

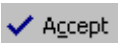


## Outlook 2003 Assessment Answers

1. All of the following are possible message headers except...
  - a. To
  - b. Forward **Correct**
  - c. Bcc
  - d. Cc
2. Any of the following can be used to create a new e-mail message except...
  - a. Click the New icon on the standard toolbar 
  - b. Select Actions | New Mail Message
  - c. Select File | New | Mail Message
  - d. Select Tools | New Mail Message **Correct**
3. Which of the following is **not** a mail message format?
  - a. HTML
  - b. Plain Text
  - c. Rich Text
  - d. Stationery **Correct**
4. To select multiple recipients that are non-adjacent, use the \_\_\_\_\_ key
  - a. Shift
  - b. Alt
  - c. Ctrl **Correct**
  - d. Esc
5. Which mail message format does **not** allow you to use the bold icon?
  - a. HTML
  - b. Plain Text **Correct**
  - c. Rich Text
  - d. None of the above, you can add bold in any format
6. Saving a message without sending it stores it in the \_\_\_\_\_ folder
  - a. Inbox
  - b. Outbox
  - c. Drafts **Correct**
  - d. Journal
7. Which of the following does not allow you to read a message?
  - a. Double-click on the message
  - b. Open the preview/reading pane
  - c. Right-click to open
  - d. Click the envelope next to the message **Correct**
8. After reading a message, which of the following are you **not** able to do?
  - a. Move the message into a folder
  - b. Reply to the message
  - c. Print the message

- d. Insert an attachment **Correct**

9. Before sending a message, which of the following is available from the Options button?
- Flag a message for follow up
  - Insert an attachment
  - Request a read receipt **Correct**
  - Add stationery to the background
10. Which of the following methods can be used to create a folder to store messages...?
- Insert | New Folder from the menu bar
  - Right-click an existing folder and choose Rename Folder
  - File | New | Folder from the menu bar **Correct**
  - Select Edit | Create New Folder from the menu bar
11. A group in Outlook is also known as a \_\_\_\_\_ List
- Mailing
  - Contact
  - Distribution **Correct**
  - Member
12. Any of the following methods can be used to move a message into a folder except...
- Drag and drop into the folder
  - Click the Move to Folder icon
  - Right-click on the message and select Move to Folder
  - Actions | Move to Folder **Correct**
13. Which of the following statements is true about signatures?
- They can only be created using an electronic pen
  - They can be an automatic closure for messages **Correct**
  - You can only have two signatures
  - You cannot edit the signature from the message
14. While viewing the calendar, which of the following is not an option on the standard toolbar?
- Year **Correct**
  - Month
  - Week
  - Day
15. On the calendar, what does the  icon indicate?
- A tentative appointment
  - An appointment with a reminder
  - A recurring appointment **Correct**
  - An appointment that was cancelled
16. Where in Outlook do you plan a meeting?
- Inbox
  - Calendar **Correct**
  - Journal
  - Tasks
17. When do you see the  button on your toolbar?

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- a. When you open a forwarded message
- b. When you open a meeting request **Correct**
- c. When you create a contact
- d. When you create a folder

18. Where does an all-day event appear in the day view of the calendar?
- a. To the left of the first appointment for the day
  - b. At the top as a banner underneath the day **Correct**
  - c. To the right of the first appointment for the day
  - d. It will not appear in the day view of the calendar
19. How is a task different from an appointment?
- a. Only a task has a subject
  - b. Only a task has a reminder
  - c. Only a task has a status **Correct**
  - d. They are not different
20. Which of the following is **not** stored with a contact?
- a. Birthday
  - b. Nickname
  - c. Spouse's Name
  - d. Date of First Meeting **Correct**