

Course Description: Students will learn the necessary skills needed to customize the Outlook environment, calendars, and mail messages so that they meet specific needs. They will also learn how to track, share, assign, and quickly locate various Outlook items. This course is one of a series that addresses Microsoft Office Specialist (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 proficiency exams in order to earn Office Specialist certification.

Who Should Attend: This course is designed for experienced Outlook users who need to learn how to customize their environment, calendar, and mail messages to meet their specific needs and who wish to track, share, assign, and quickly locate various Outlook items.

Prerequisites: Before taking this course, students are required to take Windows XP Professional: Level 1, Windows XP Professional: Level 2, Windows XP: Introduction or Windows 2000: Introduction, and Microsoft Outlook 2003: Level 1.

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

- Track work activities using the Outlook Journal.
- Customize the calendar by setting various calendar options.
- Modify message options.
- Make folder information available to other Outlook users.
- Assign and track tasks.
- Customize the Outlook environment.
- Sort, find and color-code items in your mailbox and calendar.

Course Outline:

Tracking Work Activities Using The Journal

Recording a Journal Entry Automatically
Manually Recording a Journal Entry
Modifying a Journal Entry

Setting Calendar Options

Setting Work Days and Times
Displaying Other Time Zones
Setting Free/Busy Options

Setting Message Options

Modifying Message Settings
Modifying Delivery Options
Modifying Message Formats
Notifying Others that You will be Out of the Office
Creating and Modifying a Distribution List
Inserting a Hyperlink

Sharing Folder Information

Specifying Folder Permissions
Accessing Another User's Folder
Delegating Access To Folders

Managing Tasks

Assigning a Task
Replying to a Task Request
Sending a Task Update
Tracking Assigned Tasks

Customizing Outlook

Customizing the Toolbar
Creating a New Toolbar
Customizing the Menu
Creating a Folder Home Page

Locating Outlook Items

Sorting Messages Using Multiple Criteria
Finding Messages
Finding Messages Using Multiple Criteria
Filtering Messages
Organizing Messages
Managing Junk Email

Appendix A: Using Public Folders

Appendix B: Microsoft Office Specialist Program