# Module 01 Answers to Critical Thinking Questions

**Apply Your Knowledge**

[CT] The attachment in the email message contained an Excel workbook. What file types are typically not allowed as a file attachment? Name at least two file types and explain why they are not allowed.

**Solutions may vary:**

Executable files (.exe) and JavaScript (.js) files are examples of files that Outlook blocks because of their potential for introducing a virus into your computer.

**Extend Your Knowledge**

[CT] Saving your mailbox as a .pst file provides a back-up copy of your email messages to submit to your instructor. What are other reasons for saving your mailbox as a .pst file?

**Solutions may vary:**

Creating a .pst file creates a backup of your data and allows you to move your personal email messages from one computer to another. You can use a backup of your .pst file to restore or move your Outlook data if you experience a hardware failure, lose data unexpectedly, have to transfer data from one computer to another computer, or have to transfer data from one hard disk drive to another hard disk drive.

**Expand Your World**

[CT] In this exercise, you sent an email message from the Outlook client to your web-based email service provider at outlook.com. What are the advantages of using a Microsoft account with Outlook on your personal computer and checking the same email address at outlook.com when you are on a public computer?

**Solutions may vary:**

When you use the Outlook client on a local computer, you can easily store, filter, search, and organize your information in folders. In addition, you can maintain multiple email addresses in one location. Using outlook.com, you can check your email anywhere on a public computer or a mobile phone, providing information anywhere at any time. When using your slate or central computer, you can open your Microsoft account in the full-featured Outlook client for full-featured organization.

**In the Lab 1**

[CT] Using one of your own email service providers, determine the maximum allowed mailbox size. Report the name of your email service provider, the maximum size, and whether you feel that is enough storage space.

**Solutions may vary:**

Outlook.com provides a 25GB limitation per message if you have an account through Office365.com, which is plenty of storage space. Many of the account options available through Office365 offer unlimited mailbox size. An unlimited email mailbox size assists in storing emails for data mining and long term data collection for business.

**In the Lab 2**

[CT] Some conference websites do not include a phone number or a physical address. Why do you think that these business and conference sites only include an email address for correspondence?

**Solutions may vary:**

A business or conference site may not have a contact phone number due to the cost involved for staffing a 24-hour call center to address the needs of customers worldwide. Businesses prefer to respond to emails in a timely matter to address the individual needs of a customer directly from the correct department that has the answers for that particular question. Email allows the recipient time to research their response.

**In the Lab 3** **Compose an Email Message to an Online Class Instructor and Attach a File**

1. When you decide on the subject of an email message, what considerations should you make?

* When you determine your subject, make sure the subject is the summary of the message text
* Be direct and clear

2. Why is it important that the email subject be eye-catching and informative?

* Your recipient may receive hundreds of emails and if you email looks like spam, it may be overlooked or deleted
* If you leave a subject blank, it may be blocked my spam protection

3. Why should you not use the following subject lines: FYI, Hi, or Open This?

* These subject lines are common in Spam email messages
* These subject lines are not descriptive or informative
* The recipient will overlook these subject lines