



Microsoft Outlook 2003, 2007 and 2010 Course Outline

Outlook Level 1

Starting Out

To begin, participants will learn the basics of Outlook: how to open it, how to close it, how to use it (including the To-Do bar, the Reading Pane, the Navigation Pane, toolbars and menus, and a discussion of the two interfaces), and how to get help.

Receiving E-Mail

Next, participants will learn how to set up an e-mail account and how to work with messages. Participants will also explore the new interface in depth.

Sending E-Mail

This lesson will teach participants how to compose e-mail. Participants will also learn how to add attachments and hyperlinks, apply themes, attach Outlook items, reply to messages, and use the Drafts folder.

Information Management

This section will take a brief look at each of Outlook's folders: Calendar, Contacts, Tasks, Notes, and the Journal.

Viewing and Printing

Participants will learn how to arrange items, customize the Outlook screen, use Print Preview, and print items.



Outlook Level 2

Advanced Organisation Tools

This section will discuss how to create and use folders, create rules, use the Organize pane, use Outlook's junk e-mail filter (which helps protect from phishing messages and spam), create and use search folders, use favourite folders, and use Instant Search and traditional search.

A Word Primer

Many of Outlook's message features are actually part of Word, so this section will teach participants how to perform basic Word tasks, including how to select, move, and format text.

Doing More in a Message

To begin, this section will look at some other Word tools, including paragraph spacing, borders and shading, themes, hyperlinks, and spell check. Then, participants will learn how to include Word elements (such as tables, ClipArt, and SmartArt) to a message. Finally, participants will learn how to add calendars, business cards, tasks, and other Outlook items to a message.

Using E-Mail Features

This section will look at the mail formats available in Outlook, how to create and use a signature, how to apply stationery, and how to change various message options (such as BCC fields, message priority, and delivery receipts).

Understanding E-Mail Accounts

Participants will look at each type of e-mail account supported by Microsoft Outlook (Microsoft Exchange Server, POP3, IMAP, and HTTP) in detail. Participants will also learn about RSS support, new to Outlook 2007.



Outlook Level 3

Advanced Information Management

Participants will learn about advanced calendar, task, contact, and mail options, including how to add holidays to your calendar and how to create recurring appointments.

Advanced Topics

This section will examine categories, linked items, custom forms, and publishing a calendar to the Web.

Configuring Business Contact Manager

Business Contact Manager is a small business contact and sales management add-on to Outlook. Participants will learn how to install and set up Business Contact Manager, and how to use the interface and get help.

Using Business Contact Manager

This section will take an in-depth look at each of the Business Contact Manager components: accounts, business contacts, opportunities, business projects, business tasks, communication history, and linking.

Data Management

Participants will learn how to use and manage personal folders files (PST files) and Outlook profiles.

Outlook Security

This section will focus on the Trust Center and macros.

Expert Topics

To conclude the course, participants will learn about the Outlook Address Book, Information Rights Management, Office diagnostic tools, and Office update.