

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.

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 Documents

Microsoft Office Specialist Program is the only official Microsoft-recognized certification program for Microsoft Office globally.



- 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

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