

Outlook 2003 Basics

- Starting Outlook
- Common Outlook Screen Elements
- Navigating to Outlook Features
- The Mail Screen
- The Calendar Screen
- The Contacts Screen
- The Tasks Screen
- The Notes Screen
- Exiting Outlook

Sending Email

- Email in Outlook
- How Outlook Mail Works
- Composing an Email Message
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Removing an AutoSignature
- Sending a Courtesy Copy
- Sending a Blind Copy

Receiving Email

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Reading Messages
- Marking Messages as Unread
- Viewing Unread Messages
- Deleting Messages
- Recovering Deleted Messages
- Understanding Message Attachments
- Saving a Message Attachment
- Opening a Message Attachment
- Replying to a Message
- Replying to All Messages
- Replying without the Original Message
- Forwarding Messages

Working with the Calendar

- Accessing the Calendar
- Changing Calendar Views
- Moving to Specific Dates
- Creating a Second Time Zone
- Deleting a Second Time Zone
- Sharing your Calendar
- Viewing Shared Calendars
- Closing & Deleting Shared Calendars
- Creating a New Calendar
- Deleting a Calendar
- Creating a Public Calendar

Appointments & Events

- Using a Specific Calendar
- Scheduling an Appointment
- Scheduling an Appointment from the Menu
- Rescheduling an Appointment to another Day
- Rescheduling an Appointment to another Time
- Creating Recurring Appointments
- Scheduling an Event
- Deleting Appointments & Events
- Organising your Appointments
- Printing your Calendar
- Specifying the Work Week
- Labelling Appointments

Contacts

- Understanding the Contact Card
- Accessing Contacts
- Creating a New Contact Card
- Entering Contact Details
- Adding Contacts to Existing Companies
- Editing Contact Details
- Inserting a Contact Picture
- Deleting an Unwanted Contact
- Recovering a Deleted Contact
- Printing the Contact Listing

Tasks

- Accessing Outlook Tasks
- Creating Simple Tasks
- Typing Tasks Directly
- Changing Task Views
- Categorising Tasks
- Sorting Tasks
- Completing Tasks
- Deleting Tasks
- Printing a Task List

Email Techniques

- Recalling a Sent Message
- Printing a Message
- Printing the Message List
- Making Word the Email Editor
- Formatting Email Messages
- Choosing Stationery
- Choosing a Message Theme
- Saving Draft Message
- Using a Saved Message
- Sending a Voting Message
- Receiving a Voting Message
- Configuring Send & Receive

Organising Messages

- Finding Messages
- Assigning Categories to Messages
- Finding Messages by Categories
- Using a Search Folder
- Creating your own Search Folder
- Creating a Message Folder
- Moving Messages
- Deleting Message Folders
- Recovering Deleted Folders
- Sharing Folders
- Accessing Shared Folders
- Disabling Shared Folder Access
- Working with Message Views
- Creating a Custom Message View
- Creating a Message Filter
- Creating a Message Rule
- Archiving Messages
- Recovering Archived Messages

Junk Email

- Spamming and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Email
- Marking Messages as Safe
- Managing Sender Lists
- Importing a Black List
- Exporting your Blocked Senders List
- Reviewing and Deleting Junk Email

Scheduling Meetings

- Scheduling a Meeting
- Responding to Meeting Requests
- Tracking Meeting Responses
- Planning a Meeting
- Cancelling a Meeting
- Respond to a Meeting Cancellation
- Viewing Other Users Calendars
- Saving a Calendar as a Web Page

Managing Contacts

- Importing Contact Information
- Organising Contacts with Views
- Creating a Custom View
- Setting Contact Activity Options
- Entering Contact Encounter Details
- Recording Timed Encounters
- Reviewing Contact Encounters
- Sending Email to a Contact
- Adding a Contact from an Email
- Creating a Distribution List
- Using a Distribution List

Task Requests

- How Task Requests Work
- Creating a Task Request
- Responding to a Task Request
- Completing an Assigned Task
- Updating your Task Request