



Microsoft Partner
CERTIPORT®



MO-400T00

Microsoft Outlook

(Microsoft 365 Apps and Office 2019)

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About this course.

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.

MOS Program.

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:

- MOS 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 MOS Program exam format incorporates multiple projects as in the previous version, while using enhanced tools, functions, and features from the latest programs.

Length.

7 Hrs.

Exam.

MO-400: Microsoft Outlook (Outlook and Outlook 2019).

Objective Domains.

Module 1: Manage Outlook Settings and Processes.

- Customize Outlook settings.
 - Change the display of messages, calendar items, contact records, and tasks.
 - Add accounts.
 - Configure automatic replies.

- Configure mail settings.
 - Specify default fonts for new messages and responses.
 - Customize reply message settings.
 - Create, assign, and modify signatures.
- Perform search operations.
 - Create search folders.
 - Search for messages, calendar items, contacts, and tasks.
 - Search by using advanced find.
- Print and save information.
 - Print message, calendar, contact and task information.
 - Save message attachments.
 - Preview message attachments.
 - Save messages in alternative formats.

Module 2: Manage Messages.

- Create messages.
 - Add or remove message attachments.
 - Designate recipients by using courtesy copy (CC) and blind courtesy copy (BCC).
 - Use @mention to get someone's attention.
 - Forward and reply to messages.
 - Flag outgoing messages for follow up.
 - Set the importance and sensitivity of outgoing messages.
- Insert message content.
 - Insert hyperlinks.
 - Insert images.
 - Add signatures to individual messages.
- Organize and manage messages.
 - Sort messages.
 - Create folders.
 - Move messages between folders.
 - Categorize messages.
 - Flag received messages.
 - Ignore conversations.
 - Change the display of messages.

Module 3: Manage Schedules.

- Create and manage calendars.
 - Set calendar work times.
 - Manage multiple calendars.



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- Create appointments, meetings and events.
 - Create recurring calendar items.
 - Cancel meetings.
 - Create calendar items from messages.
 - Set calendar item times and time zones.
 - Set up meetings by using the scheduling assistant.
 - Set availability for calendar items.
- Organize and manage appointments, meetings, and events.
 - Forward calendar items.
 - Configure reminders.
 - Invite meeting participants.
 - Respond to invitations.
 - Update individual or recurring calendar items.

Module 4: Manage Contacts and Tasks.

- Create and manage contact records.
 - Import contacts from external sources.
 - Edit contact information.
 - Share contacts.
- Create and manage contact groups.
 - Create and delete contact groups.
 - Add contacts to existing contact groups.
 - Update contacts within contact groups.
 - Delete contact group members.
- Create and manage tasks.
 - Create and manage tasks.

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