

Frequently Asked Questions

Q: What is Microsoft 365 Apps?

A: Microsoft 365 Apps for Business

Q: Is a Microsoft 365 Apps subscription compatible with Certiport's Compass for Windows software for the delivery of Microsoft Office Specialist (MOS) exams?

A: Yes, locally installed desktop apps such as Word, Excel, and PowerPoint are compatible for the delivery of Microsoft update Microsoft 365 apps?

A: Microsoft releases 365 Apps updates for Office 2019, Office 2016, and Office 2013.

365 Apps version (available via the File > Account page in Word, Excel, or PowerPoint) against the latest recommendations on the [Technical Requirements](#) page for the specific MOS programs your CATC is administering.

Q: If Microsoft 365 Apps unintentionally updates to the latest version, can we rollback to a compatible version?

A: Please refer to the following documents for the rollback of Microsoft 365 Apps, Office 2019, or Office 2016:

- x [Microsoft 365 Apps Rollback](#)
- x [Office 2019 Rollback](#)
- x [Office 2016 Rollback](#)

Q: I went to repair Microsoft 365 Apps and there are two options – which one should we select?

A: You can repair your Microsoft 365 Apps installations via a "Quick Repair" or an "Online Repair". A Quick Repair only detects and then replaces corrupted files, whereas an Online Repair will also detect and correct misconfigurations and other issues.

