



## Overview

This course will enable business users to become thoroughly familiar with the user interface and most used features of Microsoft Outlook.

Those who need powerful e-mail functionality, full-featured calendar functions, and a robust address book (Contacts) within a corporate, government agency, or academic environment will gain the most from this course.

By the end of the course, new users will be able to navigate the Outlook interface and use the email, calendar and contacts features of Outlook effectively. Students should be able to utilize the application to become more effective and efficient at organization and communication tasks.

## Prerequisites

Windows operating system and file management skills

## Objectives

- ⊙ Identify the elements of the Outlook application window and explore Outlook components
- ⊙ Send, receive, and act on mail messages
- ⊙ Use additional message-handling options, insert text into a message, and create multiple Signatures
- ⊙ Create personal folders and organize Outlook® 2000 folders
- ⊙ Create and edit, single appointments and recurring appointments and create events
- ⊙ Create, send, and manage meeting requests
- ⊙ Create edit and organize contacts using custom views

## Outline

### Introduction to Outlook 2000

#### Getting started with Outlook 2000

Exploring Outlook's Interface  
Overview of Outlook 2000 applications:  
Inbox, Calendar, Contacts, Tasks, Notes,  
Outlook Shortcut Bar  
Exiting Outlook

#### Using email

Creating and sending individual messages –  
To:, Cc:, Bcc: addressing options, drafts  
Acting on messages – reply, forward  
Using Contacts or address books for  
message addresses  
Attachments to messages: uploading  
downloading  
Insert text into a message, and create  
multiple Signatures  
Recalling and printing messages  
Organizing messages and filtering email

#### Managing folders

Creating and using personal folders  
Using the Organize Page

#### Working with the Calendar

Different views of the Calendar

Scheduling, editing and moving  
appointments

Setting reminders

Printing your schedule

Holidays and recurring events, Inserting  
events

Share calendar with others: iCalendar,  
vCalendar

Publishing your Calendar as a Web page

Set permissions for sharing calendar

#### Using the Contacts manager

Adding and editing contacts

Exporting and Importing Contact Data with  
vCards

Printing Contact information

Assigning categories

Defining and using custom views to send  
email to specific subsets of contacts

Effective use of subfolders of the Contacts  
folder

#### Scheduling and managing meetings

Creating and sending meeting requests

Working with meeting requests

Managing meeting responses