

**LESSON ONE**

Introduction to Outlook
Starting Outlook
Navigating Within Outlook
Using Personalized Menus
Using the Navigation Pane
Using the Folder List
Using the Office Assistant

LESSON TWO

Using E-Mail in Outlook
Composing, Addressing, and Sending Messages
Formatting a Message
Flagging Messages
Setting Message Priority
Saving Drafts
Attaching a File to a Message
Checking for Email Messages
View Messages
Reading Messages
Replying to and Forwarding Messages
Printing Messages
Finding Messages
Recalling Messages
Deleting Messages

LESSON THREE

Customizing E-Mail
Specifying E-Mail Options
Customizing the Appearance of E-Mail Messages
Using Stationery
Adding a Signature to an E-Mail Message
Sorting Messages
Filtering an Arrangement
Creating Folders
Moving Messages Between Folders
Color-
Coding Message Headers
Filtering Junk E-Mail Messages
Archiving Messages

LESSON FOUR

Using Contacts
Viewing Contacts
Creating and Editing a New Contact
Creating Multiple Contacts for the Same Company
Deleting and Restoring Contacts
Using Folders to Organize Contacts
Using Views to Organize Contacts
Using Categories to Organize Contacts
Assigning Items to a New Category
Assigning Items to Multiple Categories

Modifying the Outlook Master Category List
Sorting Contacts
Using the Address Book to Send E-Mail
Using Contacts to Send E-Mail
Sending and Receiving
Contact Information via E-Mail
Creating a Letter for a Contact

LESSON FIVE

Using the Calendar
Using the Outlook Calendar
Changing the Calendar View
Scheduling Appointments and Events
Creating Recurring Appointments
Setting Reminders
Editing Appointments
Deleting Appointments
Organizing Appointments by Using Categories
Organizing Appointments by Using Arrangements
Planning Meetings
Printing Calendars
Saving a Calendar as a Web Page
Integrating the Calendar with Other Outlook Components

LESSON SIX

Using Tasks
Creating Tasks
Changing Task Views
Adding Task Details
Sorting Tasks
Printing a Task List
Organizing Tasks by Using Folders
Organizing Tasks by Using Categories
Assigning Tasks to Others
Accepting or Declining Tasks
Marking Tasks as Complete
Manually Recording a Task in the Journal
Deleting Tasks

LESSON SEVEN

Using Notes
Creating Notes
Editing Notes
Copying Notes
Forwarding Notes
Organizing Notes by View
Organizing Notes by Folder
Deleting Notes



LESSON EIGHT

- Customizing Outlook
- Setting Outlook Startup Options
- Customizing the Navigation Pane
- Creating a Shortcut on the Navigation Pane
- Using and Customizing Outlook Today
- Create Personal Folders
- Importing a Microsoft Access Database into Outlook
- Exporting Outlook Data to a Microsoft Excel Database

LESSON NINE

- Using Advanced E-Mail Features
- Creating and Using Message Templates
- Creating a Distribution List
- Protecting Your Privacy
- Using the Rules Wizard
- Tracking When Messages are Delivered and Read
- Preparing to Access a Newsgroup
- Viewing Newsgroups and Newsgroup Messages
- Subscribing to a Newsgroup

LESSON TEN

- Using Advanced Calendar Features
- Customizing Calendar Options
- Changing Time Zone Settings
- Setting Private Appointments
- Updating Meetings
- Scheduling
- Online Meetings Using NetMeeting
- Sharing Calendar Information Over the Internet
- Side-by-Side Calendars

LESSON ELEVEN

- Managing Information
- Working Offline
- Modifying Mail Service
- Creating and Using Outlook Forms
- Searching for Information
- Granting Permissions to Your Folders
- Using Outlook with Windows
- SharePoint Services

LESSON TWELVE

- Managing Contacts and Tasks
- Viewing and Sending Task Information for Other Users
- Sending and Receiving Instant Messages