TestOut®

TestOut Office Pro - English 6.2.x

MOS Instructor Guide

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Table of Contents

General MOS Exam Information 3
MOS Practice Exams 4
Highly Recommended Videos and Class Activities 5
Course Mapping to MOS Exam Objectives 8

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General MOS Exam Information

The TestOut Office Pro (English 6.2.x) course prepares students for the following Microsoft Office Specialist exams:

- MOS Word Associate 2019 (Exam MO-100)
- MOS Excel Associate 2019 (Exam MO-200)
- MOS PowerPoint Associate 2019 (Exam MO-300)
- MOS Access Expert 2019 (Exam MO-500)
- MOS Outlook Associate 2019 (Exam MO-400)

The MOS exams typically include 5 to 7 short projects totaling 25 to 35 performance-based questions. Each exam must be completed within 50 minutes.

For information on exam tutorials and administering exams, go to certiport.com and locate educator resources.

MOS Exam Tutorials

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MOS Practice Exams

The Office Pro (English 6.2.x) course includes a set of practice exams to help students determine whether they are ready to take MOS certification exams. The practice exams cover Microsoft Word, Excel, and PowerPoint. Exams for Access and Outlook will be released later.

Ideally, these practice exams should be taken after students have completed the Office Pro chapters that correspond to the desired exams.

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Highly Recommended Videos and Class Activities

While the Office Pro course includes lab simulations for most MOS objectives, some of the objectives are covered only through text and video instruction. For these objectives, we encourage students to study the video demonstrations and to experiment with the relevant features using the live Microsoft Office applications.

Students will benefit from viewing all videos within the course. However, those who are preparing for the MOS exams should pay particular attention to the following learning resources that cover objectives that do not include lab simulations within the course:

Microsoft Word

Office Pro Section	Learning Resource	MOS Objective(s)
3.5.1	Formatting Images (Video)	Insert text boxes; apply artistic effects; apply picture effects
4.4.3	Bulleted and Numbered Lists (Video)	Define custom bullet characters and number formats
4.7.4	Screen Clipping (Text Lesson Video)	Insert screenshots and screen clippings
4.7.4	Remove Picture Backgrounds (Text Lesson Video)	Remove picture backgrounds
4.8.3	Advanced Table Formatting (Video)	Convert text to tables; sort table data
4.10.4	Table of Contents (Video)	Insert tables of contents; customize tables of contents
4.12.1	Track Changes and Comments (Video)	Add comments; review and reply to comments; resolve comments; delete comments
4.12.3	Distributing Files (Video)	Add alternative text to objects for accessibility
4.12.4	Lock Track Changes (Text Lesson Video)	Lock and unlock change tracking
6.9.4	3D Models (Video)	Insert 3D models; format 3D models

Microsoft Excel

Office Pro Section	Learning Resource	MOS Objective(s)
4.12.3	Distributing Files (Video)	Add alternative text to charts for accessibility
5.6.6	COUNTA and COUNTBLANK (Text Lesson Video)	Count cells by using the COUNT(), COUNTA(), and COUNTBLANK() functions
5.6.6	LEN (Text Lesson Video)	Format text by using UPPER(), LOWER(), and LEN() functions
5.7.3	Named Cells and Ranges (Video)	Define a named range; reference named ranges and named tables in formulas
5.8.3	Chart Design Features (Text Lesson Table)	Switch between rows and columns in source data
5.9.2	Excel Tables (Video)	Sort data by multiple columns
5.9.4	Sparklines (Text Lesson Video)	Insert sparklines

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Microsoft PowerPoint

Office Pro Section	Learning Resource	MOS Objective(s)
3.5.1	Formatting Images (Video)	Display alignment tools; add alt text to graphic elements for accessibility
3.5.2	Formatting Shapes (Video)	Apply built-in styles to shapes and text boxes
3.5.3	Draw (Text Lesson Video)	Draw by using digital ink
4.7.4	Screen Clipping (Text Lesson Video)	Insert screenshots and screen clippings
4.12.1	Track Changes and Comments (Video)	Add and manage comments
6.3.3	Managing Presentation Content (Video)	Import Word document outlines; import slides from another presentation
6.3.4	Format Text in Multiple Columns (Text Lesson Video)	Format text in multiple columns
6.8.3	Screen Recording (Text Lesson Video)	Create and insert screen recordings
6.9.3	Slide Zoom (Video)	Insert Summary Zoom slides; insert Section Zoom links and Slide Zoom links
6.9.4	3D Models (Video)	Insert 3D models; modify 3D models; apply basic 3D slide transitions, animate 3D models
6.10.3	Advanced Slide Show Options (Video)	Create custom slide shows

Microsoft Access

Office Pro Section	Learning Resource	MOS Objective(s)
7.7.1	Managing Databases (Video)	Export objects to alternative formats
7.7.2	Formatting Tables and Managing Records (Video)	Hide fields in tables; add total rows; find and replace data; add table descriptions
7.7.4	Crosstab Queries (Video)	Create basic crosstab queries
7.7.5	Query Parameters (Video)	Create basic parameter queries
7.7.6	Action Queries (Video)	Create basic action queries
7.7.8	Advanced Form Options (Video)	Sort records by form field; set form control properties; modify tab order on forms; configure print options for records, forms, and reports
7.7.10	Advanced Report Options (Video)	Group and sort fields on reports; insert information in report headers and footers; format a report into multiple columns
7.7.12	Additional Access Facts and Videos (Text Lesson Tables and Videos)	Add validation rules to fields; modify form positioning; import tables from other databases; create linked tables from external sources; filter records; apply built-in input masks

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Microsoft Outlook

Office Pro Section	Learning Resource	MOS Objective(s)
8.2.1	Formatting and Sending Messages (Video)	Insert images
8.2.3	Signatures (Video)	Customize reply message settings; change the display of messages; specify default fonts for new messages and responses
8.3.1	Organizing Messages (Video)	Categorize messages
8.3.4	Conversations (Video)	Ignore conversations
8.3.5	Searching in Outlook (Video)	Create search folders; search for messages, calendar items, contacts, and tasks; search by using advanced find
8.3.6	Importing and Exporting (Video)	Save messages in alternate formats
8.4.1	Create and Manage Calendars (Video)	Set calendar work times
8.4.3	Meetings (Video)	Create calendar items from messages
8.4.4	Tasks (Video)	Create and manage tasks
8.4.5	Calendar View Tab (Text Lesson Image and Note)	Set calendar item times and time zones
8.5.3	Using the Navigation Bar (Video)	Change the display of messages, calendar items, contact records, and tasks
8.5.5	@Mentions (Text Lesson Video)	Use @mention to get someone's attention

Whenever possible, instructors should provide classroom activities to help students use these Office features in the live applications.

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Course Mapping to MOS Exam Objectives

MO-100 Microsoft Office Specialist Word Associate 2019

Objective Text: Word	Objective Number	Office Pro Section
1.0 Manage Documents		
Navigate within documents		
• Search for text	1.1.1	3.4
• Link to locations within documents	1.1.2	3.4
• Move to specific locations and objects in documents	1.1.3	3.4
• Show and hide formatting symbols and hidden text	1.1.4	4.4
Format documents		
• Set up document pages	1.2.1	4.5
• Apply style sets	1.2.2	4.9
• Insert and modify headers and footers	1.2.3	4.11
• Configure page background elements	1.2.4	4.5
Save and share documents		
• Save documents in alternative file formats	1.3.1	4.2
• Modify basic document properties	1.3.2	3.1
• Modify print settings	1.3.3	3.3
• Share documents electronically	1.3.4	4.12
Inspect documents for issues		
• Locate and remove hidden properties and personal information	1.4.1	4.12
• Locate and correct accessibility issues	1.4.2	4.12
• Locate and correct compatibility issues	1.4.3	4.12
2.0 Insert and Format Text, Paragraphs, and Sections		
Insert text and paragraphs		
• Find and replace text	2.1.1	3.4
• Insert symbols and special characters	2.1.2	4.7
Format text and paragraphs		
• Apply text effects	2.2.1	4.3
• Apply formatting by using Format Painter	2.2.2	4.5
• Set line and paragraph spacing and indentation	2.2.3	4.4
• Apply built-in styles to text	2.2.4	4.9
• Clear formatting	2.2.5	4.4
Create and configure document sections		
• Format text in multiple columns	2.3.1	4.5
• Insert page, section, and column breaks	2.3.2	4.5 & 4.11
• Change page setup options for a section	2.3.3	4.11

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Objective Text: Word	Objective Number	Office Pro Section
3.0 Create Tables and Lists		
Create tables		
• Convert text to tables	3.1.1	4.8
• Convert tables to text	3.1.2	4.8
• Create tables by specifying rows and columns	3.1.3	4.8
Modify tables		
• Sort table data	3.2.1	4.8
• Configure cell margins and spacing	3.2.2	4.8
• Merge and split cells	3.2.3	4.8
• Resize tables, rows, and columns	3.2.4	4.8
• Split tables	3.2.5	4.8
• Configure a repeating row header	3.2.6	4.8
Create and modify lists		
• Format paragraphs as numbered and bulleted lists	3.3.1	4.4
• Change bullet characters and number formats	3.3.2	4.4
• Define custom bullet characters and number formats	3.3.3	4.4
• Increase and decrease list levels	3.3.4	4.4
• Restart and continue list numbering	3.3.5	4.4
• Set starting number values	3.3.6	4.4
4.0 Create and Manage References		
Create and manage reference elements		
• Insert footnotes and endnotes	4.1.1	4.10
• Modify footnote and endnote properties	4.1.2	4.10
• Create and modify bibliography citation sources	4.1.3	4.10
• Insert citations for bibliographies	4.1.4	4.10
Create and manage reference tables		
• Insert tables of contents	4.2.1	4.10
• Customize tables of contents	4.2.2	4.10
• Insert bibliographies	4.2.3	4.10
5.0 Insert and Format Graphic Elements		
Insert illustrations and text boxes		
• Insert shapes	5.1.1	4.7
• Insert pictures	5.1.2	4.7
• Insert 3D models	5.1.3	6.9
• Insert SmartArt graphics	5.1.4	6.6
• Insert screenshots and screen clippings	5.1.5	4.7 & 6.8
• Insert text boxes	5.1.6	3.5 & 4.7
Format illustrations and text boxes		
• Apply artistic effects	5.2.1	3.5

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Objective Text: Word	Objective Number	Office Pro Section
• Apply picture effects and picture styles	5.2.2	3.5 & 4.7
• Remove picture backgrounds	5.2.3	4.7
• Format graphic elements	5.2.4	3.5
• Format SmartArt graphics	5.2.5	6.6
• Format 3D models	5.2.6	6.9
Add text to graphic elements		
• Add and modify text in text boxes	5.3.1	3.5 & 4.7
• Add and modify text in shapes	5.3.2	3.5 & 4.7
• Add and modify SmartArt graphic content	5.3.3	6.6
Modify graphic elements		
• Position objects	5.4.1	3.5
• Wrap text around objects	5.4.2	4.7
• Add alternative text to objects for accessibility	5.4.3	4.12
6.0 Manage Document Collaboration		
Add and manage comments		
• Add comments	6.1.1	4.12
• Review and reply to comments	6.1.2	4.12
• Resolve comments	6.1.3	4.12
• Delete comments	6.1.4	4.12
Manage change tracking		
• Track changes	6.2.1	4.12
• Review tracked changes	6.2.2	4.12
• Accept and reject tracked changes	6.2.3	4.12
• Lock and unlock change tracking	6.2.4	4.12

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MO-200 Microsoft Office Specialist Excel Associate 2019

Objective Text: Excel	Objective Number	Office Pro Section
1.0 Manage Worksheets and Workbooks		
Import data into workbooks		
• Import data from .txt files	1.1.1	5.2
• Import data from .csv files	1.1.2	5.2
Navigate within workbooks		
• Search for data within a workbook	1.2.1	3.4
• Navigate to named cells, ranges, or workbook elements	1.2.2	3.4
• Insert and remove hyperlinks	1.2.3	3.4
Format worksheets and workbooks		
• Modify page setup	1.3.1	5.4
• Adjust row height and column width	1.3.2	5.5
• Customize headers and footers	1.3.3	5.4
Customize options and views		
• Customize the Quick Access toolbar	1.4.1	3.2
• Display and modify workbook content in different views	1.4.2	3.2
• Freeze worksheet rows and columns	1.4.3	5.3
• Change window views	1.4.4	3.2 & 5.3
• Modify basic workbook properties	1.4.5	3.1
• Display formulas	1.4.6	5.7
Configure content for collaboration		
• Set a print area	1.5.1	5.4
• Save workbooks in alternative file formats	1.5.2	5.2
• Configure print settings	1.5.3	3.3
• Inspect workbooks for issues	1.5.4	4.12
2.0 Manage Data Cells and Ranges		
Manipulate data in worksheets		
• Paste data by using special paste options	2.1.1	5.3
• Fill cells by using Auto Fill	2.1.2	5.6
• Insert and delete multiple columns or rows	2.1.3	5.3
• Insert and delete cells	2.1.4	5.3
Format cells and ranges		
• Merge and unmerge cells	2.2.1	5.5
• Modify cell alignment, orientation, and indentation	2.2.2	5.5
• Format cells by using Format Painter	2.2.3	5.5
• Wrap text within cells	2.2.4	5.5
• Apply number formats	2.2.5	5.5
• Apply cell formats from the Format Cells dialog box	2.2.6	5.5

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Objective Text: Excel	Objective Number	Office Pro Section
• Apply cell styles	2.2.7	5.5
• Clear cell formatting	2.2.8	5.5
Define and reference named ranges		
• Define a named range	2.3.1	5.7
• Name a table	2.3.2	5.7
Summarize data visually		
• Insert sparklines	2.4.1	5.9
• Apply built-in conditional formatting	2.4.2	5.9
• Remove conditional formatting	2.4.3	5.9
3.0 Manage Tables and Table Data		
Create and format tables		
• Create Excel tables from cell ranges	3.1.1	5.9
• Apply table styles	3.1.2	5.9
• Convert tables to cell ranges	3.1.3	5.9
Modify tables		
• Add or remove table rows and columns	3.2.1	5.9
• Configure table style options	3.2.2	5.9
• Insert and configure total rows	3.2.3	5.9
Filter and Sort a Table		
• Filter records	3.3.1	5.9
• Sort data by multiple columns	3.3.2	5.9
4.0 Perform Operations by using Formulas and Functions		
Insert references		
• Insert relative, absolute, and mixed references	4.1.1	5.7
• Reference named ranges and named tables in formulas	4.1.2	5.7
Calculate and transform data		
• Perform calculations by using the AVERAGE(), MAX(), MIN(), and SUM() functions	4.2.1	5.6
• Count cells by using the COUNT(), COUNTA(), and COUNTBLANK() functions	4.2.2	5.6
• Perform conditional operations by using the IF() function	4.2.3	5.7
Format and modify text		
• Format text by using RIGHT(), LEFT(), and MID() functions	4.3.1	5.6
• Format text by using UPPER(), LOWER(), and LEN() functions	4.3.2	5.6
• Format text by using the CONCAT() and TEXTJOIN() functions	4.3.3	5.6
5.0 Manage Charts		
Create charts		

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Objective Text: Excel	Objective Number	Office Pro Section
• Create charts	5.1.1	5.8
• Create chart sheets	5.1.2	5.8
Modify charts		
• Add data series to charts	5.2.1	5.8
• Switch between rows and columns in source data	5.2.2	5.8
• Add and modify chart elements	5.2.3	5.8
Format charts		
• Apply chart layouts	5.3.1	5.8
• Apply chart styles	5.3.2	5.8
• Add alternative text to charts for accessibility	5.3.3	4.12

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MO-300 Microsoft Office Specialist PowerPoint Associate 2019

Objective Text: PowerPoint	Objective Number	Office Pro Section
1.0 Manage Presentations		
Modify slide masters, handout masters, and note masters		
• Change the slide master theme or background	1.1.1	6.5
• Modify slide master content	1.1.2	6.5
• Create slide layouts	1.1.3	6.5
• Modify slide layouts	1.1.4	6.5
• Modify the handout master	1.1.5	6.5
• Modify the notes master	1.1.6	6.5
Change presentation options and views		
• Change slide size	1.2.1	6.4
• Display presentations in different views	1.2.2	3.2
• Set basic file properties	1.2.3	3.1
Configure print settings for presentations		
• Print all or part of a presentation	1.3.1	3.3
• Print notes pages	1.3.2	3.3
• Print handouts	1.3.3	3.3
• Print in color, grayscale, or black and white	1.3.4	3.3
Configure and present slide shows		
• Create custom slide shows	1.4.1	6.10
• Configure slide show options	1.4.2	6.10
• Rehearse slide show timing	1.4.3	6.10
• Set up slide show recording options	1.4.4	6.10
• Present slide shows by using Presenter View	1.4.5	6.10
Prepare presentations for collaboration		
• Mark presentations as final	1.5.1	4.12
• Protect presentations by using passwords	1.5.2	4.12
• Inspect presentations for issues	1.5.3	4.12
• Add and manage comments	1.5.4	4.12 & 6.10
• Preserve presentation content	1.5.5	4.12 & 6.3
• Export presentations to other formats	1.5.6	4.12 & 6.10
2.0 Manage Slides		
Insert slides		
• Import Word document outlines	2.1.1	6.3
• Insert slides from another presentation	2.1.2	6.3
• Insert slides and select slide layouts	2.1.3	6.4
• Insert Summary Zoom slides	2.1.4	6.9
• Duplicate slides	2.1.5	6.2

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Objective Text: PowerPoint	Objective Number	Office Pro Section
Modify slides		
• Hide and unhide slides	2.2.1	6.2
• Modify individual slide backgrounds	2.2.2	6.4
• Insert slide headers, footers, and page numbers	2.2.3	6.5
Order and group slides		
• Create sections	2.3.1	6.2
• Modify slide order	2.3.2	6.2
• Rename sections	2.3.3	6.2
3.0 Insert and Format Text, Shapes, and Images		
Format text		
• Apply formatting and styles to text	3.1.1	6.3
• Format text in multiple columns	3.1.2	6.3
• Create bulleted and numbered lists	3.1.3	6.3
Insert links		
• Insert hyperlinks	3.2.1	6.8
• Insert Section Zoom links and Slide Zoom links	3.2.2	6.8
Insert and format images		
• Resize and crop images	3.3.1	6.8
• Apply built-in styles and effects to images	3.3.2	6.8
• Insert screenshots and screen clippings	3.3.3	4.7 & 6.8
Insert and format graphic elements		
• Insert and change shapes	3.4.1	3.5
• Draw by using digital ink	3.4.2	3.5
• Add text to shapes and text boxes	3.4.3	3.5
• Resize shapes and text boxes	3.4.4	3.5
• Format shapes and text boxes	3.4.5	3.5
• Apply built-in styles to shapes and text boxes	3.4.6	3.5
• Add alt text to graphic elements for accessibility	3.4.7	4.12
Order and group objects on slides		
• Order shapes, images, and text boxes	3.5.1	6.6
• Align shapes, images, and text boxes	3.5.2	6.6
• Group shapes and images	3.5.3	6.6
• Display alignment tools	3.5.4	3.5
4.0 Insert Tables, Charts, SmartArt, 3D Models, and Media		
Insert and format tables		
• Create and insert tables	4.1.1	6.7
• Insert and delete table rows and columns	4.1.2	6.7
• Apply built-in table styles	4.1.3	6.7
Insert and modify charts		

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Objective Text: PowerPoint	Objective Number	Office Pro Section
• Create and insert charts	4.2.1	6.7
• Modify charts	4.2.2	6.7
Insert and format SmartArt graphics		
• Insert SmartArt graphics	4.3.1	6.6
• Convert lists to SmartArt graphics	4.3.2	6.6
• Add and modify SmartArt graphic content	4.3.3	6.6
Insert and modify 3D models		
• Insert 3D models	4.4.1	6.9
• Modify 3D models	4.4.2	6.9
Insert and manage media		
• Insert audio and video clips	4.5.1	6.8
• Create and insert screen recordings	4.5.2	6.8
• Configure media playback options	4.5.3	6.8
5.0 Apply Transitions and Animations		
Apply and configure slide transitions		
• Apply basic and 3D slide transitions	5.1.1	6.9
• Configure transition effects	5.1.2	6.9
Animate slide content		
• Animate text and graphic elements	5.2.1	6.9
• Animate 3D models	5.2.2	6.9
• Configure animation effects	5.2.3	6.9
• Configure animation paths	5.2.4	6.9
• Reorder animations on a slide	5.2.5	6.9
Set timing for transitions		
• Set transition effect duration	5.3.1	6.9
• Configure transition start and finish options	5.3.2	6.9

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MO-500 Microsoft Office Specialist Access Expert 2019

Objective Text: Access	Objective Number	Office Pro Section
1.0 Manage Databases		
Modify database structure		
• Import objects or data from other sources	1.1.1	7.7
• Delete database objects	1.1.2	7.2
• Hide and display objects in the Navigation Pane	1.1.3	7.2
Manage table relationships and keys		
• Understand relationships	1.2.1	7.3
• Display relationships	1.2.2	7.3
• Set primary keys	1.2.3	7.3
• Enforce referential integrity	1.2.4	7.3
• Set foreign keys	1.2.5	7.3
Print and export data		
• Configure print options for records, forms, and reports	1.3.1	7.2 & 7.7
• Export objects to alternative formats	1.3.2	7.7
2.0 Create and Modify Tables		
Create tables		
• Import data into tables	2.1.1	7.3
• Create linked tables from external sources	2.1.2	7.7
• Import tables from other databases	2.1.3	7.7
Manage tables		
• Hide fields in tables	2.2.1	7.7
• Add total rows	2.2.2	7.7
• Add table descriptions	2.2.3	7.7
Manage table records		
• Find and replace data	2.3.1	7.7
• Sort records	2.3.2	7.7
• Filter records	2.3.3	7.7
Create and modify fields		
• Add and remove fields	2.4.1	7.3
• Add validation rules to fields	2.4.2	7.7
• Change field captions	2.4.3	7.3
• Change field sizes	2.4.4	7.3
• Change field data types	2.4.5	7.3
• Configure fields to auto-increment	2.4.6	7.3
• Set default values	2.4.7	7.3
• Apply built-in input masks	2.4.8	7.7
3.0 Create and Modify Queries		
Create and run queries		

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Objective Text: Access	Objective Number	Office Pro Section
• Create simple queries	3.1.1	7.4
• Create basic crosstab queries	3.1.2	7.7
• Create basic parameter queries	3.1.3	7.7
• Create basic action queries	3.1.4	7.7
• Create basic multi-table queries	3.1.5	7.4
• Save queries	3.1.6	7.4
• Run queries	3.1.7	7.4
Modify queries		
• Add, hide, and remove fields in queries	3.2.1	7.4
• Sort data within queries	3.2.2	7.4
• Filter data within queries	3.2.3	7.4
• Format fields within queries	3.2.4	7.4
4.0 Modify Forms in Layout View		
Configure form controls		
• Add, move, and remove form controls	4.1.1	7.5
• Set form control properties	4.1.2	7.7
• Add and modify form labels	4.1.3	7.5
Format forms		
• Modify tab order on forms	4.2.1	7.7
• Sort records by form field	4.2.2	7.7
• Modify form positioning	4.2.3	7.7
• Insert information in form headers and footers	4.2.4	7.7
• Insert images on forms	4.2.5	7.6
5.0 Modify Reports in Layout View		
Configure report controls		
• Group and sort fields on reports	5.1.1	7.6 & 7.7
• Add report controls	5.1.2	7.7
• Add and modify labels on reports	5.1.3	7.6
Format reports		
• Format a report into multiple columns	5.2.1	7.7
• Modify report positioning	5.2.2	7.7
• Format report elements	5.2.3	7.6
• Change report orientation	5.2.4	7.7
• Insert information in report headers and footers	5.2.5	7.7
• Insert images on reports	5.2.6	7.6

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MO-400 Microsoft Office Specialist Outlook Associate 2019

Objective Text: Outlook	Objective Number	Office Pro Section
1.0 Manage Outlook Settings and Processes		
Customize Outlook settings		
• Change the display of messages, calendar items, contact records, and tasks	1.1.1	8.2 & 8.5
• Add accounts	1.1.2	8.5
• Configure automatic replies	1.1.3	8.3
Configure mail settings		
• Specify default fonts for new messages and responses	1.2.1	8.2
• Customize reply message settings	1.2.2	8.2
• Create, assign, and modify signatures	1.2.3	8.2
Perform search operations		
• Create search folders	1.3.1	8.3
• Search for messages, calendar items, contacts, and tasks	1.3.2	8.3
• Search by using advanced find	1.3.3	8.3
Print and save information		
• Print message, calendar, contact, and task information	1.3.1	8.3
• Save message attachments	1.3.2	8.2
• Preview message attachments	1.3.3	8.2
• Save messages in alternate formats	1.3.4	8.3
2.0 Manage messages		
Create messages		
• Add or remove message attachments	2.1.1	8.2
• Designate recipients by using courtesy copy (CC) and blind courtesy copy (BCC)	2.1.2	8.2
• Use @mention to get someone's attention	2.1.3	8.5
• Forward and reply to messages	2.1.4	8.2
• Flag outgoing messages for follow up	2.1.5	8.2
• Set the importance and sensitivity of outgoing messages	2.1.6	8.2
Insert message content		
• Insert hyperlinks	2.2.1	8.2
• Insert images	2.2.2	8.2
• Add signatures to individual messages	2.2.3	8.2
Organize and manage messages		
• Sort messages	2.3.1	8.3
• Create folders	2.3.2	8.3
• Move messages between folders	2.3.3	8.3
• Categorize messages	2.3.4	8.3
• Flag received messages	2.3.5	8.3

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Objective Text: Outlook	Objective Number	Office Pro Section
• Ignore conversations	2.3.6	8.3
• Change the display of messages	2.3.7	8.2 & 8.3
3.0 Manage Schedules		
Create and manage calendars		
• Set calendar work times	3.1.1	8.4
• Manage multiple calendars	3.1.2	8.4
Create appointments, meetings, and events		
• Create recurring calendar items	3.2.1	8.4
• Cancel meetings	3.2.2	8.4
• Create calendar items from messages	3.2.3	8.4
• Set calendar item times and time zones	3.2.4	8.4
• Set up meetings by using the scheduling assistant	3.2.5	8.4
• Set availability for calendar items	3.2.6	8.4
Organize and manage appointments, meetings, and events		
• Forward calendar items	3.3.1	8.4
• Configure reminders	3.3.2	8.4
• Invite meeting participants	3.3.3	8.4
• Respond to invitations	3.3.4	8.4
• Update individual or recurring calendar items	3.3.5	8.4
4.0 Manage Contacts and Tasks		
Create and manage contact records		
• Import contacts from external sources	4.1.1	8.5
• Edit contact information	4.1.2	8.5
• Share contacts	4.1.3	8.5
Create and manage contact groups		
• Create and delete contact groups	4.2.1	8.5
• Add contacts to existing contact groups	4.2.2	8.5
• Update contacts within contact groups	4.2.3	8.5
• Delete contact group members	4.2.4	8.5
Create and manage tasks		
• Create and manage tasks	4.3.1	8.4

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