

Outlook 2000

Introductory

Course Workbook



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Acknowledgements

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Introduction

Welcome to the Microsoft Outlook 2000 introductory course. This course is suitable for anyone who is new to Microsoft Outlook 2000.

Required Skills

To complete this course you need no previous experience of e-mail or diary applications. However, a working knowledge of Windows has been assumed.

Content

This course covers basic Outlook operations including how to create and send mail messages (including other files where necessary); reply to and forward mail messages to other users; and filing and printing messages. It also covers adding and communicating with contacts; using the calendar, creating tasks and using the journal.

Duration

This course will take approximately 1 day (6 hours teaching) unless you have the Microsoft Exchange Server service running, in which case the course will take an additional 1½ hours.

Course Materials

This workbook is supplied with an exercise disk. Before you start to follow this course you must ensure that the software has been properly installed and that the exercise files are available for use.

The workbook is divided into sections. Begin by reading a section of instruction text then work through the related exercise section to practise the techniques described.

We recommend that you complete the sections in the sequence in which they appear, as each builds on the skills previously learned.

Workbook Layout

This workbook has been designed as both a structured practical course *and* a reference manual.

Instruction Text

Each topic covered in the course is introduced by instruction text, which is identified by this icon:



These instructions explain what a particular feature is used for and how it works.

Reading through these instructions will help you prepare for the practical exercises that follow, and are also there for you to refer to after the course.

You can use the index at the end of the workbook to quickly find the topic you need.

Selecting Commands

When using the software you will often find that you can select a command in more than one way. Some people prefer to use menu options while others prefer keyboard shortcuts. So that you can select the command using your preferred method, each method will be given in the instruction text in the following formats.

- **Menu Options**

When a menu option is available, it will be shown like this:

Menu: Select the **Edit, Copy** menu option.

This instruction means, click on the **Edit** menu then choose the **Copy** command.

- **Shortcut Menu Options**

When the option can be chosen from a **shortcut** menu it will be shown like this:

Right click on the selected item then choose the **Copy** option.

This instruction means point to the selected item, and click the right mouse button to display the shortcut menu, and then choose the **Copy** command.

- **Mouse Options**

When a mouse option is available it will be shown like this:

 Click on the  **Copy** button shown on the Standard toolbar.

This means click once on the  **Copy** button that appears on the Standard toolbar.

Workbook Layout

../ Selecting Commands

- **Keyboard Options**

When a keyboard shortcut is available it will be shown like this:

 [CTRL] C

This means hold down the [CTRL] key, and press the letter C.

Exercises

To practise the features you have read about, work through the exercises that follow the instruction text. Exercises are introduced by this icon:



Questions and Answers

To help you assess your progress, questions are given at the end of each section. They are introduced by this icon:



Write the answers to the questions in the space provided. If you need help with any of the questions, remember that you can find the answer in the instruction text.

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