

**Chapter 1: Using Act!**

You will learn:

- Using Act!.
- Running the Database Setup Wizard.
- Starting Act!.
- Viewing the Act! Window.
- Creating a new database.
- Changing my record information.
- Adding a new record.
- Working with contact fields.
- Entering contact information.
- Closing a database.

**Chapter 2: Viewing and Editing Contacts**

You will learn:

- Opening a database.
- Viewing contact records.
- Changing the layout.
- Editing a contact record.
- Duplicating contact records.

**Chapter 3: Using Advanced Contact Entry**

You will learn:

- Identifying contact names.
- Entering international phone numbers.
- Entering/deleting e-mail addresses.



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**Chapter 4: Adding Additional Information**

You will learn:

- Using the contact tabs.
- Adding information to a user field.
- Adding phone/home information.
- Adding status information.

**Chapter 5: Using Notes, Histories, and Attachments**

You will learn:

- Viewing the Notes/History Tab.
- Attaching a file.
- Recording a History.
- Filtering/deleting Notes/History Items.

**Chapter 6: Sorting**

You will learn:

- Sorting a database.
- Sorting by a single field.
- Sorting by multiple fields.

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**Chapter 7: Using Tile Contact List Window**

You will learn:

- Opening the contact list window.
- Adding a column.
- Changing column width.
- Moving a column.
- Freezing columns.
- Sorting the contact list.
- Creating lookups.
- Viewing all contacts.
- Omitting selected contact records.
- Switching to the contact window.

**Chapter 8: Using Contact Lookups**

You will learn:

- Working with lookups.
- Creating a simple lookup.
- Adding criteria to a lookup.
- Returning to the previous lookup.
- Performing a keyword lookup.
- Looking up my record.



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**Chapter 9: Using Groups**

You will learn:

- Using groups.
- Creating a group record.
- Adding contacts to a group.
- Creating a group from a lookup.
- Working with group tabs.
- Deleting a group.
- Viewing contact groups.

**Chapter 10: Using Calendars**

You will learn:

- Using calendars.
- Displaying a daily calendar.
- Changing the calendar date.
- Displaying a weekly calendar.
- Displaying a monthly calendar.
- Using the mini-calendar.
- Changing calendar preferences.
- Printing calendars.
- Changing calendar print options.

  
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**Chapter 11: Scheduling Activities**

You will learn:

- Using activities.
- Scheduling an activity.
- Scheduling from a contact record.
- Editing activities.
- Clearing a scheduled activity.
- Scheduling recurring activities.
- Scheduling custom activities.
- Rescheduling an activity.
- Rescheduling a conflicting activity.
- Looking up scheduled contacts.

**Chapter 12: Using the Task List**

You will learn:

- Using the task list.
- Scheduling from the task list.
- Filtering the task list.