

# Refine-IT

## Course Outline – MS Outlook 2003 - Introduction

**Overview and Goals** - to be able to utilise the basic and some more advanced features of Outlook

**Objectives** – to be able to create emails, file messages, create contacts and distribution lists. To be confident with using Outlook features

**Who Should Attend** – beneficial to have email experience but not essential

### Getting started

Exploring Outlook Today  
Using Help

### Outlook Mail

Creating and sending messages  
Handling messages  
Using Address Books  
Printing a message as a file

### Managing e-mail and contacts

Managing email  
Working with Contacts

### Managing Tasks

Working with Tasks  
Inserting Outlook items into email

### Managing Appointments and Events

Working with Appointments  
Categorising appointments  
Modifying appointments  
Working with Events

### Managing meetings

Working with meeting requests  
Managing meeting requests  
Handling meeting responses

### Customizing Outlook

Customising the Outlook Bar  
Customising menus and toolbars

### Handling messages

Organising the Inbox  
Rules Wizard  
Archiving mail

### Working with Outlook folders

Using Notes  
Using the Journal  
Using the Calendar  
Working with Contacts

### Advanced e-mail techniques

Working with personal folders  
Working with the Organise page  
Working with Signatures  
Using voting buttons

If you would like to know more about any of the topics please contact Marie on 01689 877117 or [marie@refine-it.co.uk](mailto:marie@refine-it.co.uk)



Many more courses are available including MS Word, PowerPoint, Internet, Excel, Project, Access, VBA and Lotus Notes at all levels and versions. We also run Personal Development courses such as Professional Selling Skills and Presenting Professional Presentations with PowerPoint

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