

# Microsoft Outlook 2003: Introduction to E-mail



This course is designed for the individual who wants to use Outlook to send and receive inter-office and Internet electronic mail, and to automate the organization and manipulation of those e-mails. You will learn how to send, receive, automate and organize e-mail, as well as features that save time and help you maximize each marketing impression when you send e-mail to your customers. For example, you will learn to store your company logo along with formatted text, as a signature. Outlook can help you propagate your company brand image by automatically displaying the signature at the bottom of every e-mail message you create.

Outlook 2003 Introduction to E-mail is a four-hour class.

## PREREQUISITES

- Introduction to Windows or Equivalent Experience

## CONTENT

- Understand Outlook 2003 and electronic mail
- Activate Outlook and investigate the Outlook Today interface
- Use Menus and Toolbars to perform common functions and navigate folders
- Configure Navigation Pane to show more or fewer buttons in relation to the folder list
- Create and send a message to one or more recipients
- Read a message using the Desktop Alert window and Message AutoPreview
- Reply to a message
- Create an electronic signature
- Enhance message text with character and paragraph formatting
- Forward a message
- Use the address book to address a message
- Create a personal distribution list and send a message to distribution list members
- Save an unsent message as a draft to be sent at a later time
- Display a group of related messages as a conversation topic
- Create folders to store important messages on the Outlook Exchange server
- Filter and sort items
- Print messages and delete messages
- Send and receive an e-mail message with an attached Microsoft Office file
- View and edit attachment
- Resend a message
- Automate message handling while out of office using the Out of Office Assistant to create rules
  - Recall a message

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