

Outlook 2003: Basic

Topic-Level Outline

Days: 1
Prerequisites: *Windows 2000: Basic* or equivalent experience

Unit 1: Getting started

Topic A: The program window

Topic B: Outlook Today

Topic C: Getting help

Unit 2: E-mail

Topic A: E-mail accounts

Topic B: E-mail messages

Topic C: Handling messages

Unit 3: E-mail management

Topic A: Managing e-mail

Topic B: Printing messages

Topic C: Address books

Unit 4: Contact management

Topic A: Managing contacts

Topic B: Categories

Unit 5: Tasks

Topic A: Working with tasks

Topic B: Managing tasks

Unit 6: Appointments and events

Topic A: Creating and sending appointments

Topic B: Categorizing appointments

Topic C: Modifying appointments

Topic D: Working with events

Unit 7: Meeting requests and responses

Topic A: Working with meeting requests

Topic B: Responding to meeting requests

Topic C: Handling meeting responses

Topic D: Microsoft NetMeeting

Unit 8: Customizing Outlook

Topic A: Personal folders

Topic B: Organizing folders

Topic C: Signatures

Topic D: Voting buttons

Topic E: Interacting with the Internet

Appendix A: Instant messaging

Topic A: Sending and receiving instant messages

Appendix B: MOS exam objectives map

Topic A: Comprehensive exam objectives