

**SYSTEMETRICS  
HANDS-ON, PERSONAL  
COMPUTER SEMINAR**

**Intermediate  
Microsoft  
Outlook 2003:  
Tips and Tricks**

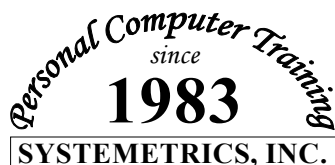
**Duration:** 1/2 day (3 hours)

**Prerequisite(s):** Introduction to Microsoft Outlook

**Environment:** Microsoft Windows

**Version(s):** 2003.

**Support:** Upon completion of this seminar, the student will be entitled to unlimited, free telephone support Microsoft Outlook 2003.



**SYSTEMETRICS, INC.**  
95 Sockanosset Crossroad  
Cranston, Rhode Island 02920

**Telephone: (401) 275-2200**

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**Who Should Take This Seminar:** *Intermediate Microsoft Outlook 2003* will provide instruction in many overlooked features of Outlook 2003. Students are expected to have familiarity with the concepts covered in Systemetrics' Introduction to Microsoft Outlook seminar. Those uncertain whether this seminar is appropriate for them should call Systemetrics at (401) 275-2200.

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**Seminar Outline**

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- I. Managing your Calendar**
  - A. Appointments, events, and meetings
  - B. Making items private
  - C. Inviting others to a meeting
  - D. Sending attachments with meeting requests
  - E. Creating recurring activities
  - F. Changing the default workday hours
  - G. Printing a monthly calendar
  - H. Displaying nonconsecutive dates
  - I. Entering dates in words
  - J. Displaying multiple time zones
  - K. Coloring events
- II. Managing Contacts**
  - A. Viewing contacts
  - B. Entering multiple contacts from the same company
  - C. Adding a contact from an e-mail message
  - D. Finding a contact
  - E. Forwarding contacts
  - F. Organizing contacts with categories
- III. Managing E-mail**
  - A. Sorting and grouping messages
  - B. Creating and using distribution lists
  - C. Marking messages for follow up
  - D. Using Outlook's special folders
    - 1. Unread Mail
    - 2. For Follow Up
  - E. Creating e-mail templates
  - F. Using signatures
  - G. Reusing the same blocks of text in messages
  - H. Using the Out of Office Assistant
  - I. Organizing e-mails by color
- IV. Managing Tasks**
  - A. Creating and viewing tasks
  - B. Changing the color of overdue or completed tasks
  - C. Turning a message into a task
  - D. Assigning tasks to someone else
- V. Managing Notes**
- VI. Viewing and Customizing Outlook Today**