concepts you learned in both previous courses, Outlook Level 1 and Outlook Level 2 . You will be introduced to new concepts with an opportunity to apply them.

### ***Course Content***

#### **Lesson 1: Working with Contacts**

- Topic 1A: Import a vCard
- Topic 1B: Create a Mail Merge
- Topic 1C: Generate a Map - Contact's Address

#### **Lesson 2: Email Alternatives**

- Topic 2A: Send and Receive Instant Messages
- Topic 2B: Subscribe to a Newsgroup
- Topic 2C: View Newsgroup Messages

#### **Lesson 3: Tracking Work Activities - Journal**

- Topic 3A: Auto Record a Journal Entry
- Topic 3B: Manually Record a Journal Entry
- Topic 3C: Modify a Journal Entry

#### **Lesson 4: Configuring and Securing Outlook**

- Topic 4A: Configure a Dial-up Connection
- Topic 4B: Add an Account to your Profile
- Topic 4C: View Secure Email Options
- Topic 4D: Modify Security Zone Settings

#### **Lesson 5: Interacting with the Internet**

- Topic 5A: Publish Free/Busy Info Over Internet
- Topic 5B: Schedule an Online Meeting
- Topic 5C: Add an Internet Shortcut
- Topic 5D: Create a Folder Home Page
- Topic 5E: Insert a Hyperlink

#### **Lesson 6: Working Offline and Remotely**

- Topic 6A: Create Offline Folders
- Topic 6B: Make a Folder Available Offline
- Topic 6C: Create a Send/Receive Group
- Topic 6D: Download Messages

#### **Lesson 7: Creating a Custom Form**

- Topic 7A: Add Fields to a Form
- Topic 7B: Save a Form
- Topic 7C: Test a Form