

# Microsoft Outlook 2000 In Depth

## A One Day Training Course



### Course Aims

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This intensive course is designed to give existing MS Outlook 2000 users additional skills and knowledge on using the features and functions of this software to manage their mail and work with the Personal Information Manager. This entirely 'hands on' course will give participants a good understanding of integrating the different features of Outlook, including creation of folders, tracking mail, using contact information and managing their time.

### Course Outline

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#### *Mail*

- Options for Sending Mail/Attaching Flags
- Working with/Creating Folders and Sub-Folders
- Moving/Copying mail
- Attaching Files, Items and OLE Objects
- Rules Wizard/Out of Office Assistant and Rules
- Resend, Recall and Replace

#### *Contacts*

- Creating/editing a Contact & Distribution List
- Creating custom fields
- Shortcut for Adding Names to Contacts
- Resolving Duplicates
- Moving through/Displaying Contact Information
- Creating e-mails, appointments & mail merge using Contacts
- Linking Items/Documents to Contacts
- Grouping/Filtering Contacts
- Creating V-cards

#### *Calendar*

- Moving around Calendar
- Different Views within Calendar
- Creating and editing appointments
- Moving and copying appointments
- Creating and editing recurring appointments
- Creating events
- Scheduling and responding to meeting requests
- Counter-proposals; Group Scheduling
- Setting up Delegate Access
- Viewing Others' Folders

#### *Tasks*

- Creating and Editing a Task
- Creating a task from a mail message
- Editing and Completing tasks; scheduling time
- Working with Assigned Tasks
- Prioritizing and creating recurring tasks
- Sending Status Reports
- Recording Billing Info

#### *Customising your Mailbox*

- Setting Options
- Changing/Customising Views
- Changing default options in Address Book
- Adding others' Mailboxes
- Changing the startup folder

#### *Preview & Printing*

- Preview and Printing Items
- Creating/Modifying Print Styles.
- Print a Calendar/Contacts/Address Book

#### *Managing your Mailbox*

- Using Mailbox Cleanup
- View 2 Folders at once
- Checking the size of your Mailbox

#### *Public Folders*

- Opening and Creating Public Folders
- Sharing Information
- Publishing to a Public Folder

### Target Audience

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Anyone who has been using MS Outlook 2000 for some time and is comfortable with sending and receiving mail, who now wish to make greater use of the software.

### Assumed Knowledge

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Participants on this course should have a good working knowledge of MS Outlook 2000, gained from prior attendance on a "MS Outlook 2000 Foundation" course or from a user environment. An understanding of internal procedures from their work place would be beneficial.

Xpert Solutions Limited  
44 Hanover Street  
Edinburgh  
EH2 2DR  
tel: 0131 225 8090  
fax: 0131 225 3434  
info@xpertsolutions.co.uk  
**www.xpertsolutions.co.uk**

Registered in Scotland No. 175821  
Registered Office: 44 Hanover Street  
Edinburgh EH2 2DR