

# Chapter 1: Organizing Outlook

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## Module A: Account management

What account type is generally meant to be accessed from just one device? Choose the best response.

- IMAP
- Microsoft Exchange
- **POP3**
- SMTP

True or false? You might need to close Outlook to add an account.

- **True**
- False

True or false? To change most account settings, you'll need to delete and recreate the account.

- True
- **False**

## Module B: Using folders

True or false? An Outlook folder is specialized for one type of item.

- **True**
- False

What happens when you drag a contact into a calendar folder? Choose the best response.

- **A meeting is scheduled with that contact.**
- The contact is copied to your calendar.
- The contact is moved to your calendar.
- You receive an error message.

True or false? You should be careful not to delete standard Outlook folders, like Sent Items, by mistake.

- True
- **False**

## Module C: Categorizing items

True or false? Each item type has its own category listing.

- True
- **False**

What do you need to do the first time you use a category? Choose the best response.

- Assign it a shortcut key.
- Assign it an unused color.
- Choose other items to which to apply it.
- **Confirm its name and color.**

True or false? You can search and arrange by category regardless of the current folder view.

- True
- **False**

## Module D: Searching and filtering

What ribbon group do you use to control the folders covered by a search? Choose the best response.

- Filters
- Options
- Refine
- **Scope**

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 your 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.

- **Filters**
- Instant Search
- Recent Searches
- Search Folders

You've 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.

- All messages with attachments, received at any time.
- All messages with attachments, and all messages that were received this week.
- **All messages with attachments that were received this week.**
- An error message.

## Module E: Quick steps

Quick Steps allow you to \_\_\_\_\_. Choose the best way to complete the sentence.

- Automatically perform commands on messages as they arrive.
- Easily perform commands that are otherwise buried in obscure menus.
- **Perform multiple commands on a message with a single button click.**
- Perform one command on items in multiple folders.

True or false? Not all the default Quick Steps included with Outlook are ready to use as-is.

- **True**
- False

True or false? Creating, duplicating, and editing Quick Steps are actions that all use very much the same procedure.

- **True**
- False

True or false? When you make a Quick Step, Outlook gives it a ToolTip that describes the steps it performs.

- True
- **False**

# Chapter 2: Managing your mail

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## Module A: Managing junk mail

A phishing email typically tricks recipients into \_\_\_\_\_. Choose the best way to complete the sentence.

- Buying products from an unfamiliar and untrustworthy vendor.
- **Clicking a fake link to what appears to be a trustworthy site.**
- Performing "security fixes" that actually make their computer vulnerable or non-functional.
- Viewing an attachment that contains malware.

True or false? You should always set your automatic filtering to a high sensitivity level.

- True
- **False**

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.

- Add the sender to the Safe Senders list.
- Add your address to the Safe Recipients list.
- Drag it back to your Inbox folder.
- **Mark it as Not Junk.**

## Module B: Using rules

Which of the following is an appropriate example of a rule? Choose all that apply.

- **Flag all messages from your manager for follow-up.**
- Forward any message you assign to a certain category.
- Move all messages from a known spammer to your Junk Email folder.
- **Move all new messages addressed to your project team into a Project Team folder.**
- **Play a specific sound when a high-priority message arrives.**

True or false? Even if a message meets the conditions for multiple rules, only one rule can ever act on it.

- True
- **False**

True or false? You can run a rule on messages already in your mailbox.

- **True**
- False

## Module C: Cleaning up your mailbox

True or false? Even when server limits aren't an issue, you might want to clean up your mailbox regularly.

- **True**
- False

What happens when you clean up a conversation? Choose the best response.

- **All messages in the current folder, except the latest reply, are deleted.**
- All messages in the current folder, except the original message and latest reply, are deleted.
- All messages older than a certain point are deleted.
- The conversation is moved to a Conversations subfolder.

True or false? You can customize which folders to AutoArchive, but all folders must be archived to the same file.

- True
- **False**

# Chapter 3: Advanced email settings

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## Module A: Message options

Which of the following are valid message importance settings? Choose all that apply.

- Confidential
- **High**
- **Normal**
- Personal
- Urgent

True or false? Voting and receipt results can all be viewed in the same place.

- **True**
- False

Which of these actions can you perform only from ribbon commands, not from the Properties window? Choose the best response.

- Add voting buttons.
- Delay delivery.
- **Flag a message for follow-up.**
- Set message sensitivity level.

## Module B: Customizing message appearance

What would you change to quickly adjust all text formatting in a message? Choose the best response.

- Stationery
- Styles
- **Style Sets**
- Themes

Which of these is *not* a theme element? Choose the best response.

- Colors
- Effects
- Fonts
- **Paragraph spacing**

True or false? It's not difficult to only use stationery for occasional messages.

- **True**
- False

# Chapter 4: Notes and Journal entries

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## Module A: Notes

True or false? Compared to other Outlook items, notes have far fewer properties to set.

- **True**
- False

True or false? You can change the font settings for individual notes.

- True
- **False**

A note's color indicates its \_\_\_\_\_. Choose the best answer.

- Age
- **Category**
- Importance
- Size

## Module B: Using the Journal

True or false? You can create journal entries only from existing email messages.

- True
- **False**

True or false? You can change the start time of a journal entry later, should you need to.

- **True**
- False

# Chapter 5: Collaboration

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## Module A: Performing mail merges

What do you need to perform a mail merge in Outlook? Choose all that apply.

- **A matching version of Microsoft Word.**
- An account with a mass mailing service.
- Word 2007 or later.
- **All recipients configured as contacts.**

True or false? Before performing a mail merge, you should consider any potential legal and professional issues.

- **True**
- False

True or false? It's easy to edit contact fields in Word while composing a mail merge.

- True
- **False**

## Module B: Sharing items

Most of Outlook's sharing features assume that you have a(n) \_\_\_\_\_ account. Choose the best response.

- IMAP
- Office.com
- **Microsoft Exchange**
- Microsoft SharePoint

When you share a folder, what is its default permission level? Choose the best response.

- Author
- Contributor
- Editor
- **Reviewer**

What feature allows you to coordinate multiple calendars? Choose the best response.

- Calendar groups
- Microsoft Exchange
- **Schedule view**
- SharePoint

## Module C: Outlook integration

True or false? Outlook uses an add-in to integrate with Microsoft Exchange.

- **True**
- False

True or false? Using the Outlook Social Connector, you can connect to a supported social network by entering its name and your user credentials.

- True
- **False**

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.

- **True**
- False