



Course Title: Microsoft Outlook 2007- Basic

Duration: 8 hours

Getting started

Topic A: The program window

- A-1:** Exploring the Outlook window
- A-2:** Examining the Navigation pane
- A-3:** Accessing folders
- A-4:** Using the Advanced toolbar
- A-5:** Using the Reading pane
- A-6:** Using the To-Do bar

Topic B: Outlook Today

- B-7:** Accessing folders from Outlook Today
- B-8:** Customizing Outlook Today

Topic C: Getting help

- C-9:** Using the Type a question for help box
- C-10:** Using the Microsoft Office Outlook Help window

E-mail

Topic A: E-mail accounts

- A-11:** Configuring an Outlook Anywhere connection
- A-12:** Configuring a Hotmail account
- A-13:** Configuring a POP3 account

Topic B: Reading e-mail messages

- B-14:** Exploring the Inbox
- B-15:** Previewing and reading a message

Topic C: Creating and sending e-mail messages

- C-16:** Creating and sending a message
- C-17:** Working with automation features
- C-18:** Formatting a message
- C-19:** Checking a message's spelling

Topic D: Working with messages

- D-20:** Replying to a message
- D-21:** Forwarding a message
- D-22:** Resending a message
- D-23:** Saving a message as a file
- D-24:** Deleting and restoring a message

Topic E: Attachments

- E-25:** Sending and forwarding attachments
- E-26:** Compressing large image attachments
- E-27:** Previewing and saving an attachment

E-mail management

Topic A: Message options

- A-28:** Defining delivery options
- A-29:** Specifying a delayed e-mail delivery
- A-30:** Specifying an e-mail reply address
- A-31:** Flagging an e-mail message
- A-32:** Using delivery and read receipts

Topic B: E-mail security

- B-33:** Discussing restricted messages
- B-34:** Digitally signing a message
- B-35:** Sending an encrypted message



Topic C: Junk e-mail

C-36: Adding senders to the Blocked Senders Lists

C-37: Marking a message as not junk

C-38: Adding senders to the Safe Senders list

C-39: Changing junk e-mail options

Topic D: Search folders

D-40: Setting up a Search folder

D-41: Using a Search folder

Topic E: Printing messages

E-42: Customizing page setup for printing

E-43: Printing a message

Contact management

Topic F: Managing contacts

F-44: Exploring the Contacts folder

F-45: Adding a new contact

F-46: Modifying a contact

F-47: Attaching items to a contact

F-48: Adding a contact from the same company

F-49: Sending and saving contacts

F-50: Viewing your contacts

Topic G: Distribution lists

G-51: Creating and using a distribution list

G-52: Modifying a distribution list

Topic H: Electronic business cards

H-53: Creating an electronic business card

H-54: Editing an electronic business card

H-55: Formatting an electronic business card

H-56: Sending an electronic business card

H-57: Creating a contact from an electronic business card

Tasks

Topic A: Working with tasks

A-58: Exploring the Tasks folder and To-Do bar

A-59: Creating and deleting tasks

A-60: Editing a task

A-61: Adding a recurring task

A-62: Marking a task as completed

A-63: Attaching a task to a message

A-64: Viewing tasks

Topic B: Managing tasks

B-65: Assigning a task

B-66: Accepting and declining a task request

B-67: Sending a task status report

B-68: Tracking an assigned task

Appointments and events

Topic C: Creating and sending appointments

C-69: Exploring the Calendar

C-70: Setting up an appointment

C-71: Adding a recurring appointment

C-72: Inserting an appointment into a message



- Topic D: Modifying appointments**
 - D-73:** Editing an appointment's text
 - D-74:** Modifying a recurring appointment
 - D-75:** Deleting and restoring an appointment
- Topic E: Calendar views**
 - E-76:** Exploring Day and Week views
 - E-77:** Exploring Month view
 - E-78:** Changing the workday times
 - E-79:** Displaying multiple time zones
 - E-80:** Changing your time zone
- Topic F: Events**
 - F-81:** Adding a multi-day event
 - F-82:** Adding an annual event
 - F-83:** Adding holidays to the calendar

Meeting requests and responses

- Topic A: Meeting requests**
 - A-84:** Planning a meeting
 - A-85:** Creating and sending a meeting request
 - A-86:** Adding a recurring meeting
 - A-87:** Modifying a recurring meeting
- Topic B: Meeting request responses**
 - B-88:** Reading and accepting a meeting request
 - B-89:** Receiving a New Time Proposed message
 - B-90:** Declining a meeting request
- Topic C: Managing meeting responses**
 - C-91:** Reviewing meeting responses
 - C-92:** Updating a meeting
 - C-93:** Adding meeting attendees
 - C-94:** Canceling a meeting



Course Title: Microsoft Outlook 2007- Intermediate

Duration: 8 hours

Customizing Outlook

Topic A: The Outlook environment

A-1: Creating a custom toolbar

A-2: Customizing the menu bar

A-3: Deleting custom toolbars and resetting the menu bar

A-4: Observing customizable options

A-5: Changing the startup folder

A-6: Customizing the Quick Access toolbar

A-7: Customizing the Reading pane

A-8: Changing To-Do bar options

Topic B: Groups and shortcuts

B-9: Creating a group

B-10: Creating a shortcut

Topic C: Address books

C-11: Using an address book

C-12: Creating a secondary address book

C-13: Importing Excel data into a secondary address book

C-14: Addressing a message to multiple recipients

Customizing messages

Topic D: Customizing message appearance

D-15: Applying a theme

D-16: Using message stationery

D-17: Modifying stationery fonts

D-18: Modifying e-mail options

Topic E: Signatures

E-19: Defining a signature

E-20: Modifying a signature

E-21: Using signatures

E-22: Using an electronic business card as a signature

Topic F: Voting buttons

F-23: Adding voting buttons to a message

F-24: Replying to a message with voting buttons

Topic G: Out-of-office messages

G-25: Using the Exchange 2000/2003 Out of Office Assistant

G-26: Discussing the Exchange 2007 Out of Office Assistant

G-27: Setting Out of Office Assistant rules

G-28: Turning off the Out of Office Assistant

Organizing items

Topic H: Instant and advanced search

H-29: Using Instant Search

H-30: Search all Mail folders for a message

H-31: Searching Calendar, Contacts, and Tasks

H-32: Customizing Instant Search

H-33: Using Advanced Find

Topic I: Filters

I-34: Applying filters to find messages

I-35: Removing message filters



Topic J: Categories

- J-36:** Using categories to group messages
- J-37:** Categorizing a contact
- J-38:** Categorizing an appointment and a meeting
- J-39:** Categorizing a task
- J-40:** Creating a user-defined category
- J-41:** Assigning a user-defined category
- J-42:** Sorting and searching by category

Folders

Topic K: Personal folders

- K-43:** Creating a personal folder
- K-44:** Adding a subfolder
- K-45:** Moving and renaming a subfolder
- K-46:** Deleting and restoring a subfolder
- K-47:** Closing and opening a personal folder
- K-48:** Moving messages between folders

Topic L: Public folders

- L-49:** Creating a public folder
- L-50:** Examining folder permissions
- L-51:** Securing a public folder
- L-52:** Posting an item to a public folder
- L-53:** Editing an item in a public folder
- L-54:** Deleting an item in a public folder
- L-55:** Deleting a public folder

Topic M: Offline folders

- M-56:** Switching between offline and online states
- M-57:** Downloading an address book for offline use
- M-58:** Adding a Send/Receive group to offline folders
- M-59:** Synchronizing offline items manually
- M-60:** Synchronizing offline folders automatically
- M-61:** Disabling an offline folder
- M-62:** Using Cached Exchange mode

Organizing Mail

Topic N: Organizing the Inbox folder

- N-63:** Working with views
- N-64:** Arranging and sorting messages
- N-65:** Working with grouped messages

Topic O: Organizing folders

- O-66:** Using folders to organize the Inbox
- O-67:** Using colors to organize the Inbox
- O-68:** Using views to organize the Inbox

Topic P: Setting rules

- P-69:** Using the Rules Wizard
- P-70:** Observing a rule in action
- P-71:** Using a rule to categorize e-mail
- P-72:** Creating a rule to forward e-mail
- P-73:** Creating a rule to delete messages
- P-74:** Turning off or deleting rules