

Microsoft Outlook (Microsoft 365 Apps and Office 2019): Exam MO-400

The Microsoft Office Specialist: Outlook Associate Certification demonstrates competency to customize the Outlook user interface format message content, create or insert graphic elements, and send and respond to emails and meeting requests. The exam covers the ability to enhance professional correspondence, create calendars, and schedule appointments. Application examples include coordinating building resources, sending messages for marketing campaigns, planning staff meetings, and assigning meeting action items.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Outlook and can complete tasks independently.

Microsoft Office Specialist Program certification exams use a performance-based format testing a candidate's knowledge, skills and abilities using the Microsoft 365 Apps and Office 2019 programs:

- Microsoft Office Specialist Program exam task instructions generally do not include the command name. For example, function names are avoided, and are replaced with descriptors. This means candidates must understand the purpose and common usage of the program functionality in order to successfully complete the tasks in each of the projects.
- The Microsoft Office Specialist Program exam format incorporates multiple projects as in the previous version, while using enhanced tools, functions, and features from the latest programs.

Objective Domains

Manage Outlook Settings and Processes

1.1 Customize Outlook settings

- 1.1.1 Change the display of messages, calendar items, contact records, and tasks
- 1.1.2 Add accounts
- 1.1.3 Configure automatic replies

1.2 Configure mail settings

- 1.2.1 Specify default fonts for new messages and responses
- 1.2.2 Customize reply message settings
- 1.2.3 Create, assign, and modify signatures

1.3 Perform search operations

- 1.3.1 Create search folders
- 1.3.2 Search for messages, calendar items, contacts, and tasks
- 1.3.3 Search by using advanced find

1.4 Print and save information

- 1.4.1 Print message, calendar, contact, and task information
- 1.4.2 Save message attachments
- 1.4.3 Preview message attachments
- 1.4.4 Save messages in alternative formats

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Manage Messages

- 2.1 Create messages**
 - 2.1.1 Add or remove message attachments
 - 2.1.2 Designate recipients by using courtesy copy (CC) and blind courtesy copy (BCC)
 - 2.1.3 Use @mention to get someone's attention
 - 2.1.4 Forward and reply to messages
 - 2.1.5 Flag outgoing messages for follow up
 - 2.1.6 Set the importance and sensitivity of outgoing messages
- 2.2 Insert message content**
 - 2.2.1 Insert hyperlinks
 - 2.2.2 Insert images
 - 2.2.3 Add signatures to individual messages
- 2.3 Organize and manage messages**
 - 2.3.1 Sort messages
 - 2.3.2 Create folders
 - 2.3.3 Move messages between folders
 - 2.3.4 Categorize messages
 - 2.3.5 Flag received messages
 - 2.3.6 Ignore conversations
 - 2.3.7 Change the display of messages

Manage Contacts and Tasks

- 4.1 Create and manage contact records**
 - 4.1.1 Import contacts from external sources
 - 4.1.2 Edit contact information
 - 4.1.3 Share contacts
- 4.2 Create and manage contact groups**
 - 4.2.1 Create and delete contact groups
 - 4.2.2 Add contacts to existing contact groups
 - 4.2.3 Update contacts within contact groups
 - 4.2.4 Delete contact group members
- 4.3 Create and manage tasks**
 - 4.3.1 Create and manage tasks

Manage Schedules

- 3.1 Create and manage calendars**
 - 3.1.1 Set calendar work times
 - 3.1.2 Manage multiple calendars
- 3.2 Create appointments, meetings and events**
 - 3.2.1 Create recurring calendar items
 - 3.2.2 Cancel meetings
 - 3.2.3 Create calendar items from messages
 - 3.2.4 Set calendar item times and time zones
 - 3.2.5 Set up meetings by using the scheduling assistant
 - 3.2.6 Set availability for calendar items
- 3.3 Organize and manage appointments, meetings, and events**
 - 3.3.1 Forward calendar items
 - 3.3.2 Configure reminders
 - 3.3.3 Invite meeting participants
 - 3.3.4 Respond to invitations
 - 3.3.5 Update individual or recurring calendar items

Microsoft Excel (Microsoft 365 Apps and Office 2019): Exam MO-200

The Microsoft Office Specialist: Excel Associate Certification demonstrates competency in the fundamentals of creating and managing worksheets and workbooks, creating cells and ranges, creating tables, applying formulas and functions and creating charts and objects. The exam covers the ability to create and edit a workbook with multiple sheets, and use a graphic element to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Excel and can complete tasks independently.

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Objective Domains

Manage Worksheets and Workbooks

1.1 Import data into workbooks

- 1.1.1 Import data from .txt files
- 1.1.2 Import data from .csv files

1.2 Navigate within workbooks

- 1.2.1 Search for data within a workbook
- 1.2.2 Navigate to named cells, ranges, or workbook elements
- 1.2.3 Insert and remove hyperlinks

1.3 Format worksheets and workbooks

- 1.3.1 Modify page setup
- 1.3.2 Adjust row height and column width
- 1.3.3 Customize headers and footers

1.4 Customize options and views

- 1.4.1 Customize the Quick Access toolbar
- 1.4.2 Display and modify workbook content in different views
- 1.4.3 Freeze worksheet rows and columns
- 1.4.4 Change window views
- 1.4.5 Modify basic workbook properties
- 1.4.6 Display formulas

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Manage Data Cells and Ranges

1.5 Configure content for collaboration

- 1.5.1 Set a print area
- 1.5.2 Save workbooks in alternative file formats
- 1.5.3 Configure print settings
- 1.5.4 Inspect workbooks for issues

2.1 Manipulate data in worksheets

- 2.1.1 Paste data by using special paste options
- 2.1.2 Fill cells by using Auto Fill
- 2.1.3 Insert and delete multiple columns or rows
- 2.1.4 Insert and delete cells

2.2 Format cells and ranges

- 2.2.1 Merge and unmerge cells
- 2.2.2 Modify cell alignment, orientation, and indentation
- 2.2.3 Format cells by using Format Painter
- 2.2.4 Wrap text within cells
- 2.2.5 Apply number formats
- 2.2.6 Apply cell formats from the Format Cells dialog box
- 2.2.7 Apply cell styles
- 2.2.8 Clear cell formatting

2.3 Define and reference named ranges

- 2.3.1 Define a named range
- 2.3.2 Name a table

2.4 Summarize data visually

- 2.4.1 Insert Sparklines
- 2.4.2 Apply built-in conditional formatting
- 2.4.3 Remove conditional formatting

Manage Tables and Table Data

3.1 Create and format tables

- 3.1.1 Create Excel tables from cell ranges
- 3.1.2 Apply table styles
- 3.1.3 Convert tables to cell ranges

3.2 Modify tables

- 3.2.1 Add or remove table rows and columns
- 3.2.2 Configure table style options
- 3.2.3 Insert and configure total rows

Perform Operations by using Formulas and Functions

3.3 Filter and sort table data

- 3.3.1 Filter records
- 3.3.2 Sort data by multiple columns

4.1 Insert references

- 4.1.1 Insert relative, absolute, and mixed references
- 4.1.2 Reference named ranges and named tables in formulas

4.2 Calculate and transform data

- 4.2.1 Perform calculations by using the AVERAGE(), MAX(), MIN(), and SUM() functions
- 4.2.2 Count cells by using the COUNT(), COUNTA(), and COUNTBLANK() functions
- 4.2.3 Perform conditional operations by using the IF() function

4.3 Format and modify text

- 4.3.1 Format text by using RIGHT(), LEFT(), and MID() functions
- 4.3.2 Format text by using UPPER(), LOWER(), and LEN() functions
- 4.3.3 Format text by using the CONCAT() and TEXTJOIN() functions

Manage Charts

5.1 Create charts

- 5.1.1 Create charts
- 5.1.2 Create chart sheets

5.2 Modify charts

- 5.2.1 Add data series to charts
- 5.2.2 Switch between rows and columns in source data
- 5.2.3 Add and modify chart elements

5.3 Format charts

- 5.3.1 Apply chart layouts
- 5.3.2 Apply chart styles
- 5.3.3 Add alternative text to charts for accessibility

Microsoft Word (Microsoft 365 Apps and Office 2019): Exam MO-100

The Microsoft Office Specialist: Word Associate Certification demonstrates competency in the correct application of the principle features of Word by creating and editing documents for a variety of purposes and situations. The exam covers the ability to create and maintain professional-looking reports, multicolumn newsletters, résumés, and business correspondence.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of Word and can complete tasks independently.

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Objective Domains

Manage Documents

1.1 Navigate within documents

- 1.1.1 Search for text
- 1.1.2 Link to locations within documents
- 1.1.3 Move to specific locations and objects in documents
- 1.1.4 Show and hide formatting symbols and hidden text

1.2 Format documents

- 1.2.1 Set up document pages
- 1.2.2 Apply style sets
- 1.2.3 Insert and modify headers and footers
- 1.2.4 Configure page background elements

1.3 Save and share documents

- 1.3.1 Save documents in alternative file formats
- 1.3.2 Modify basic document properties
- 1.3.3 Modify print settings
- 1.3.4 Share documents electronically

1.4 Inspect documents for issues

- 1.4.1 Locate and remove hidden properties and personal information
- 1.4.2 Locate and correct accessibility issues
- 1.4.3 Locate and correct compatibility issues

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Insert and Format Text, Paragraphs, and Sections

- 2.1 Insert text and paragraphs**
 - 2.1.1 Find and replace text
 - 2.1.2 Insert symbols and special characters
- 2.2 Format text and paragraphs**
 - 2.2.1 Apply text effects
 - 2.2.2 Apply formatting by using Format Painter
 - 2.2.3 Set line and paragraph spacing and indentation
 - 2.2.4 Apply built-in styles to text
 - 2.2.5 Clear formatting
- 2.3 Create and configure document sections**
 - 2.3.1 Format text in multiple columns
 - 2.3.2 Insert page, section, and column breaks
 - 2.3.3 Change page setup options for a section

Manage Tables and Lists

- 3.1 Create tables**
 - 3.1.1 Convert text to tables
 - 3.1.2 Convert tables to text
 - 3.1.3 Create tables by specifying rows and columns
- 3.2 Modify tables**
 - 3.2.1 Sort table data
 - 3.2.2 Configure cell margins and spacing
 - 3.2.3 Merge and split cells
 - 3.2.4 Resize tables, rows, and columns
 - 3.2.5 Split tables
 - 3.2.6 Configure a repeating row header
- 3.3 Create and modify lists**
 - 3.3.1 Format paragraphs as numbered and bulleted lists
 - 3.3.2 Change bullet characters and number formats
 - 3.3.3 Define custom bullet characters and number formats
 - 3.3.4 Increase and decrease list levels
 - 3.3.5 Restart and continue list numbering
 - 3.3.6 Set starting number values

Create and Manage References

- 4.1 Create and manage reference elements**
 - 4.1.1 Insert footnotes and endnotes
 - 4.1.2 Modify footnote and endnote properties
 - 4.1.3 Create and modify bibliography citation sources
 - 4.1.4 Insert citations for bibliographies
- 4.2 Create and manage reference tables**
 - 4.2.1 Insert tables of contents
 - 4.2.2 Customize tables of contents
 - 4.2.3 Insert bibliographies

Insert and Format Graphic Elements

- 5.1 Insert illustrations and text boxes**
 - 5.1.1 Insert shapes
 - 5.1.2 Insert pictures
 - 5.1.3 Insert 3D models
 - 5.1.4 Insert SmartArt graphics
 - 5.1.5 Insert screenshots and screen clippings
 - 5.1.6 Insert text boxes
- 5.2 Format illustrations and text boxes**
 - 5.2.1 Apply artistic effects
 - 5.2.2 Apply picture effects and picture styles
 - 5.2.3 Remove picture backgrounds
 - 5.2.4 Format graphic elements
 - 5.2.5 Format SmartArt graphics
 - 5.2.6 Format 3D models
- 5.3 Add text to graphic elements**
 - 5.3.1 Add and modify text in text boxes
 - 5.3.2 Add and modify text in shapes
 - 5.3.3 Add and modify SmartArt graphic content
- 5.4 Modify graphic elements**
 - 5.4.1 Position objects
 - 5.4.2 Wrap text around objects
 - 5.4.3 Add alternative text to objects for accessibility

Manage Document Collaboration

- 6.1 Add and manage comments**
 - 6.1.1 Add comments
 - 6.1.2 Review and reply to comments
 - 6.1.3 Resolve comments
 - 6.1.4 Delete comments
- 6.2 Manage change tracking**
 - 6.2.1 Track changes
 - 6.2.2 Review tracked changes
 - 6.2.3 Accept and reject tracked changes
 - 6.2.4 Lock and unlock change tracking

Microsoft PowerPoint (Microsoft 365 Apps and Office 2019): Exam MO-300

The Microsoft Office Specialist: PowerPoint Associate Certification demonstrates competency to create, edit, and enhance presentations and slideshows. The exam covers the ability to create and manage presentations, insert and format shapes and slides, create slide content, apply transitions and animations and manage multiple presentations. Presentation examples include professional-grade sales presentations, employee training, instructional materials, and kiosk slideshows.

An individual earning this certification has approximately 150 hours of instruction and hands-on experience with the product, has proven competency at an industry associate-level and is ready to enter into the job market. They can demonstrate the correct application of the principal features of PowerPoint and can complete tasks independently.

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Objective Domains

Manage Presentations

1.1 Modify slide masters, handout masters, and note masters

- 1.1.1 Change the slide master theme or background
- 1.1.2 Modify slide master content
- 1.1.3 Create slide layouts
- 1.1.4 Modify slide layouts
- 1.1.5 Modify the handout master
- 1.1.6 Modify the notes master

1.2 Change presentation options and views

- 1.2.1 Change slide size
- 1.2.2 Display presentations in different views
- 1.2.3 Set basic file properties

1.3 Configure print settings for presentations

- 1.3.1 Print all or part of a presentation
- 1.3.2 Print notes pages
- 1.3.3 Print handouts
- 1.3.4 Print in color, grayscale, or black and white

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Manage Presentations

- 1.4 Configure and present slide shows**
 - 1.4.1 Create custom slide shows
 - 1.4.2 Configure slide show options
 - 1.4.3 Rehearse slide show timing
 - 1.4.4 Set up slide show recording options
 - 1.4.5 Present slide shows by using Presenter View
- 1.5 Prepare presentations for collaboration**
 - 1.5.1 Mark presentations as final
 - 1.5.2 Protect presentations by using passwords
 - 1.5.3 Inspect presentations for issues
 - 1.5.4 Add and manage comments
 - 1.5.5 Preserve presentation content
 - 1.5.6 Export presentations to other formats

Manage Slides

- 2.1 Insert slides**
 - 2.1.1 Import Word document outlines
 - 2.1.2 Insert slides from another presentation
 - 2.1.3 Insert slides and select slide layouts
 - 2.1.4 Insert Summary Zoom slides
 - 2.1.5 Duplicate slides
- 2.2 Modify slides**
 - 2.2.1 Hide and unhide slides
 - 2.2.2 Modify individual slide backgrounds
 - 2.2.3 Insert slide headers, footers, and page numbers
- 2.3 Order and group slides**
 - 2.3.1 Create sections
 - 2.3.2 Modify slide order
 - 2.3.3 Rename sections

Insert and Format Text, Shapes, and Images

- 3.1 Format text**
 - 3.1.1 Apply formatting and styles to text
 - 3.1.2 Format text in multiple columns
 - 3.1.3 Create bulleted and numbered lists
- 3.2 Insert links**
 - 3.2.1 Insert hyperlinks
 - 3.2.2 Insert Section Zoom links and Slide Zoom links

Insert and Format Text, Shapes, and Images

- 3.3 Insert and format images**
 - 3.3.1 Resize and crop images
 - 3.3.2 Apply built-in styles and effects to images
 - 3.3.3 Insert screenshots and screen clippings
- 3.4 Insert and format graphic elements**
 - 3.4.1 Insert and change shapes
 - 3.4.2 Draw by using digital ink
 - 3.4.3 Add text to shapes and text boxes
 - 3.4.4 Resize shapes and text boxes
 - 3.4.5 Format shapes and text boxes
 - 3.4.6 Apply built-in styles to shapes and text boxes
 - 3.4.7 Add alt text to graphic elements for accessibility
- 3.5 Order and group objects on slides**
 - 3.5.1 Order shapes, images, and text boxes
 - 3.5.2 Align shapes, images, and text boxes
 - 3.5.3 Group shapes and images
 - 3.5.4 Display alignment tools

Insert Tables, Charts, SmartArt, 3D Models, and Media

4.1 Insert and format tables

- 4.1.1 Create and insert tables
- 4.1.2 Insert and delete table rows and columns
- 4.1.3 Apply built-in table styles

4.2 Insert and modify charts

- 4.2.1 Create and insert charts
- 4.2.2 Modify charts

4.3 Insert and format SmartArt graphics

- 4.3.1 Insert SmartArt graphics
- 4.3.2 Convert lists to SmartArt graphics
- 4.3.3 Add and modify SmartArt graphic content

4.4 Insert and modify 3D models

- 4.4.1 Insert 3D models
- 4.4.2 Modify 3D models

4.5 Insert and manage media

- 4.5.1 Insert audio and video clips
- 4.5.2 Create and insert screen recordings
- 4.5.3 Configure media playback options

Apply Transitions and Animations

5.1 Apply and configure slide transitions

- 5.1.1 Apply basic and 3D slide transitions
- 5.1.2 Configure transition effects

5.2 Animate slide content

- 5.2.1 Animate text and graphic elements
- 5.2.2 Animate 3D models
- 5.2.3 Configure animation effects
- 5.2.4 Configure animation paths
- 5.2.5 Reorder animations on a slide

5.3 Set timing for transitions

- 5.3.1 Set transition effect duration
- 5.3.2 Configure transition start and finish options