

# Microsoft® Office Outlook® 2003: Level 1

## Course Specifications

Course number: 084680

Software: Microsoft® Office Outlook® 2003

Course length: 1.0 day(s)

Certification: Microsoft® Office Specialist for Microsoft® Outlook® 2003

## Course Description

This course is the first in a series of three Microsoft® Office Outlook® courses. It will provide you with the skills you need to start sending and responding to email in Microsoft® Outlook® 2003, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

**Course Objective:** You will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.

**Target Student:** This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft® Outlook® 2003 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is intended for persons interested in pursuing the Microsoft® Office Specialist certification for Outlook.

**Prerequisites:** This course assumes that you are familiar with using personal computers and have used a mouse and keyboard; basic typing skills are recommended. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs; navigate to information stored on the computer; and manage files and folders. The following courses are recommended, or you should have equivalent knowledge of:

- Windows XP Professional: Level 1
- Windows XP Professional: Level 2
- Windows XP: Introduction
- Windows 2000: Introduction

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

## Certification

Microsoft® Outlook® 2003: Level 1 is one of a series of Element K courseware titles that addresses Microsoft® 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 product proficiency exams in order to earn Office Specialist certification.

## Hardware Requirements

For this course, you will need one computer for the classroom to run Windows Server 2003 Standard Edition and Exchange Server 2003 that meets the following system requirements:

- Pentium III 133 MHz (550 MHz recommended)
- 256 MB RAM (512 MB recommended)
- 10 GB disk space plus 700 MB for Exchange Server 2003
- CD-ROM or DVD drive
- VGA or higher video adapter and monitor
- Keyboard and Microsoft mouse or other input device

For this course, you will need one computer for each student and one for the instructor. Each computer will need the following minimum hardware components:

- A 233 MHz Pentium-class processor if you use Windows XP Professional as your operating system. 300 MHz is recommended.
- A 133 MHz Pentium-class processor if you use Windows 2000 Professional as your operating system.
- 128 MB of RAM.
- A 5 GB hard disk or larger if you use Windows XP Professional as your operating system. You should have at least 600 MB free hard-disk space available for the Office installation.
- A 3 GB hard disk or larger if you use Windows 2000 Professional as your operating system. You should have at least 600 MB free hard-disk space available for the Office installation.
- A floppy disk drive.
- A CD-ROM drive.
- A mouse or other pointing device.
- An 800 x 600 resolution monitor.
- Network cards and cabling for local network access.
- Internet access (see your local network administrator).
- A printer (optional).
- A projection system to display the instructor's computer screen.

## **Platform Requirements**

- Windows

## **Software Requirements**

- Microsoft Windows Server 2003, Enterprise Edition.
- Microsoft Exchange Server 2003.
- Either Windows XP Professional with Service Pack 1a or later or Windows 2000 Professional with Service Pack 4 or later.
- Microsoft® Office Professional Edition 2003.

## **Performance-Based Objectives**

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

- identify the components of the Outlook environment and compose and respond to a simple message.
- compose messages.

- use folders to manage mail.
- schedule appointments.
- schedule meetings.
- manage contacts and contact information.
- create and edit tasks.
- create and edit notes.

## **Course Content**

### **Lesson 1: Getting Started with Outlook**

- Topic 1A: Log On to Outlook
- Topic 1B: The Outlook Environment
- Topic 1C: Compose and Send a Simple Message
- Topic 1D: Open a Message
- Topic 1E: Reply to a Message
- Topic 1F: Print a Message
- Topic 1G: Delete a Message

### **Lesson 2: Composing Messages**

- Topic 2A: Address a Message
- Topic 2B: Format a Message
- Topic 2C: Check Spelling and Grammar
- Topic 2D: Attach a File
- Topic 2E: Forward a Message

### **Lesson 3: Managing Mail**

- Topic 3A: Open and Save an Attachment
- Topic 3B: Flag a Message
- Topic 3C: Create a Folder
- Topic 3D: Move Messages to a Folder
- Topic 3E: Copy Messages to Folders
- Topic 3F: Delete a Folder

### **Lesson 4: Scheduling Appointments**

- Topic 4A: The Outlook Calendar
- Topic 4B: Schedule an Appointment
- Topic 4C: Assign a Category to an Appointment
- Topic 4D: Update Calendar Entries

### **Lesson 5: Scheduling Meetings**

- Topic 5A: Schedule a Meeting
- Topic 5B: Reply to a Meeting Request
- Topic 5C: Propose a New Meeting Time
- Topic 5D: Track Meeting Responses
- Topic 5E: Update a Meeting Request
- Topic 5F: Cancel a Meeting Request
- Topic 5G: Print the Calendar

### **Lesson 6: Managing Contacts**

Topic 6A: Add a Contact  
Topic 6B: Sort Contacts  
Topic 6C: Find a Contact  
Topic 6D: Generate a Map  
Topic 6E: Edit a Contact  
Topic 6F: Delete a Contact  
Topic 6G: Print Contacts

**Lesson 7: Managing Tasks**

Topic 7A: Create a Task  
Topic 7B: Edit a Task  
Topic 7C: Update a Task

**Lesson 8: Using Notes**

Topic 8A: Create a Note  
Topic 8B: Edit a Note  
Topic 8C: Copy a Note

**Appendix A: Microsoft Office Specialist Program**