



Using Microsoft® Office Outlook 2007- Course Outline

Assumed Skills

Some skills are assumed as the basis for other skills. For example, we would not have an objective related to navigating the ribbon UI, but that skill would be assumed and necessary in order to accomplish other skills. Some assumed skills for this exam include:

- Open and save documents
- Delete an Outlook item
- Navigate the ribbon UI
- Create and send a new mail
- Reply to a mail
- Create a new appointment
- Create a new meeting request

1. Managing Messaging

1.1. Create and send an email message

1.1.1. Send email messages to multiple recipients

- Send an email using CC functionality
- Send to a distribution list
- Send to multiple recipients without disclosing their email addresses (BCC)

1.1.2. Reply to an email message

- Reply to all recipients of a message
- Reply only to the sender of a message

1.1.3. Resend an email message

- Open the sent items, select an email, click resend, and change recipients

1.1.4. Forward an email message

- Forward an email message with an attachment
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1.2. Create and manage your signature and other contact information

1.2.1. Create and modify a personal signature

- Single use
- Auto signature

1.2.2. Create an internal Out of Office Message

- Set OOO messages to expire at specified time*



- 1.2.3. Create an external Out of Office Message*
 - Turn off OOO messages
 - Send external OOO only to those who appear in your contacts

1.3. Manage email attachments

- 1.3.1. Attach files to an email messages
 - Attach a file to an email
 - Compress large pictures after adding as an attachment
- 1.3.2. Preview an email attachment in Outlook
- 1.3.3. Save attachments to a specific location
- 1.3.4. Open an email attachment

1.4. Configure sensitivity and importance settings

- 1.4.1. Set mail sensitivity level
 - Set the sensitivity of a mail to confidential
- 1.4.2. Set mail importance level
 - Set an outgoing message to high sensitivity
 - Remove a high importance flag from an email before forwarding

1.5. Configure security settings

- 1.5.1. Digitally sign an email message
- 1.5.2. Restrict permissions to a mail message
- 1.5.3. Encrypt an email message

1.6. Configure delivery options

- 1.6.1. Add a Follow Up flag for mail recipients
- 1.6.2. Delay delivery of a message
- 1.6.3. Request read or delivery receipts
- 1.6.4. Use standard or custom voting buttons
- 1.6.5. Request that replies be sent to a specific email address
- 1.6.6. Specify where a copy of a sent message is saved

1.7. Find and view email messages

- 1.7.1. Search for email messages in all mail folders (must appear on all forms)
- 1.7.2. Sort email messages by mail attributes
- 1.7.3. Show, hide, or move the reading pane
- 1.7.4. Automatically preview email messages



2. Scheduling

2.1. Create appointments and events (7)

- 2.1.1. Create a one-time appointment
- 2.1.2. Create a recurring appointment
- 2.1.3. Create an appointment from an e-mail message
- 2.1.4. Create an appointment from a task
- 2.1.5. Mark an appointment as private
- 2.1.6. Create an event
- 2.1.7. Add standard holidays to the Calendar

2.2. Send meeting requests (7)

- 2.2.1. Create a one-time meeting
- 2.2.2. Create a recurring meeting
- 2.2.3. Invite mandatory attendees to meetings
- 2.2.4. Invite optional attendees to meetings
- 2.2.5. Determine when attendees are available to meet
 - By using Smart Scheduling*
 - By using the Scheduling tab
 - By using Group Schedules
- 2.2.6. Track responses to meeting requests
- 2.2.7. Schedule a meeting resource

2.3. Update, cancel, and respond to meeting requests (6)

- 2.3.1. Change a meeting time
 - Change the time and send an update to all attendees
 - Suggest a new time for a meeting
 - Alternate: Accept a suggested new meeting time
- 2.3.2. Add a meeting attendee
- 2.3.3. Modify one instance of a recurring meeting
- 2.3.4. Send meeting updates to only new attendees
- 2.3.5. Cancel a meeting

2.4. Customize calendar settings (3)

- 2.4.1. Define your work week



2.4.2. Display multiple time zones

2.4.3. Change time zones

2.5. Share your calendar with others (4)

2.5.1. Manage Free/Busy privacy settings

2.5.2. Share your calendar with other Outlook users on your network

2.5.3. Send calendar information in an e-mail message (Send a Calendar via E-mail)

- Create an item that tests one of the following: Availability only, Limited details, Full details

2.5.4. Publish calendar information to Office Online

2.6. View other calendars (3)

2.6.1. View a calendar shared by another Outlook user on your network

2.6.2. Subscribe to an Internet calendar

2.6.3. View multiple calendars in overlay mode



3. Managing Tasks

3.1. Create tasks , modify tasks , and mark tasks as complete

3.1.1. Create recurring tasks

- Create a task that occurs every Monday for a six-month period beginning the first week of January.

3.1.2. Create a task from an email

- Flag the email from Person A as a task and set to complete next week

3.1.3. Set the status, priority, and completion percentage of a task

- For Task A, mark its status as In Progress, its priority as High, and the percent complete to 50%
- For Task A, mark its status as Deferred

3.1.4. Mark a task as complete

3.1.5. Mark a task as private

3.2. Work with assigned tasks

3.2.1. Assign tasks to others

- Assign Task A to Person B

3.2.2. Respond to an assigned task

- Decline Task A and send an email to the person who assigned you the task explaining why you must decline
- Accept Task A

3.2.3. Send a status report on an assigned task

- Send a Status Report to the task owner

3.3. Search and sort tasks by attribute

- Search tasks for a specific word
- Sort the task list by category
- Sort the task list by due date

4. Managing Contacts

4.1. Create, modify, and delete contacts



- 4.1.1. Create a contact from a blank contact
 - Create a new contact
 - Create a new contact based on another contact
- 4.1.2. Create a contact from an email message header
- 4.1.3. Create a contact from an electronic business card
- 4.1.4. Save a contact received as a contact record
- 4.1.5. Modify a contact
 - Modify a contact and save it to update the existing contact
 - Modify a contact and save it as a new contact

4.2. Edit and use an electronic business card

- 4.2.1. Edit an electronic business card
 - Edit the contact information by adding an IM address
 - Specify the information that appears on the business card
 - Format the appearance of a business card
- 4.2.2. Send an electronic business card to others
- 4.2.3. Use an electronic business card as an auto signature in email

4.3. Manage contacts

- 4.3.1. Create and modify distribution lists
 - Create a new distribution list
 - Add and remove people from distribution lists
 - Update distribution list member information
- 4.3.2. Send a contact as an email attachment
- 4.3.3. Search and Sort contacts by attributes
 - Search for a contact by using a job title
 - Sort contacts by company or category
- 4.3.4. Find email messages or events related to a specific contact
- 4.3.5. Add a document, email message, or other content to a contact

4.4. Create a secondary address book

- 4.4.1. Create a secondary address book for personal contacts
- 4.4.2. Import a secondary address book from a file
 - Import contacts stored in an Excel file into a secondary address book

5. Organizing Information



5.1. Categorize outlook items by color

- 5.1.1. Categorize messages, appointments, meetings, contacts and tasks by color
 - Categorize messages, appointments, meetings and contact information related to a certain person as RED
 - Create a custom color category
- 5.1.2. Search outlook items by category
 - Search for all items that are grouped by category already.
- 5.1.3. Sort outlook items by color category

5.2. Create and manage Outlook data files

- 5.2.1. Create a data file
 - Create a .pst file and save it to your desktop
- 5.2.2. Add an Outlook data file to, or remove it from, a mail profile
- 5.2.3. Change default location of data files

5.3. Organize Mail folders

- 5.3.1. Create a mail folder
 - Create a new folder and move emails into it.
 - Move a folder to another location within Outlook.
- 5.3.2. Collapse and expand mail folder view
- 5.3.3. Create a custom Search Folder
- 5.3.4. Move mail from domain storage to personal folders
 - Manually
 - By archiving
 - Clean out your inbox by archiving email older than 90 days.
 - Set Auto Empty for the deleted items folder.
 - Add a user to the junk sender list from a received email.
 - From the Junk Email folder, change a sender to a Safe Sender.
 - Set all email from a particular domain to be moved to the Junk mail folder.
- 5.3.5. Empty Deleted Mail and Sent items folders
 - Permanently delete
 - Set the auto empty option for the deleted items folder
- 5.3.6. Manage Junk email
 - Add users to blocked senders list
 - Add users or domains to safe senders list



- Empty Junk email message folder
- Mark an mail as Not Junk

5.4. Locate Outlook items by searching

- 5.4.1. Locate e-mail messages by searching
- 5.4.2. Locate all items related to a specific person by searching
- 5.4.3. Locate tasks or contacts by searching

5.5. Create and modify rules to manage email

- 5.5.1. Create a rule to move mail
 - Create a new rule to move email to a particular folder (possibly create folder again).
 - Create a rule to delete all mail from a sender.
 - Delete an old rule.
- 5.5.2. Create a mail to categorize mail
- 5.5.3. Create a rule to forward mail
- 5.5.4. Create rules to delete mail

5.6. Customize your outlook Experience

- 5.6.1. Show, hide, or minimize the To Do Bar
 - Apply a stationary to your messages.
 - Set the default font for all your outgoing messages.
 - Minimize the To Do Bar.
- 5.6.2. Customize the To Do bar
- 5.6.3. Select the default format for email message
 - Apply themes and stationery
 - Set the default fonts for email
 - Set the default message format (HTML, Rich Text, Text)
- 5.6.4. Configure Outlook to be accessible through the web
 - Configure RPC over HTTP