

# Microsoft® Office Outlook® 2003: Level 2

## Course Specifications

Course number: 084681

Software: Microsoft® Office Outlook® 2003

Course length: 1.0 day(s)

Certification: Microsoft® Office Specialist for Microsoft® Outlook 2003

## Course Description

If you have been using Microsoft® Office Outlook® 2003 as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This course is the second in a series of three Microsoft Outlook courses. It provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items.

**Course Objective:** You will customize your environment, calendar, and mail messages to meet your specific needs as well as track, share, assign, and quickly locate various Outlook items.

**Target Student:** 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
- Microsoft Outlook 2003: Level 1

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

## Certification

This course is one of a series of Element K courseware titles 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.

## 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 (This course was developed using Windows XP.)

## 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.
- An installed print driver. (Printers are not required; however, each PC must have an installed printer driver to use Print Preview.)

## Performance-Based Objectives

Upon successful 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 Content**

### **Lesson 1: Tracking Work Activities Using the Journal**

- Topic 1A: Record a Journal Entry Automatically
- Topic 1B: Manually Record a Journal Entry
- Topic 1C: Modify a Journal Entry

### **Lesson 2: Setting Calendar Options**

- Topic 2A: Set Work Days and Times
- Topic 2B: Display Other Time Zones
- Topic 2C: Set Free/Busy Options

### **Lesson 3: Setting Message Options**

- Topic 3A: Modify Message Settings
- Topic 3B: Modify Delivery Options
- Topic 3C: Modify Message Formats
- Topic 3D: Notify Others that You will be Out of the Office
- Topic 3E: Create and Modify a Distribution List
- Topic 3F: Insert a Hyperlink

### **Lesson 4: Sharing Folder Information**

- Topic 4A: Specify Folder Permissions
- Topic 4B: Access Another User's Folder
- Topic 4C: Delegate Access To Folders

### **Lesson 5: Managing Tasks**

- Topic 5A: Assign a Task
- Topic 5B: Reply to a Task Request
- Topic 5C: Send a Task Update
- Topic 5D: Track Assigned Tasks

### **Lesson 6: Customizing Outlook**

- Topic 6A: Customize the Toolbar
- Topic 6B: Create a New Toolbar
- Topic 6C: Customize the Menu
- Topic 6D: Create a Folder Home Page

### **Lesson 7: Locating Outlook Items**

- Topic 7A: Sort Messages Using Multiple Criteria
- Topic 7B: Find Messages
- Topic 7C: Find Messages Using Multiple Criteria
- Topic 7D: Filter Messages
- Topic 7E: Organize Messages
- Topic 7F: Manage Junk Email

**Appendix A: Using Public Folders**

**Appendix B: Microsoft Office Specialist Program**