

Outlook Module 1

Multiple Choice

1. Email is the transmission of messages and files between computers or smart devices over a(n) ____.

- a. STMP
- b. network
- c. ISP
- d. Web app

ANSWER: b

2. An email account is an electronic mailbox you receive from an ____.

- a. ISP
- b. email service provider
- c. email client
- d. email address

ANSWER: b

3. An email ____ is an app that allows you to compose, send, receive, store, and delete email messages.

- a. address
- b. client
- c. account
- d. service provider

ANSWER: b

4. ____ could set up an email account for you.

- a. Your employer
- b. A slide transition
- c. A Smart Guide
- d. Windows Explorer

ANSWER: a

5. When you have an email account, you also have an email ____.

- a. message
- b. profile
- c. record
- d. address

ANSWER: d

The first time you start Outlook on a home computer, the ____ feature guides you to provide information that Outlook needs to send and receive email messages.

6. The first time you start Outlook on a home computer, the ____ feature guides you to provide

information ...

- a. Auto Account Setup
- b. Quick Steps
- c. domain name
- d. Navigation Bar

ANSWER: a

7. The last part of an email address is the ____ name.

- a. user
- b. profile
- c. program
- d. domain

ANSWER: d

8. The ____ is the part of an email address that identifies a specific user.

- a. user name
- b. icon
- c. profile
- d. domain

ANSWER: a

9. Microsoft Outlook uses a special file format called a ____ to save your email files, calendar entries, and contacts.

- a. Sensitivity level
- b. mailbox
- c. data file
- d. personal storage table

ANSWER: d

10. Click the Options tab in the Backstage view to display the ____ dialog box.

- a. Mail Options
- b. Outlook Options
- c. Navigation Options
- d. File Options

ANSWER: b

11. A message's ____ advises the recipient on how to treat the contents of the message.

- a. Sensitivity level
- b. Internet Service Provider
- c. Personal Folders File
- d. Information Wizard

ANSWER: a

12. The information in the ____ routes a message to its recipients and identifies the subject

of the message.

- a. message header
- b. profile
- c. message area
- d. domain

ANSWER: a

13. The ____ is where you type an email message.

- a. message header
- b. greeting line
- c. message area
- d. subject line

ANSWER: c

14. The ____ states the reason for an email message.

- a. signature line
- b. greeting line
- c. subject line
- d. closing line

ANSWER: c

A ____ identifies the sender of an email message and may contain additional information, such as a job title and phone number(s).

15. A ____ identifies the sender of an email message and may contain additional information, such as a job title.

- a. signature line
- b. greeting line
- c. subject line
- d. closing line

ANSWER: a

16. ____ is the default format for a new email message.

- a. Plain Text
- b. SMTP
- c. Rich Text
- d. HTML

ANSWER: d

17. The computer at your email service provider that handles outgoing email messages is called the ____.

- a. Internet service provider
- b. email service provider
- c. outgoing service provider
- d. outgoing email server

ANSWER: d

18. Many outgoing email servers use ____ as a set of rules for communicating with other computers.

- a. HTML
- b. ISP
- c. POP
- d. SMTP

ANSWER: d

19. A ____ is a device that forwards data on a network.

- a. router
- b. server
- c. format
- d. protocol

ANSWER: a

20. Some incoming email servers use the ____ communications protocol.

- a. POP3
- b. DNS
- c. ISP
- d. SMTP

ANSWER: a

21. ____ is a communications protocol for incoming email.

- a. ISP
- b. HTML
- c. SMTP
- d. POP

ANSWER: d

22. The ____ lists the contents of a folder.

- a. message list
- b. Navigation Pane
- c. Reading Pane
- d. message pane

ANSWER: d

23. The list of messages displayed in the message pane is called the ____.

- a. reading list
- b. message list
- c. subject list
- d. subject line

ANSWER: b

24. A ____ is information presented on a physical medium, such as paper.

- a. reading copy
- b. hard copy
- c. message list
- d. hyperlink copy

ANSWER: b

A(n) ____ is a banner displayed at the top of an email message that indicates whether an email message has been replied to or forwarded.

25. A(n) ____ is a banner displayed at the top of an email message that indicates whether an email message has...

- a. Navigation Bar
- b. InfoBar
- c. Attachment Preview
- d. subject line

ANSWER: b

26. A ____ wavy underline means the flagged text is not in Outlook's main dictionary.

- a. red
- b. green
- c. blue
- d. purple

ANSWER: a

27. A ____ wavy underline indicates the text may be incorrect grammatically.

- a. red
- b. green
- c. blue
- d. purple

ANSWER: b

28. A ____ wavy underline indicates the text may contain a contextual spelling error such as the misuse of homophones.

- a. red
- b. green
- c. blue
- d. purple

ANSWER: c

29. The ____ folder is the default location for all saved messages.

- a. Drafts
- b. Documents

- c. Messages
- d. Downloads

ANSWER: a

30. The default importance level for all new messages is ____ importance.

- a. low
- b. high
- c. normal
- d. urgent

ANSWER: c

31. A ____ folder is the location of a document to be moved or copied.

- a. source
- b. start
- c. target
- d. personal

ANSWER: a

32. A(n) ____ folder is the location where you want to move or copy a file.

- a. end
- b. destination
- c. target
- d. personal

ANSWER: b

Multiple Response

33. Modified Multiple Choice An email's message header contains ____.

- a. the email address of the recipient(s)
- b. the subject line
- c. the message area
- d. a signature line

ANSWER: a, b

Modified Multiple Choice The message area consists of ____.

34. The message area consists of

- a. a greeting line or salutation
- b. the message text
- c. the subject line
- d. a signature line(s)

ANSWER: a, b, d

Modified Multiple Choice You can use a ____ at the end of the greeting line.

35. You can use a at the end of the greeting line....

- a. comma
- b. semicolon
- c. colon
- d. period

ANSWER: a, c

Modified Multiple Choice Outlook messages can use the ____.

36. Outlook messages can use the

- a. JPEG format
- b. HTML format
- c. Plain Text format
- d. Rich Text Format

ANSWER: b, c, d

Modified Multiple Choice A hyperlink is a ____ in an email message or webpage that, when clicked, directs you to another document or Web site.

37. A hyperlink is a in an email message or webpage that, when clicked, directs you to another document...

- a. word
- b. phrase
- c. symbol
- d. picture

ANSWER: a, b, c, d

True / False

38. Outlook creates email accounts for its users.

- a. True
- b. False

ANSWER: False

39. Email is a convenient way to send information to multiple people simultaneously.

- a. True
- b. False

ANSWER: True

40. A personal storage table saves your email files, calendar entries, and contacts.

- a. True
- b. False

ANSWER: True

41. Outlook configures language settings to match your personal storage table.

a. True

b. False

ANSWER: False

42. Changing the Sensitivity setting in the Outlook Options dialog box changes the default Sensitivity level of all messages created afterward.

a. True

b. False

ANSWER: True

43. To preview an attached file created in an Office 2013 application, you do not need to have that application installed on your computer.

a. True

b. False

ANSWER: False

44. To help protect your computer, Outlook does not allow you to received files as attachments if they are a certain file type.

a. True

b. False

ANSWER: True

45. A printed copy of an email should not be counted on as a backup.

a. True

b. False

ANSWER: False

46. When a message is forwarded, the original message text is included in the message window.

a. True

b. False

ANSWER: True

47. You should receive permission from the sender before forwarding a message.

a. True

b. False

ANSWER: True

48. When you reply to a message, you send the message to someone other than the person who sent the message.

- a. True
- b. False

ANSWER: False

49. Outlook offers three message formats: HTML, Plain Text, and Rich Text.

- a. True
- b. False

ANSWER: True

50. HTML-formatted messages cannot contain viruses.

- a. True
- b. False

ANSWER: False

51. A word flagged by Outlook using a wavy underline is a misspelled word.

- a. True
- b. False

ANSWER: False

52. Many email users prefer to reply to a message without including the original email address along with their response.

- a. True
- b. False

ANSWER: True

53. A message sent with high importance displays a red dot in the message header.

- a. True
- b. False

ANSWER: False

54. An email address is divided into two parts: a user name and a domain name.

-
- a. True
 - b. False

ANSWER: True

55. An email address contains an exclamation point to separate the user name from the domain name. _____

- a. True
- b. False

ANSWER: False

56. The Reading Pane displays the content of a message without requiring you to open the message. _____

- a. True
- b. False

ANSWER: True

57. RTF supports fewer formats than HTML or Plain Text, as well as hyperlinks.

- _____
- a. True
 - b. False

ANSWER: False

Completion

58. Email is short for _____ mail.

ANSWER: electronic

59. A(n) _____ client is an app that allows you to compose, send, receive, store, and delete email messages.

ANSWER: email

60. A(n) _____ account is an electronic mailbox that you receive from an email service provider.

ANSWER: email

61. A(n) _____ is an organization that provides servers for routing and storing email messages.

ANSWER: email service provider

62. The first part of an email address contains a(n) _____.

ANSWER: user name

63. Email messages are stored in a(n) _____ file, also known as a .pst file.

ANSWER: personal storage table

64. Click the 'Default Sensitivity level' arrow to display a list of _____.

ANSWER: Sensitivity levels

65. A(n) _____ signals an end to an email message using words such as "Thank you" or "Regards."

ANSWER: closing

66. When you send someone an email address, it travels across the Internet to the _____ email server at your ISP.

ANSWER: outgoing

67. The computer handling incoming email messages is known as the _____ email server.

ANSWER: incoming

68. Unsolicited email messages are known as _____ or junk mail.

ANSWER: spam

69. A(n) _____ is a word, phrase, symbol, or picture that, when tapped or clicked, directs you to another document or website.

ANSWER: hyperlink

70. The _____ feature in Outlook allows you to preview an attachment you receive in an email message.

ANSWER: Attachment Preview

71. A(n) _____ is an additional copy of a file or message that you store for safekeeping.

ANSWER: backup

Subjective Short Answer

72. Critical Thinking Questions Case 1-1 Your friend Frank has just received an email message that a colleague sent to all of the members of Frank's department. Frank is new to Outlook, so he asks for help in processing the message. Frank wants to send a quick acknowledgment to his colleague, informing her that he received the message. However, he does not want the other recipients to see his acknowledgement. Which Outlook response option should he use? a. Acknowledge c. Reply All b. Reply d. Forward

ANSWER: B

73. Critical Thinking Questions Case 1-1 Your friend Frank has just received an email message that a colleague sent to all of the members of Frank's department. Frank is new to Outlook, so he asks for help in processing the message. Frank also wants to forward the message to his son. However, he has tried forwarding messages to him in the past, and his son has not received them. You suggest that the messages may be getting blocked by an antivirus program. Is there anything that Frank can do to prevent this? a. Yes, he can change the message format to Plain Text. b. Yes, he can change the message format to Rich Text. c. Yes, he can change the message format to HTML. d. No, Frank's son must make

changes on his computer to allow the message to be received.

ANSWER: A

74. Critical Thinking Questions Case 1-2 Your colleague Diane wants to take advantage of Outlook's spelling and grammar-checking capabilities, and she turns to you for help. Diane notices a blue wavy underline in her email message. What does this indicate about the underlined text? a. It is not in Outlook's main dictionary. c. It may contain a contextual spelling error. b. It may be incorrect grammatically. d. It may be a proper name.

ANSWER: C

75. Critical Thinking Questions Case 1-2 Your colleague Diane wants to take advantage of Outlook's spelling and grammar-checking capabilities, and she turns to you for help. A name of one of Diane's colleagues is flagged as a misspelling, and she would like to prevent this from happening. What steps should she take? a. left-click the name, and click AutoCorrect on the shortcut menu b. right-click the name, and click AutoCorrect on the shortcut menu c. left-click the name, and click Ignore on the shortcut menu d. right-click the name, and click Ignore All on the shortcut menu

ANSWER: D