

**Duration:** 4 hours

**Course level:** Introductory

**Delivery method:** Online

## Introduction

Although 21.5 million workers use technology as part of their jobs, only two in five have ever received any formal IT training.

**Outlook 2003** gives users the tools to manage email, tasks, contacts and time at work. Getting the most from Outlook could make a real difference to productivity.

This course helps staff use all the tools provided in Outlook to improve communication, optimise time management, and organise business schedules for maximum efficiency.

## Who is the course for?

**Outlook 2003** is ideal for people who have little or no previous experience with Outlook. Staff at all levels of seniority – from administrators to team leaders and senior managers – will benefit from this course.

The simple, step-by-step format is perfect for people who are completely new to Outlook, while the high level of detail will suit those who wish to build on existing skills or knowledge.

There aren't any formal entry requirements, but some familiarity with computers and Microsoft Windows is expected.

To get the most from this course access to Microsoft Outlook is advised. For a different version of Outlook, we also offer courses in **Outlook 2000** and **Outlook XP**. To learn how to use email in the office or at home, why not consider **ECDL 7 – Electronic Communication**, which can be used to work towards the ECDL qualification.

## What will you get from this course?

When you have completed this course, you will be able to:

- use Outlook to manage your email, contacts and appointments
- use additional features to manage tasks, track activities and create Notes
- print emails and Calendar items.

## Course features

You can start your online course straight away and access it at any time, providing you have access to a computer with an internet connection. The course is available for six months from the date first accessed.

The course will show you how Outlook's features and functions work, and then you can practice them for yourself. You are in control at all times, so you can work through the course at your own pace and focus on the modules you are most interested in, or least familiar with. As you're working through the course, you can print specific sections out to refer back to later if you wish.

When you've finished the course, you can complete an online assessment to put your new skills to the test. The results of this test can be printed out, as a record of how well you've done.

## Course modules

### 1. Outlook 2003 Basics

- Introducing Outlook
- Screen Components
- Outlook Folders
- Printing

### 2. Sending and Receiving Mail

- Creating and Sending Messages
- Working with Existing Messages
- Message Handling Tools
- Signatures
- Stationery and Templates
- Address Books

### 3. Items, Folders and Documents

- Outlook Views
- Finding Items
- Working with Folders
- Archiving Folders

### 4. The Calendar

- Entering Appointments
- Viewing and Arranging Items
- Planning Meetings
- Adding Events
- Saving to Web Pages

### 5. Contacts List and Customising

- Adding Contacts
- The Contacts List
- Contacts Tools
- Custom Tools

### 6. Tasks List, Journal and Notes

- Creating Tasks
- Existing Tasks
- Delegating and Auto Create
- The Journal
- Working with Notes

Other courses you might be interested in

Microsoft Access 2003, Microsoft Word 2003, Microsoft Project 2000, ECDL 7 – Electronic Communication

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