Chapter 1: Fundamentals

Module A: Getting around

The _____ replaces the menus and toolbars of older Outlook versions.

- Folder pane
- To-Do bar
- Ribbon
- Reading pane

The _____ is/are the primary way to access various areas of Outlook.

- Navigation options
- Quick Access toolbar
- Ribbons
- Backstage view

True or false: You can use the Folder pane normally, even when it's minimized.

- True
- False

Module B: Viewing Outlook items

True or false? You can preview any kind of item in the Reading pane.

- True
- False

Outlook Today is ...

- A news feed integrated into Outlook.
- Microsoft's web-based email service.
- A summary page of Outlook items requiring action.
- Another name for Folders view.

What View tab elements let you change how items appear in a folder?

- Change View
- Reading pane
- Arrangement gallery
- Reminders window

True or false? By default, Instant Search searches all folders for the entered term.

- True
- False

Chapter 2: Email basics

Module A: Creating messages

What type of commands won't you find on the Message tab of the ribbon?

- Formatting text

- Adding recipients

- Attaching items

- Sending messages

True or false? Recipients in the To, Cc, and Bcc fields all receive identical messages and can respond to them in the same way.

- True

- False

What message format is supported by the most email clients?

- HTML

- Rich Text

- Plain Text

True or false? If Outlook incorrectly shows a word as a spelling error, you can easily and permanently correct it.

- True

- False

Module B: Acting on messages

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.

- True

- False

True or false? Merely selecting a message in your inbox marks it as read.

- True

- False

Can you recover a message that's been permanently deleted?

- Yes

- No

- Maybe, depending on your account settings.

- Maybe, depending on how large the message was.

Module C: Adding content

True or false? You can experiment with different paste options without committing to only one at a time.

- True

- False

Which options might you use to send someone a chart they can open in Microsoft Excel?

- Unicode Text

- Attach File

- Microsoft Office Object

- Match Styles

What part of an inserted web hyperlink do you always have to specify?

- Address

- Displayed text

- Icon

- ScreenTip

True or false? Additional tabs such as Format only appear when you select a picture in a message.

- True

- False

True or false? If you have an application that can view an Outlook attachment, you can preview the attachment's content in the Reading pane.

- True

- False

Module D: Signatures

True or false? It's a "best practice" to limit a business signature to name and contact information.

- True

- False

True or false? It's easy to manage multiple signatures in Outlook.

- True
- False

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?

- Set Outlook to ask you which signature to use before you send a message.
- Set the signature for the account you use most as the default, and manually insert the other when you need to.
- Set a different default signature for each account.
- Don't set a default signature; instead, manually insert the correct one for each message.

Chapter 3: Contacts

Module A: Managing contacts

When you create a new contact using another contact from the same company, what fields are copied from the existing contact?

- Business phone number

- Email address

- Job title

- Website

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.

- True

- False

Why might you share a contact in .vcf format rather than as an Outlook item?

- To pass information that can't be included in shared Outlook items.

- Because Outlook items can only be shared between Microsoft Exchange email users.

- Because .vcf is more compatible with other email clients.

- All of the above.

Module B: Using contact groups

Contact lists allow you to:

- Organize lists of names without making them all contacts.

- Address a group of people with the convenience of a single name.

- Send group messages without the complexity of distribution lists.

- Organize your contacts into categories.

True or false? Members of a contact group don't have to be taken from your existing contacts.

- True

- False

What can't you do from the Contact Group tab?

- Add notes for the group as a whole.
- Automatically remove inactive email addresses.
- Automatically update list information for changed contacts.
- Schedule a meeting with the group.

Module C: Using the People pane

True or false? Contact cards and the People pane only differ in where they appear in Outlook.

- True
- False

True or false? You need to install an add-in to use the Outlook Social Connector with your social network.

- True
- False

What can't you do from a contact card?

- Look the contact up on LinkedIn.
- Make a phone call to the contact.
- Open the full Contact window.
- Schedule a meeting with the contact.

Chapter 4: Tasks

Module A: Creating tasks

You can most easily access your full Tasks list from the:

- Navigation options
- Ribbon
- Calendar
- Address Book

True or false? Not all task views show all tasks.

- True
- False

You can create a new task from the:

- Ribbon
- Address Book
- To-Do list
- To-Do-bar

Module B: Managing tasks

True or false? You can mark a task complete by checking it off in the folder contents list.

- True
- False

True or false? Deleted tasks are permanently removed from Outlook.

- True
- False

Which isn't an allowable interval for a recurring task?

- Hourly
- Daily
- Weekly
- Monthly

Module C: Assigning tasks

Ownership of an assigned task

- Goes to the recipient.
- Stays with the sender.
- Is shared by both.

True or false? The Send Status Report button becomes available after you assign a task.

- True
- False

True or false? You're prompted to send a response whether you accept or decline a task.

- True
- False

Chapter 5: Scheduling

Module A: Appointments

Unlike tasks, appointments have specific:

- Participants
- Recurrence
- Dates
- Reserved times

True or false? You can easily convert an appointment to an event, or vice-versa.

- True
- False

True or false? Appointments, meetings, and tasks automatically have reminders set.

- True
- False

Which of the following is *not* a valid recurrence range?

- End after 10 occurrences
- End after 10 hours total duration
- End by 04/12/2016
- No end date

True or false? You can forward an appointment, but this is the same as making it a meeting.

- True
- False

Module B: Meetings

Unlike appointments, meetings have:

- Other participants
- Recurrence settings
- Starting Dates
- Reserved times

To turn an appointment into a meeting, you can:

- Check the Meeting box next to the start time.

- Invite attendees

- Drag it to the Meetings folder.

- Forward it to the attendees.

True or false? When you propose a new meeting time, you automatically share your free times with the meeting organizer.

- True

- False

True or false? You can use the Contact Attendees commands whether you're the organizer or an attendee of a meeting.

- True

- False

Module C: Using the calendar

Which views display a daily task list?

- Day

- Month

- Schedule View

- Work Week

Which calendar navigation method lets you move to both any time and any view?

- The Date Navigator

- The Go To Date window

- The Next Appointment button

- Schedule View

True or false? You can't use the Calendar Options settings to mark your birthday as a personal holiday.

- True

- False

Chapter 6: Customization

Module A: Customizing the ribbon

True or false? You can still access ribbon commands easily while it's minimized.

- True
- False

You can customize the ribbon by:

- Adding commands to an existing group.
- Adding groups to an existing tab.
- Removing an existing tab.
- Removing groups from an existing tab.

True or false? To reset all customizations, you must use both the Customize Ribbon and Quick Access Toolbar options.

- True
- False

Module B: Customizing Outlook

What options setting *isn't* on the View tab?

- Conversation Settings
- Navigation Pane
- Outlook Today
- People Pane

True or false? When viewing a conversation, you can even preview or open items not in the current folder.

- True
- False

What settings can you access from the Advanced View Options window?

- Add-Ins
- Columns
- Conversations
- Group by

You can most easily open Outlook Options from the:

- File tab
- Home tab
- Outlook Today screen
- View tab