

Microsoft Outlook 2007 Level 2

General Description	The skills and knowledge acquired in Microsoft Outlook 2007 Level 2 will enable you to use some of the more advanced features of Microsoft Outlook 2007 to manage and organise your e-mail, schedule meetings with colleagues, manage your contact information, and create task requests for others to perform.
Learning Outcomes	At the completion of Microsoft Outlook 2007 Level 2 you should be able to: <ul style="list-style-type: none">• effectively edit email messages• organise and work with mail folders• use the search facilities to locate email messages• work with message views• create and use rules to manage your email messages• format email messages and use special features to control how emails work• schedule appointments and events in your calendar• schedule meetings using Microsoft Outlook• monitor and manage your contacts within Outlook• create and work with task requests
Target Audience	Microsoft Outlook 2007 Level 2 is designed for users who are keen to how to use some of the more advanced aspects of Microsoft Outlook 2007 including organising email messages, restricting junk email, scheduling meetings, creating and managing task requests, and the like.
Prerequisites	Microsoft Outlook 2007 Level 2 assumes little or no knowledge of the software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment.
Pages	128 pages
Approx* Duration	6 - 8 hrs
Course Disk	Many of the topics in Microsoft Outlook 2007 Level 2 require you to open an existing file with data in it. These files can be downloaded free of charge from our web site at www.watsoniapublishing.com . Simply follow the student files link on the home page. You will need the product code for this course which is INF727.
Methodology	The In Focus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario.
Companion Publications	There are a number of other complimentary titles in the same series as this publication. Information about other relevant publications can be found on our web site at www.watsoniapublishing.com .

* Approximate duration should be used as a guide only. Actual duration will vary depending upon the skills, knowledge, and aptitude of the participants. This information sheet was produced on Tuesday, February 19, 2008 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.



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Level 2

Contents

Editing Messages

- Copying Text Within A Message
- Copying Text Between Messages
- Copying From Another Source
- Deleting Text
- Removing An Attachment

Organising Messages

- Creating A Message Folder
- Moving Messages
- Copying Messages
- Deleting Messages
- Recovering Messages
- Working with Favourite Folders
- Deleting Message Folders
- Recovering Deleted Folders
- Emptying Deleted Items
- Archiving Messages
- Recovering Archived Messages

Searching

- Using Instant Search
- Expanding the Search
- Search Query Syntax
- Search Query Syntax – Dates and Size
- Using Recent Searches
- Searching The Desktop
- Search Options
- Searching Other Outlook Items
- Using A Search Folder
- Adding A Predefined Search Folder
- Customising Predefined Search Folders
- Creating A Custom Search Folder

Working With Views

- Using A Custom View
- Arranging Messages Within A View
- Sorting Messages Within A View
- Working With Columns In A View
- Formatting Columns In A View
- Creating A Custom View
- Adding A Filter To A Custom View
- Deleting A Custom View

Colour Categories

- Creating A New Colour Category
- Assigning A Colour Category

- Assigning A Quick Click Category
- Finding Messages With Categories
- Removing Categories From Messages
- Deleting A Colour Category

Working With Rules

- About Rules
- Creating A New Rule From A Template
- Selecting The Rule Conditions
- Selecting The Rule Actions
- Selecting The Rule Exceptions
- Naming And Reviewing The Rule
- Testing The Rule
- Managing Existing Rules
- Deleting A Rule

Email Techniques

- Effective Email Management
- Recalling A Sent Message
- Printing A Message
- Printing A Message List
- Message Formats
- Changing The Message Format
- Choosing Themes Or Stationery
- Applying A Theme Or Stationery To A Message
- Turning Themes Or Stationery Off
- Applying An Office Theme
- Saving A Message Draft
- Using A Saved Message
- Sending A Voting Message
- Responding To A Voting Message
- Tracking Voting Responses
- Configuring Send And Receive

Appointments And Events

- Scheduling A Meeting
- Scheduling An Appointment Using Click To Add
- Scheduling Using The Appointment Window
- Rescheduling An Appointment To Another Day
- Creating Recurring Appointments
- Changing Recurring Appointments
- Printing Your Calendar
- Scheduling Free And Busy Times
- Categorising Activities

- Deleting Activities

Scheduling Meetings

- Scheduling A Meeting
- About Meeting Response Options
- Responding To Meeting Requests
- Tracking Meeting Responses
- Changing A Meeting
- Adding Or Removing Attendees
- Preventing Responses
- Cancelling A Meeting
- The Scheduling Assistant
- Using The Scheduling Assistant
- Viewing Calendars Using Group Schedules
- Saving A Calendar As A Web Page

Managing Contacts

- Emailing A Contact
- Adding A Contact From An Email
- Sending An Electronic Business Card
- Receiving An Electronic Business Card
- Creating A Distribution List
- Using A Distribution List
- Using A Partial Distribution List
- Deleting Members From A Distribution List
- Setting Contact Activity Options
- Manually Recording Contact Encounters
- Recording Timed Encounters
- Reviewing Contact Encounters

Task Requests

- How Task Requests Work
- Creating A Task Request
- Responding To A Task Request
- Completing An Assigned Task
- Viewing Updated Task Requests

Concluding Remarks

Your supplier is:

Product Information