CHAPTER 1 Introduction to Outlook 2019

1. Which key do you press to show shortcuts for the ribbons and commands?
   * 1. CTRL
     2. **ALT**
     3. SHIFT
     4. SPACE

CHAPTER 2 Setting Up Outlook

1. What is the shortcut key to collapse the ribbon?
   * 1. Shift+F1
     2. Backspace
     3. **Ctrl+F1**
     4. F1

1. What are separators used for when working with the Quick Access Toolbar?
2. They are formatting command used to increase space between text
3. **Small horizontal lines that help you organise the commands into groups of similar type**
4. They help you define the amount of space between each command
5. Separators are only visible in the backend, not on the Quick Access Toolbar

CHAPTER 3 Sending and Receiving Email

1. What is the shortcut key for creating a new email?
   * 1. Ctrl+M
     2. Shift+N
     3. Ctrl+Shift+N
     4. **Ctrl+N**
2. When you change your view, the view changes for that folder and all subfolders?
3. True
4. **False**

1. What is the Focused Inbox?
   1. A Junk Mail folder
   2. A folder that shows mail that have been marked as High Importance
   3. **A folder that separates mail deemed as important from everything else**
   4. A Clutter Folder

CHAPTER 4 Searching Mail

1. If I want to search for emails in my inbox and all subfolders, which scope option would I select?
   1. All Mailboxes
   2. **Current Mailbox**
   3. Current Folder
   4. Subfolders

1. Which of the following criteria can not be used to create a search folder?
2. Unread Mail
3. **Mail with signatures**
4. Large Mail
5. Old Mail

CHAPTER 5 Organizing and Managing Mail

1. Your administrator has told you that your mailbox is oversize and you need to get rid of some mail. What would be the safest and best option?
   * 1. Delete unwanted email
     2. Clean up conversations
     3. Move mail out of the inbox and to a subfolder
     4. **Archive Mail**

1. Each week you receive an industry related newsletter from a external contact and each week it goes straight to your Junk Mail folder. What is the most efficient way to prevent this from happening?
   * 1. **Add the sender to your Safe Senders List**
     2. Add the sender to your Safe Recipients List
     3. Manually mark each email as ‘Not Junk’
     4. Adjust your Trust Centre Settings

CHAPTER 6 Creating and Sending Mail

1. In order to successfully recall a message sent in error, which of the following must be true?
   * 1. Both the recipient and sender must be using Outlook connected to an Exchange Server
     2. The recipient must have Outlook open when the attempt to recall is made
     3. The email must be unread in the recipients mailbox
     4. **All of the above**

1. If you insert a picture into the body of an email but you cannot see the Picture Tools contextual ribbon, what might be the problem?
   * 1. The picture is copyrighted
     2. **You are not currently clicked on the picture**
     3. You haven’t turned on the Picture Tools ribbon in Outlook Options
     4. There was an error when inserting the picture

CHAPTER 7 Working with People

1. When you add an email address to a new contact, what can you do to ensure the email address is valid and mail can be sent to them?
   * 1. Send a test email and see if it bounces back
     2. Double-check with your contact that the email address is correct
     3. **Click the Check Names button**
     4. Click the email address and see if a new mail window opens

CHAPTER 8 Working with Calendar

1. Which of the following is not an item that can be added to your Outlook calendar?
   * 1. Meeting
     2. **Reminder**
     3. Appointment
     4. All Day Event

1. What is the setting that allows you to view multiple calendars in one calendar called?
   * 1. Merge
     2. **Overlay**
     3. Side by Side
     4. Blended

CHAPTER 9 Tasks and Notes

1. The ToDo List is made up of a combination of tasks and items that have been flagged for follow up, including emails and calendar appointments.
   * 1. **True**
     2. False

1. In order to colour code your notes, what do you need to do?
   * 1. Right-click > Note Colour
     2. File > Options > Notes > Change Colour
     3. **Apply a category to the Note**
     4. You can’t change the colour

CHAPTER 10 The Backstage Options

1. When you export your outlook data file, what is the file extension?
   * 1. .xlsx
     2. .pot
     3. .**pst**
     4. **.**vco

1. In order to print out the list of emails in your inbox as opposed to an individual email, which setting style should you use?
   * 1. Memo Style
     2. Grid Style
     3. **Table Style**
     4. Tri-fold Style