



A PEARSON VUE BUSINESS

**Microsoft Office Specialist
365 and 2019 Exam Tutorial
(all exams except Outlook)**

Welcome to the Microsoft Office Specialist Exam

- In this exam, you will work on from 5 to 8 projects.
- For each project, you will be asked to perform from 1 to 6 tasks.
- After you complete the tasks for a project, you will submit the project file and start the next project.
- You can review the projects and make changes to the project file before you finish the exam.

Exam Process

The exam experience follows this process:

- 1. Tutorial.** The tutorial (this section) provides helpful information about the exam environment. Read the tutorial carefully.
- 2. Exam Projects.** When you finish the tutorial and begin the exam, the exam timer starts, the exam panel displays the first project, and the project file opens.
- 3. Exam Summary.** The exam summary indicates the tasks you have marked as complete, marked for review, and marked for feedback. You can return to any task to review your work. When you select **Finish Exam**, the exam timer stops and your answers are submitted.
- 4. Feedback.** After you finish the exam, you can leave feedback about individual items and about the exam. When you finish leaving feedback, select **End** to display your exam results.

Exam Tips

- Click to Copy: If the task instructs you to enter "specific text" in the starter file, you can click the text to copy it to the Clipboard, and then paste it into the file.
- Accept all default settings unless otherwise specified in the task instructions.
- If you perform a task by making a change in a dialog box, close the dialog box to save the settings and complete the operation.
- For Word exams: To quickly move to a named Word document section specified in the task, select the section name in the Navigation pane.
- For Excel exams: Some tasks might ask you to enter information into a specific column. When the column is in an Excel table, values should automatically fill to the other cells in the column. When the column is in a data range, values will not automatically fill to the other cells in the column and you must complete the process manually.
- During the exam, the project files are password-protected. The Help, Share, New, Open, and Encrypt with Password commands are disabled. These commands are not necessary to complete the exam.

Exam Environment

Exam Interface and Controls

The exam panel provides access to the project task(s). Each project has an associated file in which you will perform the project tasks.

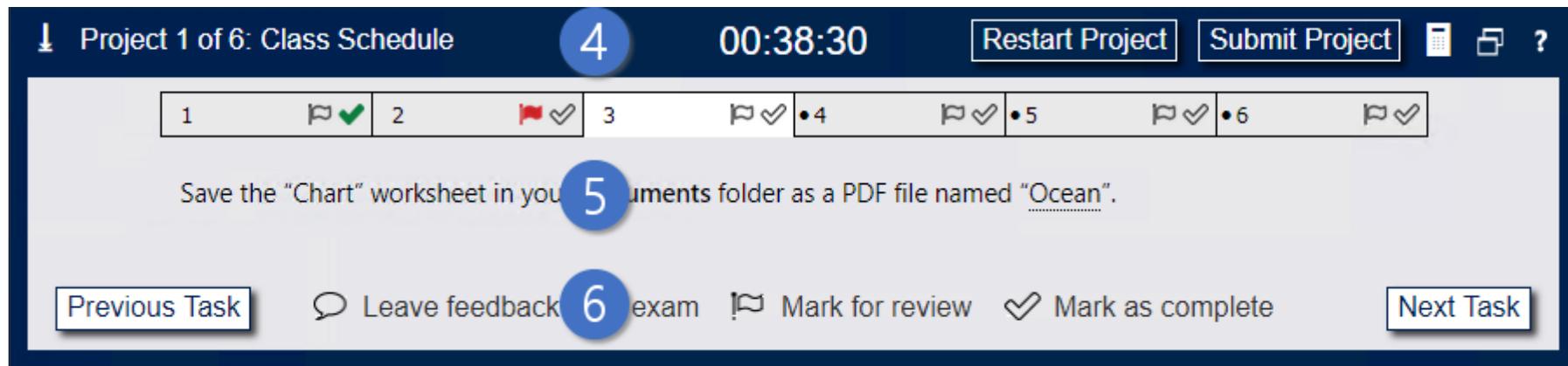
The screenshot shows an Excel spreadsheet titled "Ocean.xlsx" with a pie chart and an exam panel overlay. The pie chart is divided into four segments: a large blue segment, a smaller orange segment, a smaller dark blue segment, and a smaller grey segment. The exam panel is located at the bottom of the screen and contains the following information:

- Project 1 of 6: Class Schedule
- Time: 00:38:30
- Buttons: Restart Project, Submit Project
- Progress bar: 1 (checked), 2 (flag), 3 (checked), 4 (flag), 5 (checked), 6 (checked)
- Instruction: Save the "Chart" worksheet in your Documents folder as a P **3** named "Ocean".
- Buttons: Previous Task, Leave feedback after exam, Mark for review, Mark as complete, Next Task

- 1 Project file
- 2 Split bar
- 3 Exam panel

You can modify the exam interface to fit your needs in the following ways:

- To increase or decrease the exam panel font size, press **Ctrl+Plus** or **Ctrl+Minus**.
- To change the height of the exam panel, drag the **split bar** between the project file and the exam panel.
- To minimize the exam panel, click the **Collapse Panel** arrow (⌵) in the upper-left corner of the exam panel. The minimized exam panel displays the Expand Panel button, the project number and name, the remaining time, and the Restart Project and Submit Project buttons. To move between tasks, you must expand the exam panel.
- To restore the interface to the default appearance, click the **Restore** button near the upper-right corner of the exam panel.



- 4 The Information bar at the top of the exam panel displays the current project and total number of projects, the remaining exam time, and the following commands:
 - **Collapse Panel.** Minimizes the exam panel to provide more space for the project file.
 - **Restart Project.** Closes and reopens the current project file without saving your changes.
 - **Submit Project.** Saves your changes, submits the project file, and moves to the next project.
 - **Calculator.** A calculator is available in some exams. You are not required to use the calculator.
 - **Restore.** Restores the size and position of the project file and exam panel to the defaults.
 - **Help.** Displays information about the exam interface.
- 5 The Content area displays the task tabs and the current task description.
- 6 The Navigation area at the bottom of the exam panel contains the following commands.
 - **Previous Task/Next Task.** Saves your response and moves to the previous or next task in the current project.
 - **Leave feedback after exam.** Flags the task to indicate that you want to leave feedback about it after the exam.
 - **Mark for review.** Flags the task to indicate that you want to return to it before you finish the exam.
 - **Mark as complete.** Flags the task to indicate that you feel you have completed the task.

In projects that contain multiple tasks, you can switch between tasks by clicking the task tab, Next Task button, or Previous Task button.

Completing the Exam

Task Instructions

The task text describes the task you must perform to receive a correct score. You may use any method to complete the task; your score is based on the changes to the project file.

The following conventions are used within task text:

- **Bold text** indicates file or folder names. It can also indicate setting names.
- “Quotation marks” indicate existing text in the project file.
- “Dotted underlined text inside quotation marks” is text that you should enter into the document or application when completing the task. You can click the underlined text to copy it to the Clipboard, and then paste it into its destination.

In projects that contain multiple tasks, you can switch between tasks by clicking the task tab, **Next Task** button, or **Previous Task** button.

Reviewing Exam Items

The Exam Summary page appears after the final exam question. You can also move to this page by selecting **Exam Summary** from any question.

The Exam Summary table displays the exam projects and tasks. Icons indicate questions you have marked as complete, marked for review, and marked for feedback.

	Marked Complete	Marked for Review
Sales Schedule		
Task 1	✓	
Task 2	✓	
Task 3		
Task 4		🚩
Task 5	✓	

On the Exam Summary page:

- Select any question to return to that question.
- Select **Finish Exam** to submit your answers, stop the exam timer, and move to the feedback stage of the exam.
- You cannot change your answers after you finish the exam.

Feedback and Exam Results

After you submit your answers, you can leave feedback about individual exam items and about the exam in general. Your feedback will be submitted with your exam results to Certiport. The exam development team may review your feedback and use it to improve future exam experiences.

Changes you make to project documents or responses during the feedback stage will not affect your score. Your feedback is NOT available to the exam proctor or to other exam candidates.

When you finish leaving feedback or the feedback period ends, select **End** to display your exam results.

Legal Information

Microsoft Office Specialist Exams

Office 365 and Office 2019

- MO-100: Microsoft Word
- MO-101: Microsoft Word Expert
- MO-200: Microsoft Excel
- MO-201: Microsoft Excel Expert
- MO-300: Microsoft PowerPoint
- MO-400: Microsoft Outlook
- MO-500: Microsoft Access Expert

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Exam Retake Policy

The Microsoft Exam Retake Policy is available at <https://www.microsoft.com/en-us/learning/certification-exam-policies.aspx>.

Leaving Feedback

You can leave feedback about individual exam items and about the exam in general. **Changes you make to project documents or responses during the feedback stage will not affect your score.**

Your feedback will be sent to the exam development team and may be used to improve future exam experiences. Your feedback is NOT available to the exam proctor or to other exam candidates.

To skip leaving item-level feedback and continue to the exam feedback screen, select **Close Exam**.

To leave feedback about individual exam items:

1. In the lower-right corner of this screen, select **Leave feedback after exam**. The first project opens.
2. Navigate to the task you want to comment on, and in the content pane, select **Leave Feedback**.
3. In the **Leave Feedback** window that opens, leave feedback for the exam development team about the current exam item. Then select **Save**.
4. Select **Exam Summary** to navigate to other tasks. The Exam Summary table displays the exam projects and tasks. In feedback mode, icons indicate the tasks you have marked for feedback.

	Marked for feedback
Contoso Toys	
Task 1	
Task 2	
Task 3	
Task 4	

5. When you finish leaving feedback about specific tasks, select **Close Exam**. You can then leave feedback about the exam in general.