




Outlook 2003 Assessment

1. All of the following are possible message headers except...
 - a. To
 - b. Forward
 - 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
3. Which of the following is **not** a mail message format?
 - a. HTML
 - b. Plain Text
 - c. Rich Text
 - d. Stationery
4. To select multiple recipients that are non-adjacent, use the _____ key
 - a. Shift
 - b. Alt
 - c. Ctrl
 - d. Esc
5. Which mail message format does **not** allow you to use the bold icon?
 - a. HTML
 - b. Plain Text
 - 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
 - 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
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

9. Before sending a message, which of the following is available from the Options button?
 - a. Flag a message for follow up
 - b. Insert an attachment
 - c. Request a read receipt
 - d. Add stationery to the background
10. Which of the following methods can be used to create a folder to store messages...?
 - a. Insert | New Folder from the menu bar
 - b. Right-click an existing folder and choose Rename Folder
 - c. File | New | Folder from the menu bar
 - d. Select Edit | Create New Folder from the menu bar
11. A group in Outlook is also known as a _____ List
 - a. Mailing
 - b. Contact
 - c. Distribution
 - d. Member
12. Any of the following methods can be used to move a message into a folder except...
 - a. Drag and drop into the folder
 - b. Click the Move to Folder icon
 - c. Right-click on the message and select Move to Folder
 - d. Actions | Move to Folder
13. Which of the following statements is true about signatures?
 - a. They can only be created using an electronic pen
 - b. They can be an automatic closure for messages
 - c. You can only have two signatures
 - d. 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?
 - a. Year
 - b. Month
 - c. Week
 - d. Day
15. On the calendar, what does the  icon indicate?
 - a. A tentative appointment
 - b. An appointment with a reminder
 - c. A recurring appointment
 - d. An appointment that was cancelled
16. Where in Outlook do you plan a meeting?
 - a. Inbox
 - b. Calendar
 - c. Journal
 - d. Tasks
17. When do you see the  button on your toolbar?

1156 15th Street, NW, Suite 100
Washington, DC 20005
(202) 747-5000

- a. When you open a forwarded message
- b. When you open a meeting request
- 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?
- To the left of the first appointment for the day
 - At the top as a banner underneath the day
 - To the right of the first appointment for the day
 - It will not appear in the day view of the calendar
19. How is a task different from an appointment?
- Only a task has a subject
 - Only a task has a reminder
 - Only a task has a status
 - They are not different
20. Which of the following is **not** stored with a contact?
- Birthday
 - Nickname
 - Spouse's Name
 - Date of First Meeting