



Microsoft Office Specialist Outlook 2003

Course Objective

The Microsoft Office Specialist (Office Specialist) Certification is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs. Candidate will be train on using features in Microsoft Outlook 2003 as an email & collaboration applications

Prerequisite:

Working knowledge in computer and Internet

Certificate Of Attendance :

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance.

Training Methodology & Materials:

- 100% hands-on.
- Well-designed exercises/sessions to enhance further understanding of the courseware

Key terms and conditions to enjoy SDF / SRP assistance: *

- Singaporean OR Permanent Resident
- Must attain minimum of 75% attendances
- Must sit for Microsoft Office Specialist examination

*Please visit www.sdf.gov.sg or www.srp.org.sg for full terms and conditions

Training Duration:

Total Training Hours : 32 hours

Full-Time : 9am to 6pm (4 days)

Part-Time : 6.30pm to 10.30pm (8 sessions, twice a week)

Course Training Fee :

Course Fee : \$478 without SDF ; S\$254 after SDF

Registration Fee : \$25

SRP grant available.

Contact us for more details.

DETAILED COURSE OUTLINE

1. Using Basic E-mail Features

- 1.1. What is Microsoft Outlook?
 - 1.1.1. New Features of Outlook 2003
 - 1.1.2. Screen Components
 - 1.1.3. Using the Navigation Pane
- 1.2. Working with E-mail
 - 1.2.1. Using the Mail Module
- 1.3. Composing Messages
 - 1.3.1. Creating and Formatting Message Text
- 1.4. Using Send Options
 - 1.4.1. Assigning Categories
- 1.5. Checking for Messages
 - 1.5.1. Checking Sent Messages
- 1.6. Reading and Viewing Messages
 - 1.6.1. Opening Messages
 - 1.6.2. Changing the View Options
- 1.7. Printing Messages
 - 1.7.1. Printing a Message
 - 1.7.2. Customizing Print Options

2. Advanced E-mail Features

- 2.1. Using Additional E-mail Features
 - 2.1.1. Replying to a Message
 - 2.1.2. Forwarding a Message
 - 2.1.3. Flagging Messages
 - 2.1.4. Deleting a Message

2.2. Saving Your Messages

- 2.2.1. Saving as Text Files
- 2.2.2. Saving as HTML Files
- 2.2.3. Saving an Unfinished Message

2.3. Working with Attachments

- 2.4. Adding a Signature to Messages
- 2.5. Using a Signature

3. Managing E-mail

- 3.1. Sorting and Finding Messages
 - 3.1.1. Sorting Messages
 - 3.1.2. Finding Messages
- 3.2. Managing Messages
 - 3.2.1. Viewing the Folder List
 - 3.2.2. Navigating Through the Folder List
 - 3.2.3. Creating Folders
 - 3.2.4. Moving Messages Between Folders
 - 3.2.5. Copying Messages Between Folders
- 3.3. Archiving Messages
 - 3.3.1. Archiving Manually
 - 3.3.2. AutoArchiving
 - 3.3.3. Retrieving Archived Messages
- 3.4. Setting Up Message Options
- 3.5. Search Folders
 - 3.5.1. Creating a Search Folder

DETAILED COURSE OUTLINE**4. Using the Calendar**

- 4.1. Looking at the Calendar
 - 4.1.1. Navigating within the Calendar
 - 4.1.2. Viewing Consecutive and Non-Consecutive Days
- 4.2. Changing the Calendar View
 - 4.2.1. Switching between the Day/Week/Month Views
 - 4.2.2. Changing the View Options
 - 4.2.3. Changing the Time Increments
- 4.3. Customizing the Calendar Options
- 4.4. Scheduling Appointments & Events
 - 4.4.1. Creating an Appointment
 - 4.4.2. Using the Appointment Form
 - 4.4.3. Editing an Appointment
 - 4.4.4. Working with Reminders
 - 4.4.5. Creating a Recurring Appointment
 - 4.4.6. Scheduling Events
 - 4.4.7. Scheduling Multi-Day Events
- 4.5. Planning a Meeting
 - 4.5.1. Scheduling a Meeting
 - 4.5.2. Updating Meeting Attendees
 - 4.5.3. Copying an Item
 - 4.5.4. Moving an Item
 - 4.5.5. Deleting a Meeting
- 4.6. Printing the Calendar
 - 4.6.1. Customizing Print Options

5. Working with Contacts

- 5.1. Looking at Contacts
- 5.2. Creating Contacts
 - 5.2.1. Creating a New Contact
 - 5.2.2. Creating a Contact from the Same Company
 - 5.2.3. Contact Picture
- 5.3. Managing Contacts
 - 5.3.1. Editing a Contact
 - 5.3.2. Working with Duplicate Contacts
 - 5.3.3. Deleting a Contact
- 5.4. Organizing the Contacts
 - 5.4.1. Using the Views
 - 5.4.2. Customizing the Current View
- 5.5. Finding Contacts
 - 5.5.1. Find Contacts using the Find a Contact Field
- 5.6. Printing Contacts
 - 5.6.1. Customizing Print Options
- 5.7. Working with Activities
 - 5.7.1. Tracking Activities
 - 5.7.2. Recording an Activity Manually
 - 5.7.3. Linking an Activity to a Contact

6. Using Tasks and Notes

- 6.1. Looking at Tasks
- 6.2. Working with Tasks
 - 6.2.1. Creating One-Time Tasks
 - 6.2.2. Creating Recurring Tasks
 - 6.2.3. Assigning Tasks
 - 6.2.4. Accepting/Declining Tasks
- 6.3. Organizing and Viewing Tasks
 - 6.3.1. Using the Navigation Pane

6.4. Managing Tasks

- 6.4.1. Finding Tasks
- 6.4.2. Changing Tasks
- 6.4.3. Completing Tasks
- 6.4.4. Deleting Tasks
- 6.5. Sending Status Reports
- 6.6. Printing Tasks
 - 6.6.1. Customizing Print Options
- 6.7. Looking at Notes
 - 6.7.1. Creating Notes
 - 6.7.2. Editing Notes
 - 6.7.3. Assigning Items to Notes
 - 6.7.4. Deleting Notes
- 6.8. Organizing and Viewing Notes
 - 6.8.1. Using the Toolbar
 - 6.8.2. Using the Current View Command
- 6.9. Customizing Notes
- 6.10. Printing Notes
 - 6.10.1. Customizing Print Options

7. Advanced Features

- 7.1. Using Outlook Today
 - 7.1.1. Customizing Outlook Today
- 7.2. Using the Other Toolbars
 - 7.2.1. Displaying the Toolbars
 - 7.2.2. Using the Advanced Toolbar
 - 7.2.3. Using the Web Toolbar
- 7.3. Creating Forms
 - 7.3.1. Overview of Outlook Concepts
 - 7.3.2. Outlook Forms
 - 7.3.3. Removing a Form
- 7.4. Lesser-known E-mail Features
 - 7.4.1. Using Hyperlinks
 - 7.4.2. Virtual Business Cards
 - 7.4.3. Using Symbols
 - 7.4.4. Using Rules
- 7.5. The Junk E-mail Filter
 - 7.5.1. Using the Junk E-mail Filter
 - 7.5.2. Setting Junk E-mail Filter Options
 - 7.5.3. Deleting Rules

8. Working with Addresses

- 8.1. Basic Address Book Use
- 8.2. Different Address Sources
- 8.3. Using Several Address Lists
- 8.4. Backing up your Contacts
- 8.5. The Address Book and Mail Merging

9. Customizing Outlook

- 9.1. Customizing Outlook
- 9.2. Setting Up Instant Messaging
- 9.3. Setting Up E-mail Accounts
- 9.4. Updating Outlook