

Microsoft Outlook 2021/365

Level 1

Chapter 1: Fundamentals

In this chapter you will learn to:

- Explore the Outlook interface.
- View Outlook items
- Use Quick Search

Module A: Getting around assessment.

1. The _____ replaces the menus and toolbars of older Outlook versions.
 - a. Folder pane
 - b. T-Do bar
 - c. Ribbon
 - d. Reading pane
2. The _____ are the primary way to access various areas of outlook.
 - a. Navigation Options
 - b. Quick Access toolbar
 - c. Ribbon
 - d. Backstage view
3. True or Fales: You can use the Folder pane normally, even when it's minimized.
 - a. True
 - b. False

Answers Module A: Getting around assessment.

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3. True or Fales: You can use the Folder pane normally, even when it's minimized.
 - a. True**

- b. False

Module B: Viewing Outlook Items

Assessment: Viewing Outlook Items

1. True or False? You can preview any kind of item in the Reading pane.
 - a. True
 - b. False
2. Outlook Today is ...
 - a. A news feed integrated into Outlook.
 - b. Microsoft's web-based email service.
 - c. A summary page of Outlook items requiring action.
 - d. Another name for Folders view.
3. What View tab elements let you change how items appear in a folder?
 - a. Change View
 - b. Reading pane
 - c. Arrangement gallery
 - d. Reminders window
4. True or False? By default, instant Search searches all folders for the entered term.
 - a. True
 - b. False

Assessment Answers: Viewing Outlook Items

1. True or False? You can preview any kind of item in the Reading pane.
 - a. **True**
 - b. False
2. Outlook Today is ...
 - a. A news feed integrated into Outlook.
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 - c. **Arrangement gallery**
 - d. Reminders window
4. True or False? By default, instant Search searches all folders for the entered term.
 - a. True
 - b. **False**

Assessment: Creating messages

1. What type of commands won't you find on the message tab of the ribbon?
 - a. Formatting text
 - b. Adding recipients
 - c. Attaching items
 - d. Sending messages
2. True or False? If Outlook incorrectly shows a word as a spelling error, you can easily and permanently correct it.
 - a. True
 - b. False
3. True or False? When you type @ and a contact's name in an email message body, the contact's email address is also added to the To address field.
 - a. True
 - b. False
4. True or False? Recipients in the To, Cc, and Bcc fields all receive identical messages and can respond to them in the same way.
 - a. True
 - b. False
5. What message format is supported by most email client's? Select the correct answer option:
 - a. HTML
 - b. Rich text
 - c. Plain text

Assessment Answers: Creating messages.

1. What type of commands won't you find on the message tab of the ribbon?
 - a. Formatting text
 - b. Adding recipients
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- a. HTML
- b. Rich text
- c. **Plain text**

Module B: Acting on messages.

Assessment: Acting on messages.

1. True or false? When a message is part of an extended chain of responses, by default Reply All includes all previous messages, while Reply includes only the most recent one.
 - a. True
 - b. False
2. True or False? Merely selecting a message in your inbox marks it as read.
 - a. True
 - b. False
3. Can you recover a message that's been permanently deleted? Choose the best answer.
 - a. Yes
 - b. No
 - c. Maybe, depending on your account setting.
 - d. Maybe, depending on how large the message was.

Assessment Answers: Acting on messages.

1. True or false? When a message is part of an extended chain of responses, by default Reply All includes all previous messages, while Reply includes only the most recent one.
 - a. True
 - b. False**
2. True or False? Merely selecting a message in your inbox marks it as read.
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 - a. Yes
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Module C: Adding Content

Assessment: Adding Content

1. True or False? You can experiment with different paste options without committing to only one at a time.
 - a. True
 - b. False
2. Which options might you use to send a chart they can open in Microsoft Excel?
 - a. Unicode Text
 - b. Attach File

- c. Microsoft Office Objects
 - d. Match Styles
- 3. What part of an inserted web hyperlink do you always have to specify?
 - a. Address
 - b. Displayed text
 - c. Icon
 - d. Screen Tip
- 4. True or False? Additional tabs such as Format only appear when you select a picture in a message.
 - a. True
 - b. False
- 5. True or False? If you have an application that can view an Outlook attachment, you can always preview the attachment's content in the reading pane.
 - a. True
 - b. False

Assessment Answers: Adding Content

- 1. True or False? You can experiment with different paste options without committing to only one at a time.
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- 5. True or False? If you have an application that can view an Outlook attachment, you can always preview the attachment's content in the reading pane.
 - a. True
 - b. False**

Module D: Signatures

Assessment: Signatures

1. True or False? It's a "best practice" to limit a business signature to a name and contact information.
 - a. True
 - b. False
2. True or False? It's easy to manage multiple signatures in Outlook.
 - a. True
 - b. False
3. In Outlook, you use both a personal email address and a business address. You've made both a personal and a business signature. How can you most easily make sure to always use a signature while avoiding using the wrong one?
 - a. Set outlook to ask you which signature to use before you send a message.
 - b. Set the signature for the account you use most as the default, and manually insert the other when you need to.
 - c. Don't set a default signature: instead, manually insert the correct one for each message.
 - d. Set a different default signature for each account.

Assessment Answers: Signatures

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 - d. Set a different default signature for each account.

Chapter 3: Contacts

Module A: Managing contacts

Assessment: Managing contacts

1. When you create a new contact using another contact from the same company, what fields are copied from the existing contact?
 - a. Business phone number

- b. Email address
 - c. Job Title
 - d. Website
2. True or False? If you change a phone number in an electronic business card, the new number is automatically reflected in the contact item itself.
- a. True
 - b. False
3. Why might you share a contact's in .vcf format rather than as an Outlook item?
- a. To pass information that can't be included in shared Outlook items.
 - b. Because outlook items can only be shared between Microsoft Exchange email users.
 - c. Because .vcf is more compatible with other email clients.
 - d. All the above.

Assessment Answers: Managing contacts

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 - d. All the above.

Module B: Using contact groups

Assessment: Using contact groups

1. True or False? Contact cards and contacts only differ in where they appear in Outlook.
- a. True
 - b. False
2. True or False? You need to install an add-in to use contact cards.
- a. True
 - b. False
3. What can't you do from a contact card?
- a. Look the contact up on LinkedIn.
 - b. Make a phone call to a contact.

- c. Open the full Contact window.
- d. Schedule a meeting with the contact.

Assessment Answers: Using contact groups

1. True or False? Contact cards and contacts only differ in where they appear in Outlook.
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 - c. Open the full Contact window.
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Assessment: Using Contact Cards

1. Contact lists allow you to:
 - a. Organize lists of names without making them all contacts.
 - b. Address a group of people with the convenience of a single name.
 - c. Send group messages without the complexity of distribution lists.
 - d. Organize your contacts into categories.
2. True or False? Members of a contact group don't have to be taken from your existing contacts.
 - a. True
 - b. False
3. What can't you do from the Contact Group tab?
 - a. Add notes for the group as a whole.
 - b. Automatically remove inactive email addresses.
 - c. Automatically update list information for changed contacts.
 - d. Schedule a meeting with the group.

Assessment Answers: Using Contact Cards

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Assessment: Creating tasks

1. You can most easily access your full Tasks lists from the:
 - a. Navigation options
 - b. Ribbon
 - c. Calendar
 - d. Address Book
2. True or False? Not all task views show all tasks.
 - a. True
 - b. False
3. You can create a new task from the:
 - a. Ribbon
 - b. Address Book
 - c. To-Do list
 - d. To-Do-bar

Assessment Answers: Creating tasks

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Assessment: Managing tasks

1. True or False? You can mark a task complete by checking it off in the folder contents list.
 - a. True
 - b. False
2. True or False? Deleted tasks are [permanently removed from Outlook].
 - a. True
 - b. False
3. Which isn't an allowable interval for a recurring task?
 - a. Hourly
 - b. Daily
 - c. Weekly
 - d. Monthly

Assessment Answers: Managing tasks

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Assessment: Assigning tasks

1. Ownership of an assigned task...
 - a. Stays with the sender.
 - b. Is shared by both.
 - c. Goes to the recipient.
2. True or false? The Send Status report button becomes available after you assign a task.
 - a. True
 - b. False
3. True or false? You're prompted to send a response whether you accept or decline a task.
 - a. True
 - b. False

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Assessment: Appointments

1. Unlike tasks, appointments have specific:
 - a. Participants
 - b. Recurrence
 - c. Dates
 - d. Reserved times
2. True or False? You can easily convert an appointment to an event, or vice-versa.
 - a. True
 - b. False
3. True or False? Appointments, meetings, and tasks automatically have reminders set.
 - a. True
 - b. False
4. Which of the following is not a valid recurrence range?
 - a. End after 10 occurrences
 - b. End after 10 hours total duration
 - c. End by 04/12/2022
 - d. No end date.
5. True or false? You can forward an appointment, but this is the same as making it a meeting.
 - a. True
 - b. False

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 - b. False**

Assessment: Meetings

1. Unlike appointments, meeting have:
 - a. Other participants
 - b. Recurrence settings
 - c. Starting Dates
 - d. Reserved times
2. To turn an appointment into a meeting, you can:
 - a. Check the Meeting box next to the start time.
 - b. Invite attendees
 - c. Drag it to the Meeting folder.
 - d. Forward it to the attendees.
3. True or false? When you propose a new meeting time, you automatically share your free times with the meeting organizer.
 - a. True
 - b. False
4. True or false? You can use the Contact Attendees commands whether you're the organizer or an attendee of a meeting.
 - a. True
 - b. False

Assessment Answers: Meetings

1. Unlike appointments, meeting have:
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 - b. False**

Assessment: Using the calendar

1. Which view display a daily task list?
 - a. Day
 - b. Month
 - c. Schedule View
 - d. Work Week
2. Which calendar navigation method lets you move to both any time and view?
 - a. The Date Navigator
 - b. To Go To Date window
 - c. The Next Appointment button
 - d. Schedule View
3. True or false? You can't use Calendar Options settings to mark your birthday as a personal holiday.
 - a. True
 - b. False

Assessment Answer: Using the calendar

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 - b. False

Assessment: Customizing the Ribbon

1. True or False? You can still access ribbons commands easily while it'd minimized.
 - a. True
 - b. False
2. Choose all that apply. You can customize the ribbon by:
 - a. Adding commands to an existing group.

- b. Adding groups to an existing tab.
 - c. Removing an existing tab.
 - d. Removing groups from an existing tab.
3. True or false? To reset all customizations, you must use both the Customize Ribbon and Quick Access toolbar options.
- a. True
 - b. False

Assessment Answers: Customizing the Ribbon

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- a. True
 - b. **False**

Assessment: Customizing Outlook

1. What options setting isn't on the View tab?
- a. Conservation Settings
 - b. Navigation Pane
 - c. Outlook Today
 - d. People Pane
2. True or false? When viewing a conversation, you can even preview or open items not in the current folder.
- a. True
 - b. False
3. Which setting can you access from the Advanced View Options window?
- a. Add-Ins
 - b. Columns
 - c. Conversations
 - d. Group by
4. You can most easily open Outlook Options from the:
- a. File tab
 - b. Home tab
 - c. Outlook Today screen
 - d. View tab

Assessment Answers: Customizing Outlook

1. What options setting isn't on the View tab?
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 - b. Home tab
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Level 2

Assessment: Account management

1. What account type is generally meant to be accessed from just one device? Choose the best response.
 - a. IMAP
 - b. Microsoft exchange
 - c. POP3
 - d. SMTP
2. True or False? You might need to close Outlook to add an account.
 - a. True
 - b. False
3. True or False? To change most account setting, you'll need to delete and recreate the account.
 - a. True
 - b. False

Assessment Answers: Account management

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 - a. True
 - b. False**

Assessment: Using folders

1. True or False? An Outlook folder is specialized for one type of item.
 - a. True
 - b. False
2. What happens when you drag a contact into a calendar folder? Choose the best response.
 - a. A meeting is scheduled with that contact.
 - b. The contact is copied to your calendar.
 - c. The contact is moved to your calendar.
 - d. You receive an error message.
3. True or False? You should be careful not to delete standard Outlook folders, like Sent Items, by mistake.
 - a. True
 - b. False

Assessment Answers: Using folders

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 - b. False**

Assessment: Categorizing items

1. True or False? Each item type has its own category listing.
 - a. True

- b. False
- 2. What do you need to do the first time you use a category? Choose the best response.
 - a. Assign it a shortcut key.
 - b. Assign it an unused color.
 - c. Choose other items to which to apply it.
 - d. Confirm its name and color.
- 3. True or False? You can search and arrange by category regardless of the current folder view.
 - a. True
 - b. False

Assessment Answer: Categorizing items

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Assessment: Searching and filtering

- 1. What ribbon group do you use to control the folders covered by a search? Choose the best response.
 - a. Filters
 - b. Options
 - c. Refine
 - d. Scope
- 2. You're making a project of looking up and adding phone numbers to all of your contacts that don't have them already. You'll be switching folders a lot and performing other tasks while you work on it, but you otherwise don't really need to use the contacts folder until it's finished. What tool would help you focus on contacts without phone numbers, with the least trouble? Choose the best response.
 - a. Filters
 - b. Instant search
 - c. Recent searches
 - d. Search Folders
- 3. You just refined a search to show messages received this week. What will you see if you click the Has Attachments refinement? Choose the best response.
 - a. All messages with attachment, received at any time.
 - b. All messages with attachments, and all messages that were received this week.
 - c. All messages with attachments that were received this week.

- d. An error message.

Assessment Answers: Searching and filtering.

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 - c. All messages with attachments that were received this week.**
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Assessment: Quick Steps

1. Quick Steps allow you to _____. Choose the best way to complete the sentence.
 - a. Automatically performs commands on message as they arrive.
 - b. Easily perform commands that are otherwise buried in obscure menus.
 - c. Perform multiple commands on a message with a single button click.
 - d. Perform one command on items in multiple folders.
2. True or False? Not all the default Quick Steps included with Outlook are ready to use as-is.
 - a. True
 - b. False
3. True or False? Creating, duplicating, and editing Quick Steps are actions that all use very much of the same procedure.
 - a. True
 - b. False
4. True or False? When you make a Quick Step, Outlook gives it a Tool Tip that describes the steps it performs.
 - a. True
 - b. False

Assessment Answers: Quick Steps

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Assessment: Managing junk mail

1. A phishing email typically tricks recipients into _____. Choose the best way to complete the sentence.
 - a. Buying products from an unfamiliar and untrustworthy vendor.
 - b. Clicking a fake link to what appears to be a trustworthy site.
 - c. Performing "Security Fixes" that actually make their computer vulnerable or non-functional.
 - d. Viewing an attachment that contains malware.
2. True or False? You should always set your automatic filtering to a high sensitivity level.
 - a. True
 - b. False
3. What's the best action to take when an important message from a colleague has been mistakenly marked as junk? Choose the best single response.
 - a. Add the sender to the Safe Senders list.
 - b. Add your address to the Safe Recipients list.
 - c. Drag it back to your inbox folder.
 - d. Mark it as Not Junk.

Assessment Answers: Managing junk mail

1. A phishing email typically tricks recipients into _____. Choose the best way to complete the sentence.
 - a. Buying products from an unfamiliar and untrustworthy vendor.
 - b. Clicking a fake link to what appears to be a trustworthy site.**
 - c. Performing "Security Fixes" that actually make their computer vulnerable or non-functional.
 - d. Viewing an attachment that contains malware.
2. True or False? You should always set your automatic filtering to a high sensitivity level.

- a. True
 - b. False**
3. What's the best action to take when an important message from a colleague has been mistakenly marked as junk? Choose the best single response.
- a. Add the sender to the Safe Senders list.
 - b. Add your address to the Safe Recipients list.
 - c. Drag it back to your inbox folder.
 - d. Mark it as Not Junk.**

Assessment: Using rules

1. Which of the following is an appropriate example of a rule? Choose all that apply.
 - a. Flag all messages from your manager for followup.
 - b. Forward any message you assign to a certain category.
 - c. Move all messages from a known spammer to your Junk Email folder.
 - d. Move all new messages addressed to your project team into a Project Team folder.
 - e. Play a specific sound when a high priority message arrives.
2. True or False? Even if a message meets the conditions for multiple rules, only one rule can ever act on it.
 - a. True
 - b. False
3. True or False? You can run a rule on messages already in your message mailbox.
 - a. True
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Assessment: Cleaning up your mailbox

1. True or False? Even when server limits aren't an issue, you might want to clean up your mailbox regularly.
 - a. True
 - b. False

2. What happens when you clean up a conversation? Choose the best response.
 - a. All messages in the current folder, except the latest reply are deleted.
 - b. All messages in the current folder, except the original message and last reply, are deleted.
 - c. All messages older than a certain point are deleted.
 - d. The conversation is moved to a Conversations subfolder.
3. True or False? You can customize which folders to AutoArchive, but all folders must be archived to the same file.
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Assessment: Message options

1. Which of the following are valid message importance settings? Choose all that apply.
 - a. Confidential
 - b. High
 - c. Normal
 - d. Personal
 - e. Urgent
2. True or False? Voting and receipt results can all be viewed in the same place.
 - a. True
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3. Which of these actions can you perform only from ribbon commands, not from the Properties window? Choose the best response.
 - a. Add voting buttons.
 - b. Delay delivery.
 - c. Flag a message for follow-up.
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Assessment: Customizing message appearance

1. What would you change to quickly adjust all text formatting in a message? Choose the best response.
 - a. Stationery
 - b. Styles
 - c. Styles Sets
 - d. Themes
2. Which if these is *not* a theme element? Choose the best response.
 - a. Colors
 - b. Effects
 - c. Fonts
 - d. Paragraph spacing
3. True or False? It's not difficult to only use stationary for occasional messages.
 - a. True
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Assessment: Notes

1. True or False? Compared to other Outlook items, notes have far fewer properties to set.
 - a. True
 - b. False
2. True or False? You can change the font settings for individual notes.
 - a. True
 - b. False
3. A note's color indicates its _____. Choose the best answer.
 - a. Age
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 - c. Importance
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Assessment: Using the Journal

1. True or False? You can create journal entries only from existing email messages.
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2. True or False? You can change the start time of a journal entry later, should you need to.
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Assessment: Performing mail merge

1. What do you need to perform a mail merge in Outlook? Choose all that apply.
 - a. A matching version of Microsoft Word.
 - b. An account with a mass mailing service.
 - c. Word 2007 or later.
 - d. All recipients configured as contacts.
2. True or False? Before performing a mail merge, you should consider any potential legal or professional issues.
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Assessment: Sharing items

1. Most of Outlook's features assume that you have a _____ account. Choose the best response.
 - a. IMAP
 - b. Office.com
 - c. Microsoft Exchange
 - d. Microsoft SharePoint
2. When you share a folder, what is its default level? Choose the best answer.
 - a. Author
 - b. Contributor
 - c. Editor

- d. Reviewer
- 3. What feature allows you to coordinate multiple calendars? Choose the best response.
 - a. Calendar groups
 - b. Microsoft Exchange
 - c. Schedule view
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Assessment: Outlook integration

- 1. True or False? Outlook uses an add-in to integrate with Microsoft Exchange.
 - a. True
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- 2. True or False? If your organization uses SharePoint, Outlook lets you synchronize SharePoint content to view it when you're not connected to the network.
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