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| **True / False** |

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| 1. Outlook creates email accounts for its users.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:24 AM | | *DATE MODIFIED:* | 8/17/2019 5:27 AM | |

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| 2. Email is a convenient way to send information to multiple people simultaneously.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-2 Project:Composing and Sending Email Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:27 AM | | *DATE MODIFIED:* | 8/21/2019 9:33 PM | |

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| 3. A personal storage table saves your email files, calendar entries, and contacts.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-6 Setting Up Outlook | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:28 AM | | *DATE MODIFIED:* | 8/17/2019 5:29 AM | |

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| 4. Outlook configures language preferences to match your personal storage table.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-8 Setting Up Outlook | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:29 AM | | *DATE MODIFIED:* | 8/21/2019 12:33 AM | |

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| 5. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-8 Setting Up Outlook | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:30 AM | | *DATE MODIFIED:* | 8/17/2019 5:31 AM | |

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| 6. To preview an attached file created in an Office 2019 application, you do not need to have that application installed on your computer.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-17 Working with Incoming Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:31 AM | | *DATE MODIFIED:* | 8/21/2019 12:33 AM | |

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| 7. To help protect your computer, Outlook does not allow you to receive files as attachments if they are a certain file type.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-17 Working with Incoming Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:42 AM | | *DATE MODIFIED:* | 8/17/2019 5:43 AM | |

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| 8. A printed copy of an email should not be counted on as a backup.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-20 Working with Incoming Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:48 AM | | *DATE MODIFIED:* | 8/17/2019 5:49 AM | |

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| 9. When a message is forwarded, the original message text is included in the message window.  ​   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-23 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:50 AM | | *DATE MODIFIED:* | 8/17/2019 5:51 AM | |

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| 10. You should receive permission from the sender before forwarding a message.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-23 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:08 AM | | *DATE MODIFIED:* | 8/17/2019 6:09 AM | |

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| 11. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-23 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:10 AM | | *DATE MODIFIED:* | 8/17/2019 6:11 AM | |

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| 12. Outlook offers three message formats: HTML, Plain Text, and Rich Text.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-25 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:11 AM | | *DATE MODIFIED:* | 8/17/2019 6:12 AM | |

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| 13. HTML-formatted messages cannot contain viruses.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-26 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:13 AM | | *DATE MODIFIED:* | 8/17/2019 6:14 AM | |

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| 14. A word flagged by Outlook using a wavy underline is a misspelled word.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:14 AM | | *DATE MODIFIED:* | 8/17/2019 6:15 AM | |

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| 15. Many email users prefer to reply to a message without including the original email message along with their response.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:16 AM | | *DATE MODIFIED:* | 8/21/2019 12:35 AM | |

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| 16. A message sent with high importance displays a red dot in the message header.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-32 Responding to Messages | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 6:18 AM | | *DATE MODIFIED:* | 8/17/2019 6:19 AM | |

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| **Modified True / False** |

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| 17. An email address is divided into two parts: a user name and a domain name.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-4 Setting Up Outlook | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/19/2019 3:32 AM | | *DATE MODIFIED:* | 8/21/2019 12:38 AM | |

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| 18. An email address contains an exclamation point to separate the user name from the domain name. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - @ (at) symbol  False - @ at symbol  False - at symbol  False - @  False - @ (AT) SYMBOL  False - AT SYMBOL  False - @ AT SYMBOL | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-4 Setting Up Outlook | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/19/2019 3:34 AM | | *DATE MODIFIED:* | 8/22/2019 8:10 PM | |

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| 19. The Reading Pane displays the content of a message without requiring you to open the message. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-16 Working with Incoming Messages | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/19/2019 3:35 AM | | *DATE MODIFIED:* | 8/21/2019 12:39 AM | |

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| 20. RTF supports fewer formats than HTML or Plain Text, as well as hyperlinks. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  |  | | --- | --- | | *ANSWER:* | False - more  False - MORE  False - More | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-26 Responding to Messages | | *QUESTION TYPE:* | Modified True / False | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/19/2019 3:37 AM | | *DATE MODIFIED:* | 8/22/2019 10:35 AM | |

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| **Multiple Choice** |

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| 21. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 8:40 PM | | *DATE MODIFIED:* | 8/21/2019 9:05 PM | |

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| 22. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 8:59 PM | | *DATE MODIFIED:* | 8/16/2019 9:01 PM | |

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| 23. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:02 PM | | *DATE MODIFIED:* | 8/16/2019 9:03 PM | |

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| 24. \_\_\_\_ could set up an email account for you.   |  |  |  | | --- | --- | --- | |  | a. | Your employer | |  | b. | A slide transition | |  | c. | A Smart Guide | |  | d. | Windows Explorer |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:04 PM | | *DATE MODIFIED:* | 8/16/2019 9:06 PM | |

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| 25. When you have an email account, you also have an email \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | message | |  | b. | profile | |  | c. | record | |  | d. | address |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:06 PM | | *DATE MODIFIED:* | 8/16/2019 9:09 PM | |

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| 26. The last part of an email address is the \_\_\_\_ name.   |  |  |  | | --- | --- | --- | |  | a. | user | |  | b. | profile | |  | c. | program | |  | d. | domain |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-4 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:13 PM | | *DATE MODIFIED:* | 8/16/2019 9:15 PM | |

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| 27. The \_\_\_\_ is the part of an email address that identifies a specific user.   |  |  |  | | --- | --- | --- | |  | a. | user name | |  | b. | icon | |  | c. | profile | |  | d. | domain |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-4 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:15 PM | | *DATE MODIFIED:* | 8/16/2019 9:17 PM | |

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| 28. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-6 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:19 PM | | *DATE MODIFIED:* | 8/16/2019 9:21 PM | |

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| 29. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-9 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:21 PM | | *DATE MODIFIED:* | 8/16/2019 9:23 PM | |

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| 30. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-8 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:23 PM | | *DATE MODIFIED:* | 8/16/2019 9:24 PM | |

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| 31. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:30 PM | | *DATE MODIFIED:* | 8/16/2019 9:39 PM | |

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| 32. The \_\_\_\_ is where you type an email message.   |  |  |  | | --- | --- | --- | |  | a. | message header | |  | b. | greeting line | |  | c. | message area | |  | d. | subject line |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:40 PM | | *DATE MODIFIED:* | 8/16/2019 9:41 PM | |

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| 33. The \_\_\_\_ states the reason for an email message.   |  |  |  | | --- | --- | --- | |  | a. | signature line | |  | b. | greeting line | |  | c. | subject line | |  | d. | closing line |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/16/2019 9:42 PM | | *DATE MODIFIED:* | 8/16/2019 9:43 PM | |

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| 34. A \_\_\_\_ identifies the sender of an email message and may contain additional information, such as a job title and phone number(s).   |  |  |  | | --- | --- | --- | |  | a. | signature line | |  | b. | greeting line | |  | c. | subject line | |  | d. | closing line |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-11 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:44 AM | | *DATE MODIFIED:* | 8/17/2019 4:47 AM | |

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| 35. \_\_\_\_ is Outlook’s default message format.   |  |  |  | | --- | --- | --- | |  | a. | Plain Text | |  | b. | STMP | |  | c. | Rich Text | |  | d. | HTML |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-25 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:48 AM | | *DATE MODIFIED:* | 8/21/2019 12:19 AM | |

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| 36. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-14 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:49 AM | | *DATE MODIFIED:* | 8/17/2019 4:51 AM | |

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| 37. Many outgoing email servers use \_\_\_\_ as a set of rules for communicating with other computers.   |  |  |  | | --- | --- | --- | |  | a. | HTML | |  | b. | ISL | |  | c. | POP | |  | d. | SMTP |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-14 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:51 AM | | *DATE MODIFIED:* | 8/17/2019 4:52 AM | |

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| 38. A \_\_\_\_ is a device that forwards data on a network.   |  |  |  | | --- | --- | --- | |  | a. | router | |  | b. | server | |  | c. | format | |  | d. | protocol |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:52 AM | | *DATE MODIFIED:* | 8/17/2019 4:54 AM | |

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| 39. Some incoming email servers use the \_\_\_\_ communications protocol.   |  |  |  | | --- | --- | --- | |  | a. | POP3 | |  | b. | DNS | |  | c. | ISP | |  | d. | SMTP |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:54 AM | | *DATE MODIFIED:* | 8/17/2019 4:55 AM | |

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| 40. \_\_\_\_ is a communications protocol for incoming email.   |  |  |  | | --- | --- | --- | |  | a. | ISP | |  | b. | HTML | |  | c. | SMTP | |  | d. | POP |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:55 AM | | *DATE MODIFIED:* | 8/17/2019 4:56 AM | |

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| 41. The \_\_\_\_ lists the contents of a selected folder.   |  |  |  | | --- | --- | --- | |  | a. | message list | |  | b. | Navigation Pane | |  | c. | Reading Pane | |  | d. | message pane |  |  |  | | --- | --- | | *ANSWER:* | d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Working with Incoming Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:56 AM | | *DATE MODIFIED:* | 8/21/2019 12:25 AM | |

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| 42. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Working with Incoming Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:57 AM | | *DATE MODIFIED:* | 8/17/2019 4:58 AM | |

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| 43. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-16 Working with Incoming Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 4:59 AM | | *DATE MODIFIED:* | 8/17/2019 5:00 AM | |

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| 44. 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.   |  |  |  | | --- | --- | --- | |  | a. | Navigation Bar | |  | b. | InfoBar | |  | c. | Attachment Preview | |  | d. | subject line |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-17 Working with Incoming Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:00 AM | | *DATE MODIFIED:* | 8/17/2019 5:01 AM | |

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| 45. A \_\_\_\_ wavy underline means the flagged text is not in Outlook's main dictionary.   |  |  |  | | --- | --- | --- | |  | a. | red | |  | b. | green | |  | c. | blue | |  | d. | purple |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:01 AM | | *DATE MODIFIED:* | 8/17/2019 5:02 AM | |

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| 46. A \_\_\_\_ wavy underline indicates the text may be incorrect grammatically.   |  |  |  | | --- | --- | --- | |  | a. | red | |  | b. | green | |  | c. | blue | |  | d. | purple |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:02 AM | | *DATE MODIFIED:* | 8/17/2019 5:04 AM | |

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| 47. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:04 AM | | *DATE MODIFIED:* | 8/17/2019 5:05 AM | |

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| 48. The \_\_\_\_ folder is the default location for all saved messages.   |  |  |  | | --- | --- | --- | |  | a. | Drafts | |  | b. | Documents | |  | c. | Messages | |  | d. | Downloads |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-29 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:05 AM | | *DATE MODIFIED:* | 8/17/2019 5:07 AM | |

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| 49. The default importance level for all new messages is \_\_\_\_ importance.   |  |  |  | | --- | --- | --- | |  | a. | low | |  | b. | high | |  | c. | normal | |  | d. | urgent |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-32 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:07 AM | | *DATE MODIFIED:* | 8/17/2019 5:08 AM | |

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| 50. A \_\_\_\_ folder is the location of a document to be moved or copied.   |  |  |  | | --- | --- | --- | |  | a. | source | |  | b. | start | |  | c. | target | |  | d. | personal |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-37 Organizing Messages with Outlook Folders | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:09 AM | | *DATE MODIFIED:* | 8/17/2019 5:10 AM | |

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| 51. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-37 Organizing Messages with Outlook Folders | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:10 AM | | *DATE MODIFIED:* | 8/17/2019 5:11 AM | |

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| CASE: 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. |

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| 52. 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 | |  | b. | Reply | |  | c. | Reply All | |  | d. | Forward |  |  |  | | --- | --- | | *ANSWER:* | b | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-23 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Critical Thinking Questions Case 1-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 8/17/2019 7:00 AM | | *DATE MODIFIED:* | 8/23/2019 5:09 AM | |

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| 53. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-26 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Critical Thinking Questions Case 1-1 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 8/17/2019 7:02 AM | | *DATE MODIFIED:* | 8/22/2019 2:34 AM | |

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| CASE: Your colleague Diane wants to take advantage of Outlook's spelling and grammar-checking capabilities, and she turns to you for help. |

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| 54. 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. | |  | b. | It may be incorrect grammatically. | |  | c. | It may contain a contextual spelling error. | |  | d. | It may be a proper name. |  |  |  | | --- | --- | | *ANSWER:* | c | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-27 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Critical Thinking Questions Case 1-2 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 8/17/2019 7:35 AM | | *DATE MODIFIED:* | 8/23/2019 5:10 AM | |

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| 55. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-28 Responding to Messages | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *PREFACE NAME:* | Critical Thinking Questions Case 1-2 | | *TOPICS:* | Critical Thinking | | *DATE CREATED:* | 8/17/2019 7:37 AM | | *DATE MODIFIED:* | 8/22/2019 2:33 AM | |

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| 56. You can use \_\_\_\_\_ to access all of your email messages in a single location.   |  |  |  | | --- | --- | --- | |  | a. | Outlook client | |  | b. | Gmail | |  | c. | iCloud | |  | d. | Exchange |  |  |  | | --- | --- | | *ANSWER:* | a | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-3 Setting Up Outlook | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 11:39 AM | | *DATE MODIFIED:* | 8/17/2019 11:40 AM | |

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| **Multiple Response** |

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| 57. An email's message header contains \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | the primary recipient(s) | |  | b. | the subject of the message | |  | c. | the message area | |  | d. | a signature line |  |  |  | | --- | --- | | *ANSWER:* | a, b | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Response | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:12 AM | | *DATE MODIFIED:* | 8/17/2019 5:13 AM | |

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| 58. 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 | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Response | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:14 AM | | *DATE MODIFIED:* | 8/17/2019 5:15 AM | |

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| 59. You can use a \_\_\_\_ at the end of the greeting line.   |  |  |  | | --- | --- | --- | |  | a. | comma | |  | b. | semicolon | |  | c. | colon | |  | d. | period |  |  |  | | --- | --- | | *ANSWER:* | a, c | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-11 Composing and Sending Email Messages | | *QUESTION TYPE:* | Multiple Response | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:15 AM | | *DATE MODIFIED:* | 8/17/2019 5:16 AM | |

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| 60. Outlook messages can use the \_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | JPEG format | |  | b. | HTML format | |  | c. | Plain Text format | |  | d. | Rich Text Format |  |  |  | | --- | --- | | *ANSWER:* | b, c, d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-25 Responding to Messages | | *QUESTION TYPE:* | Multiple Response | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:16 AM | | *DATE MODIFIED:* | 8/17/2019 5:18 AM | |

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| 61. A hyperlink is a \_\_\_\_ in an email message or webpage that, when clicked, directs you to another document or Web site.   |  |  |  | | --- | --- | --- | |  | a. | word | |  | b. | phrase | |  | c. | symbol | |  | d. | picture |  |  |  | | --- | --- | | *ANSWER:* | a, b, c, d | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Working with Incoming Messages | | *QUESTION TYPE:* | Multiple Response | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/17/2019 5:18 AM | | *DATE MODIFIED:* | 8/17/2019 5:19 AM | |

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| **Completion** |

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| 62. Email is short for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ mail.   |  |  | | --- | --- | | *ANSWER:* | electronic  ELECTRONIC  Electronic | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:50 AM | | *DATE MODIFIED:* | 8/21/2019 9:37 PM | |

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| 63. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ client is an app that allows you to compose, send, receive, store, and delete email messages.   |  |  | | --- | --- | | *ANSWER:* | email  EMAIL  E-mail  E-MAIL  e-mail | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:51 AM | | *DATE MODIFIED:* | 8/21/2019 9:38 PM | |

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| 64. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ account is an electronic mailbox that you receive from an email service provider.  ​   |  |  | | --- | --- | | *ANSWER:* | email  EMAIL  E-mail  E-MAIL  e-mail | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:52 AM | | *DATE MODIFIED:* | 8/21/2019 9:38 PM | |

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| 65. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an organization that provides servers for routing and storing email messages.   |  |  | | --- | --- | | *ANSWER:* | email service provider  e-mail service provider  EMAIL SERVICE PROVIDER  E-MAIL SERVICE PROVIDER  E-mail service provider  E-mail Service Provider  ESP | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-1 What Is Outlook? | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:53 AM | | *DATE MODIFIED:* | 8/21/2019 9:40 PM | |

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| 66. The first part of an email address contains a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | user name  USER NAME  User Name  User name | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-4 Setting Up Outlook | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:54 AM | | *DATE MODIFIED:* | 8/21/2019 9:56 PM | |

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| 67.  Email messages are stored in a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ file, also known as a .pst file.   |  |  |  | | --- | --- | --- | | *ANSWER:* | personal storage table  PERSONAL STORAGE TABLE  Personal Storage Table  Personal storage table   |  | | --- | |  | | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-6 Setting Up Outlook | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 12:56 AM | | *DATE MODIFIED:* | 8/21/2019 9:54 PM | |

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| 68. Click the 'Default Sensitivity level' arrow to display a list of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Sensitivity levels  Sensitivity Levels  sensitivity levels  SENSITIVITY LEVELS | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-10 Setting Up Outlook | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:10 AM | | *DATE MODIFIED:* | 8/21/2019 1:17 PM | |

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| 69. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ signals an end to an email message using words such as "Thank you" or "Regards."   |  |  | | --- | --- | | *ANSWER:* | closing  CLOSING  Closing | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-11 Composing and Sending Email Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:12 AM | | *DATE MODIFIED:* | 8/21/2019 9:43 PM | |

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| 70. When you send someone an email message, it travels across the Internet to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email server at your ISP.   |  |  | | --- | --- | | *ANSWER:* | outgoing  OUTGOING  Outgoing  Out going  out going  OUT GOING  Out Going | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-14 Composing and Sending Email Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:13 AM | | *DATE MODIFIED:* | 8/21/2019 9:44 PM | |

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| 71. The computer handling incoming email messages is known as the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email server.   |  |  | | --- | --- | | *ANSWER:* | incoming  INCOMING  Incoming  In coming  In Coming  in coming  IN COMING | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Composing and Sending Email Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:16 AM | | *DATE MODIFIED:* | 8/21/2019 9:44 PM | |

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| 72. Unsolicited email messages are known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or junk mail.   |  |  | | --- | --- | | *ANSWER:* | spam  SPAM  Spam | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Working with Incoming Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:17 AM | | *DATE MODIFIED:* | 8/21/2019 9:45 PM | |

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| 73. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a word, phrase, symbol, or picture that, when clicked, directs you to another document or website.   |  |  | | --- | --- | | *ANSWER:* | hyperlink  HYPERLINK  Hyperlink  Hyper link  hyper link  Hyper Link | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-15 Working with Incoming Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:19 AM | | *DATE MODIFIED:* | 8/21/2019 9:45 PM | |

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| 74. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ feature in Outlook allows you to preview an attachment you receive in an email message.   |  |  | | --- | --- | | *ANSWER:* | Attachment Preview  ATTACHMENT PREVIEW  attachment preview | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-17 Working with Incoming Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:20 AM | | *DATE MODIFIED:* | 8/21/2019 9:56 PM | |

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| 75. A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an additional copy of a file or message that you store for safekeeping.   |  |  | | --- | --- | | *ANSWER:* | backup  BACKUP  Backup  Back up  Back Up  BACK UP  back up | | *POINTS:* | 1 | | *REFERENCES:* | SCOUT 1-20 Working with Incoming Messages | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/18/2019 1:21 AM | | *DATE MODIFIED:* | 8/21/2019 9:46 PM | |