



# Appendix A

To complete this course, you will need to:

- have Windows 95, Windows NT or Windows 98 and Outlook 2000 installed on your system
- ensure the Outlook options are set as specified in this appendix
- have to hand a copy of the course exercise files

## Installing Outlook 2000

To install Outlook 2000 refer to the Microsoft documentation supplied with your Outlook 2000 software.

## Setting the Outlook Options

The **Tools, Options** command in Outlook can be used to customise the way Outlook looks and operates. This course has been written with the assumption that most of these options have not been changed since the initial installation.



# Appendix A

## Installing the Exercise Files

The exercise files you need to complete the course are supplied on floppy disk. As the exercises in the workbook assume the files are on your hard disk, you will have to copy the files there.

### To Copy the Exercise Files to Your Hard Disk

1. Switch on your computer system so that the Windows desktop is displayed.
2. Insert the disk containing the exercise files.
3. Open **Explorer** then click on **3½ Floppy (A:)** in the left pane.
4. Click on the **Outlook 2000 Intro Exercises** folder in the right pane then drag it onto **C:** in the left and release the mouse button.

The folder and its contents will be copied to the hard disk.







# Appendix B

## Section 1 Answers

1. **Outlook Today, Inbox, Calendar, Contacts, Tasks, Notes and Deleted Items**
2. The name of the open folder.
3. The contents of the current folder.
4. **Help, Microsoft Outlook Help**

## Section 2 Answers

1. **Request a read receipt for this message**
2. A valid name will be underlined.
3. **Global Address List**
4. **Personal Address Book**
5. A single name for a related group of users.
6. The message includes another file.
7. You would forward the reply to that user.

## Section 3 Answers

1. **File, New, Contact**
2. **Private**
3. **View, Current View**
4. **Phone List** view
5. Select the **View, Current View, Customize Current View** command then click the **Fields** button. Choose the required fields and click **OK** twice.
6. A message addressed to that contact would be created.
7. Five: **Card Style, Small Booklet Style, Medium Booklet Style, Memo Style and Phone Directory Style**



# Appendix B

## Section 4 Answers

1. **File, New, Appointment**
2. Click and drag the time slot required for the appointment then type the appointment details.
3. **View, Current View**
4. The **Print** dialogue box.

## Section 5 Answers

1. **File, New, Task**
2. Click in the top row of the taskpad and type a description of the task.
3. Create the task in the normal way then choose the **Actions, Recurrence** command and set the recurrence pattern for the task.
4. Click the **Subject** column header in the Information viewer  
*or*  
Select the **View, Current View, Customize Current View** command and click the **Sort** button. Choose **Subject** from the **Sort items by** drop-down list.
5. **View, Current View, Customize Current View**
6. The Outlook window may not be wide enough to see this column. Use the horizontal scroll bar to bring it into view.

## Section 6 Answers

1. Recording activities and events in Outlook and, if specified, in other Microsoft Office applications such as Word and Excel.
2. No
3. **Tools, Options**



# Appendix B

## Section 7 Answers

1. Handle your incoming mail messages automatically
2. Manual and automatic
3. Turn on AutoArchive.  
Set the AutoArchive options
4. Right click on the folder and choose **Properties** from the shortcut menu. The AutoArchive property sheet in this dialogue box contains the required settings.
5. **File, Import and Export**

## Section 8 Answers

1. In the **Properties** dialogue box for the folder, display the **Permissions** property sheet.  
Assigning a role or custom combination of permissions to a user sets the outlook the user has to the selected folder.
2. **Tools, Services**
3. Choose the **Tools, Options** command and display the **Delegates** property sheet. Click the **Add** button to add another user and choose the user from the address book.
4. The **From** text box.
5. By selecting the **Actions, Plan a Meeting** command.
6. The user who accepts the task is the owner.

## Section 9 Answers

1. The Out of Office Assistant.
2. **Alert with**
3. **Delete Rule**
4. Remove the tick shown to its left in the **Out of Office Assistant** dialogue box.
5. When you don't have access to your Microsoft Exchange Server, e.g. when working on a laptop computer away from the office

