

## Frequently Asked Questions

### Q: What is Microsoft 365 Apps?

**A:** Microsoft 365 Apps is a flexible, subscription-based solution from Microsoft that includes many cloud-based features such as document, screen, and calendar sharing, plus cloud storage, kiosk access (on certain applications), and multi-user collaboration. A new Microsoft 365 Apps subscription is completely customizable with virtually limitless options, and a standard configuration plan will also include access to the currently supported Office Suite of programs (e.g., Word).

### 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 Office Specialist (MOS) exams. See our [Technical Requirements](#) page for more details.

### Q: What will happen to our current Office software when the next Office version is released? How does Microsoft update Microsoft 365 apps?

**A:** Microsoft releases Microsoft 365 Apps updates via update channels. Microsoft 365 Apps installations can be configured to automatically update via Group Policies (GPOs) or the Office Deployment Tool. See the "Update Channels" FAQs later in this same document for more details.

**Note:** For delivering MOS 2016 or MOS 2019 exams, you should disable automatic updates to remain on compatible versions.

### Q: Why will upgrading Microsoft 365 Apps disrupt the delivery of MOS 2016 and MOS 2019 exams?

**A:** MOS 2016 and MOS 2019 exams are designed to be compatible with Office 2016, Office 2019, and the corresponding Microsoft 365 Apps updates released during the lifecycle of Office 2016 and Office 2019.

### Q: How can we tell if our current version of Office is compatible with Compass for Windows?

**A:** You can verify the compatibility via the "Office Compatibility" section located within the "System Check" menu of Compass for Windows (see the [Compass for Windows guide](#) for detailed info). You may also compare the Microsoft 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:

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

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

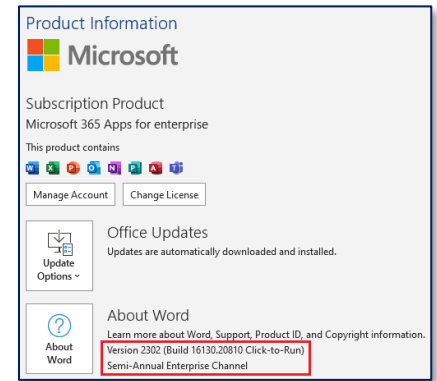
**A:** You can repair your Microsoft 365 Apps installations via a "Quick Repair" or an "Online Repair". A Quick Repair only detects and then replaces corrupted files, whereas an Online Repair will also detect and correct misconfigurations and other issues.

**Q: How do we find our Microsoft 365 Apps version and build?**

**A:** Open Word, Excel, or PowerPoint.

Under File → Account, you will see the following in the “About ...” section:

- The Version and Build numbers
- The update channel



**Q: What is an update channel?**

**A:** One of the benefits of Microsoft 365 Apps is that Microsoft provides new (and updated) features on a regular basis. You can control how often the users in your organization get these new features by specifying the update channel.

- Semi-Annual Enterprise Channel (recommended): Provides users with new features only twice a year, in January and July. In other months, the update can include security updates.
- Monthly Enterprise Channel: Provides users with new features only once a month and on a predictable schedule.
- Current Channel: Provides users with the newest Office features as soon as they become available.

**Q: What is the process to change to the Semi-Annual Enterprise Channel?**

**A:** To change to the Semi-Annual Enterprise Channel, from an administrative command prompt, type:

```
CD /D C:\Program Files\Common Files\Microsoft Shared\ClickToRun
OfficeC2RClient.exe /changesetting Channel=SemiAnnual
```

You can also use the Group Policy Administrative Template files (ADMX/ADML) for Microsoft 365 Apps, Office 2019, and Office 2016 available at <https://www.microsoft.com/en-us/download/details.aspx?id=49030>.

The **Update Channel** policy setting can be found under:

Computer Configuration → Administrative Templates → Microsoft Office 2016 (Machine) → Updates

## Contact Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat. Support is available Monday through Friday 6am to 5pm MT