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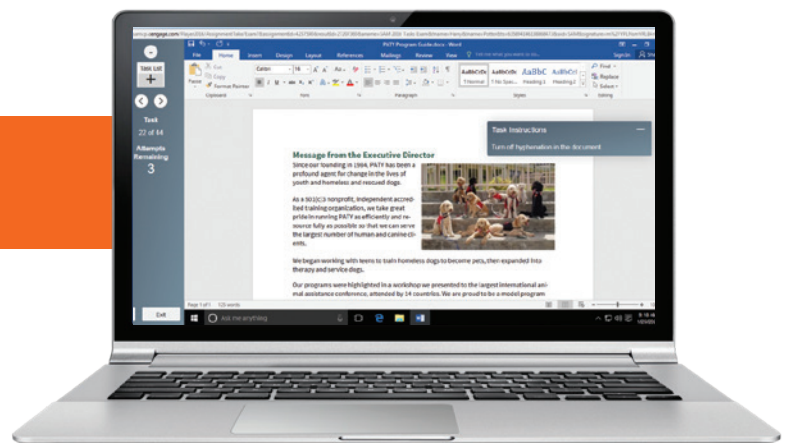


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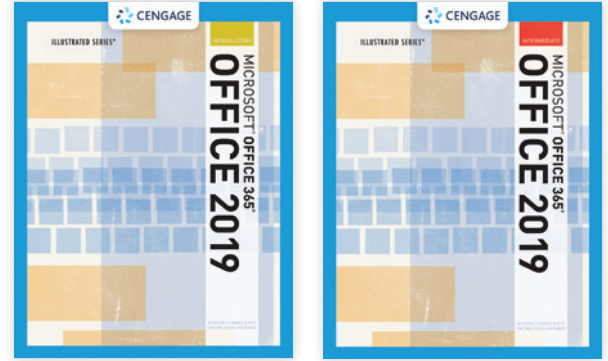


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Praised by instructors for its concise, focused approach and user-friendly format, the **Illustrated Series** engages both computer rookies and hot shots in mastering Microsoft Office 2019 applications quickly and efficiently. Skills are accessible and easy to follow thanks to the Illustrated Series' hallmark 2-page layout, which allows students to see an entire task in one view.

This series is known for:

- Its **hallmark 2-page layout** designed to make skills accessible and easy to follow.
- **Learning Outcomes** that provide a framework for the skills covered in each lesson.
- **Case Studies** that place each lesson in context and encourage further application.



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Creating Documents with Word

CASE

You have been hired to work at JCL Talent, Inc., a business support services company that provides employment and recruitment services for employers and job seekers. Shortly after reporting to your new office, Dawn Lapointe, Director of JCL Talent – Technical Careers division, asks you to use Word to create a memo to staff and a tip sheet for job seekers.

Module Objectives

After completing this module, you will be able to:

- Understand word processing software
- Explore the Word window
- Start a document
- Save a document
- Select text
- Format text using the Mini toolbar and the Ribbon
- View and navigate a document
- Cut and paste text
- Copy and paste text
- Format with fonts
- Set document margins
- Add bullets and numbering
- Insert a graphic
- Apply a theme

Files You Will Need

IL_WD_1-1.docx	Support_WD_1-4.docx
Support_WD_1-2.docx	IL_WD_1-5.docx
IL_WD_1-3.docx	Support_WD_1-6.docx

Understand Word Processing Software

Learning Outcomes

- Identify the features of Word
- State the benefits of using a word processing program

A **word processing program** is a software program that includes tools for entering, editing, and formatting text and graphics. Microsoft Word is a powerful word processing program that allows you to create and enhance a wide range of documents quickly and easily. **FIGURE 1-1** shows the first page of a report created using Word and illustrates some of the Word features you can use to enhance your documents. The electronic files you create using Word are called **documents**. One of the benefits of using Word is that document files can be stored on a hard disk, flash drive, or other physical storage device, or to OneDrive or another Cloud storage place, making them easy to transport, share, and revise.

CASE Before beginning your memo, you explore the editing and formatting features available in Word.

DETAILS

You can use Word to accomplish the following tasks:

- **Type and edit text**

The Word editing tools make it simple to insert and delete text in a document. You can add text to the middle of an existing paragraph; replace text with other text, undo an editing change, and correct typing; spelling; and grammatical errors with ease.
- **Copy and move text from one location to another**

Using the more advanced editing features of Word, you can copy or move text from one location and insert it in a different location in a document. You also can copy and move text between documents. This means you don't have to retype text that is already entered in a document.
- **Format text and paragraphs with fonts, colors, and other elements**

The sophisticated formatting tools in Word allow you to make the text in your documents come alive. You can change the size, style, and color of text, add lines and shading to paragraphs, and enhance lists with bullets and numbers. Creatively formatting text helps to highlight important ideas in your documents.
- **Format and design pages**

The page-formatting features in Word give you power to design attractive newsletters, create powerful résumés, and produce documents such as research papers, business cards, brochures, and reports. You can change paper size, organize text in columns, and control the layout of text and graphics on each page of a document. For quick results, Word includes preformatted cover pages, pull quotes, and headers and footers, as well as galleries of coordinated text, table, and graphic styles. If you are writing a research paper, Word makes it easy to manage reference sources and create footnotes, endnotes, and bibliographies.
- **Enhance documents with tables, charts, graphics, screenshots, and videos**

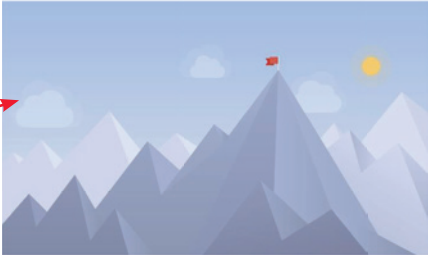
Using the powerful graphics tools in Word, you can spice up your documents with pictures, videos, photographs, screenshots, lines, preset quick shapes, and diagrams. You also can illustrate your documents with tables and charts to help convey your message in a visually interesting way.
- **Use Mail Merge to create form letters and mailing labels**

The Word Mail Merge feature allows you to send personalized form letters to many different people. You can also use Mail Merge to create mailing labels, directories, email messages, and other types of documents.
- **Share documents securely**

The security features in Word make it quick and easy to remove comments, tracked changes, and unwanted personal information from your files before you share them with others. You can also add a password or a digital signature to a document and convert a file to a format suitable for publishing on the web.

FIGURE 1-1: A report created using Word

JCL Talent, Inc. Marketing Report



JCL Job Seeker Survey Results

In an effort to develop an economic profile of JCL job seekers, the marketing department hired the market research firm Yamamoto Consultants, Inc. to create and administer a survey of the JCL Talent job seeker base. A secondary goal of the survey was to identify the areas in which JCL Talent can improve its offerings in each geographic area. Over 8,600 people completed the survey, which was distributed by e-mail and mailed to everyone who has participated in a JCL employment service in the past five years. Surveys were also completed by people who visited the JCL Web site but have not participated in a JCL employment service. Forty-two percent of the survey recipients responded to the survey.

Survey Methods

The survey was distributed to job seekers via mail and e-mail during May and June 2021. The survey was also available on the JCL Web site and was completed by over 1,800 non-job seekers. The table below shows the distribution of respondents by delivery mode and by sex.

Survey Delivery Mode	Male	Female
Email to job seekers	6,657	7,801
Mail to job seekers	1,567	1,238
Web site job seekers	563	442
Web site non-job seekers	898	987
Other	365	122
Total	10,050	10,590
Grand Total	20,640	

October 2021

Job Seeker Profile


A typical JCL job seeker is a new college graduate, a 29-year-old unmarried professional, or a person looking for a post-retirement employment. He or she works in the city, rents or owns a home in an urban or suburban area, and has no children living at home.

- 73% graduated from college.
- 12% have a graduate level degree.
- 60% earn more than \$35,000 per year.
- 8% earn more than \$60,000 per year.
- 65% are employed and looking to change jobs.
- 22% are recent college graduates.
- 18% are retired and looking for part-time work.

Employment Preferences

Respondents cited breadth and quality of employment opportunities, resume services, job search seminars, and personalized customer service as the primary reason for choosing to work with JCL Talent.

Desired Field of Employment



- Healthcare
- Education
- Business
- Insurance
- Government
- Other

Job Seeker Satisfaction

On the whole, JCL job seekers gave the quality of JCL employment services a favorable review. Job seekers rated the expertise and professionalism of the client representatives as excellent, the range of employment opportunities available through JCL as very good, and the usability of the Web site as excellent. Job seekers did express interest in a wider selection of jobs in high tech and skilled nursing, as well as more opportunities for retirees. The response time for information ordered from the Web site could also be improved.

Planning a document

Before you create a new document, it's a good idea to spend time planning it. Identify the message you want to convey, the audience for your document, and the elements, such as tables or charts, you want to include. You should also think about the tone and look of your document—are you writing a business letter, which should be written in a pleasant, but serious, tone and have a formal appearance, or are you creating a flyer that must be colorful, eye-catching, and fun to read? The purpose

and audience for your document determine the appropriate design. Planning the layout and design of a document involves deciding how to organize the text, selecting the fonts to use, identifying the graphics to include, and selecting the formatting elements that will enhance the message and appeal of the document. For longer documents, such as newsletters, it can be useful to sketch the layout and design of each page before you begin.

Explore the Word Window

Learning Outcomes

- Create a blank document
- Open Word

STEPS

When you start Word, the Word start screen opens. It includes a list of recently opened documents and a gallery of templates for creating a new document. **CASE** *You open a blank document and examine the elements of the Word program window.*

1. **Start Word, then click Blank document**

A blank document opens in the **Word program window**, as shown in **FIGURE 1-2**. The blinking vertical line in the document window is the **insertion point**. It indicates where text appears as you type.

2. **Move the mouse pointer around the Word program window**

The mouse pointer changes shape depending on where it is in the Word program window. You use pointers to move the insertion point or to select text to edit. **TABLE 1-1** describes common pointers in Word.

3. **Place the mouse pointer over a button on the Ribbon**

When you place the mouse pointer over a button or some other elements of the Word program window, a **ScreenTip** appears. A **ScreenTip** is a label that identifies the name of the button or feature, briefly describes its function, conveys any keyboard shortcut for the command, and includes a link to associated help topics, if any.

TROUBLE

If the Ribbon is hidden, click the Ribbon Display Options button on the title bar, then click Show Tabs and Commands.

DETAILS

QUICK TIP

If your computer has touchscreen capability, your Quick Access toolbar will also include a Touch/Mouse Mode button.

QUICK TIP

To display a different tab, you simply click its name on the Ribbon.

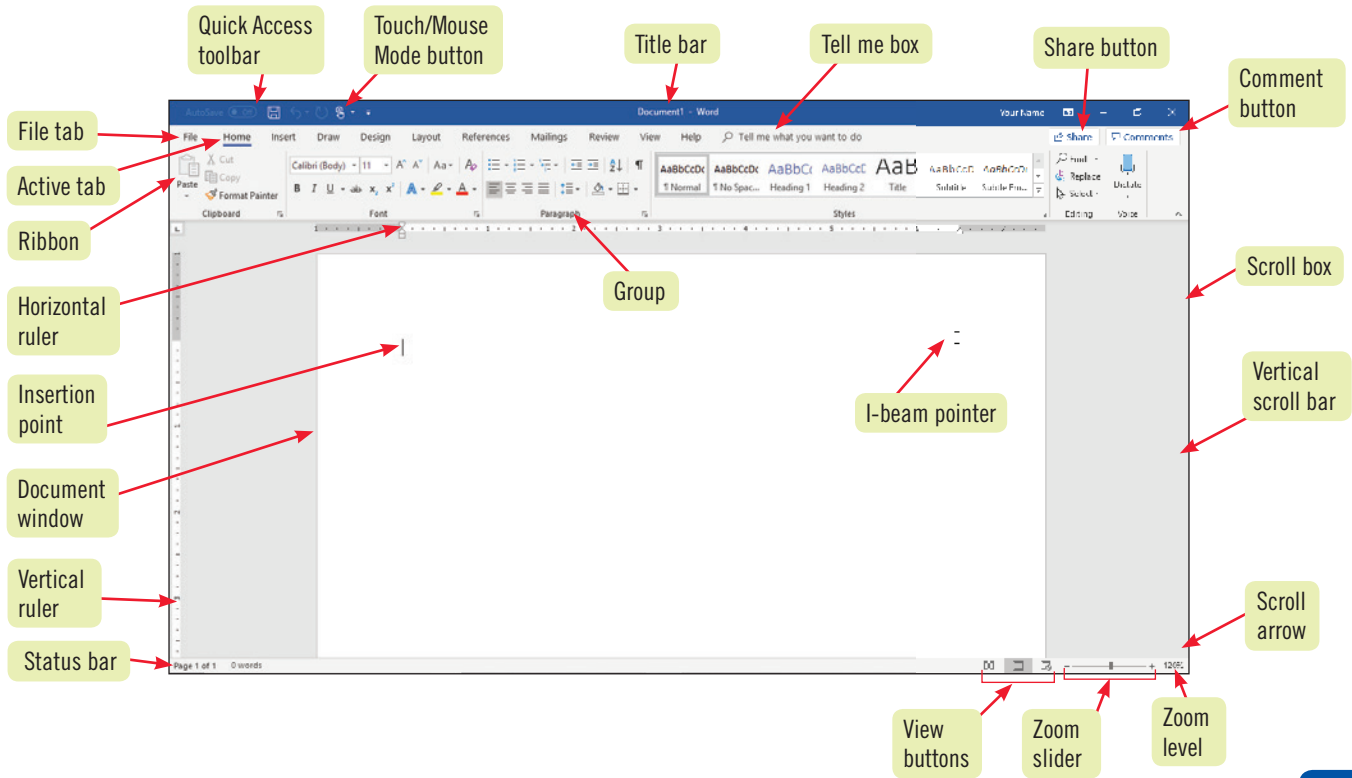
Using **FIGURE 1-2** as a guide, find the elements described below in your program window:

- The **title bar** displays the name of the document and the name of the program. Until you give a new document a different name, its temporary name is Document1. The left side of the title bar contains the **Quick Access toolbar**, which includes buttons for saving a document and for undoing, redoing, and repeating a change. The right side of the title bar contains the **Ribbon Display Options button**, which you use to hide or show the Ribbon and tabs, the resizing buttons, and the program Close button.
- The **File tab** provides access to **Backstage view** where you manage files and the information about them. Backstage view includes commands related to working with documents, such as opening, printing, and saving a document. The File tab also provides access to your account and to the Word Options dialog box, which is used to customize the way you use Word.
- The Ribbon contains the Word tabs. Each **tab** on the Ribbon includes buttons for commands related to editing and formatting documents. The commands are organized in **groups**. For example, the Home tab includes the Clipboard, Font, Paragraph, Styles, and Editing groups. The Ribbon also includes the **Tell Me what you want to do box**, which you can use to find a command or access the Word Help system, the **Share button**, which you can use to save a document to the Cloud, and the **Comment button**, which you use to see comments.
- The **document window** displays the current document. You enter text and format your document in the document window.
- The rulers appear in the document window in Print Layout view. The **horizontal ruler** displays left and right document margins as well as the tab settings and paragraph indents, if any, for the paragraph in which the insertion point is located. The **vertical ruler** displays the top and bottom document margins.
- The vertical and **horizontal scroll bars** are used to display different parts of the document in the document window. The scroll bars include **scroll boxes** and **scroll arrows**, which you use to scroll.
- The **status bar** displays the page number of the current page, the total number of pages and words in the document, and the status of spelling and grammar checking. It also includes the view buttons, the Zoom slider, and the Zoom level button. You can customize the status bar to display other information.
- The **view buttons** on the status bar allow you to display the document in Read Mode, Print Layout, or Web Layout view. The **Zoom slider** and the **Zoom level button** provide quick ways to enlarge and decrease the size of the document in the document window, making it easy to zoom in on a detail of a document or to view the layout of the document as a whole.

TROUBLE

Click the View tab, then click the Ruler check box in the Show group to display the rulers if they are not already displayed.

FIGURE 1-2: Elements of the Word program window



Word

TABLE 1-1: Common mouse pointers in Word

name	pointer	use to
I-beam pointer	I	Move the insertion point in a document or to select text
Click and Type pointers, including left-align and center-align	I [≡] I	Move the insertion point to a blank area of a document in Print Layout or Web Layout view; double-clicking with a Click and Type pointer automatically applies the Paragraph formatting (alignment and indentation) required to position text or a graphic at that location in the document
Selection pointer	☞	Click a button or other element of the Word program window; appears when you point to elements of the Word program window
Right-pointing arrow pointer	☞	Select a line or lines of text; appears when you point to the left edge of a line of text in the document window
Hand pointer	☞	Open a hyperlink; appears when you point to a hyperlink in a task pane or when you press CTRL and point to a hyperlink in a document
Hide white space pointer	⊕	Hide the white space in the top and bottom margins of a document in Print Layout view
Show white space pointer	⊖	Show the white space in the top and bottom margins of a document in Print Layout view

Start a Document

Learning Outcomes

- Correct spelling and grammar
- Undo actions

You begin a new document by simply typing text in a blank document in the document window. Word uses **word wrap**, a feature that automatically moves the insertion point to the next line of the document as you type. You only press ENTER when you want to start a new paragraph or insert a blank line.

CASE ▶ You type a quick memo to the staff.

STEPS


TROUBLE

If you press the wrong key, press BACKSPACE to erase the mistake, then try again.

QUICK TIP

Wavy lines and other automatic feature markers appear on screen but do not print.

TROUBLE

To reverse an AutoCorrect adjustment, immediately click the Undo button  on the Quick Access toolbar.

QUICK TIP

If you want uniform spacing between lines and paragraphs, apply the No Spacing style to the document by clicking the No Spacing button in the Styles group on the Home tab before you begin to type. Alternatively, select the text and then click the No Spacing button.

1. Type **JCL Talent**, then press **ENTER** twice

Each time you press ENTER the insertion point moves to the start of the next line.

2. Type **TO:**, then press **TAB** twice

Pressing TAB moves the insertion point several spaces to the right. You can use the TAB key to align the text in a memo header or to indent the first line of a paragraph.

3. Type **JCL Managers**, then press **ENTER**

The insertion point moves to the start of the next line.

4. Type: **FROM: TAB TAB Dawn Lapointe** ENTER

DATE: TAB TAB April 12, 2021 ENTER

RE: TAB TAB Creative Meeting ENTER ENTER

Red wavy or blue double lines may appear under the words you typed, indicating a possible spelling or grammar error. Spelling and grammar checking is one of the many automatic features you will encounter as you type. **TABLE 1-2** describes several automatic features. You can correct any typing errors you make later.

5. Type **The next creative staff meeting will be held on the 18th of April at 3 p.m. in the conference room on the ground floor.**, then press **SPACEBAR**


As you type, notice that the insertion point moves automatically to the next line of the document. You also might notice that Word automatically changed “18th” to “18th” in the memo. This feature is called **AutoCorrect**. AutoCorrect automatically makes typographical adjustments and detects and adjusts typing errors, certain misspelled words (such as “taht” for “that”), and incorrect capitalization as you type.

6. Type **Heading the agenda will be the accessibility design of our new Recruitment Tips webpage. The page is scheduled for September.**

When you type the first few characters of “September,” the Word AutoComplete feature displays the complete word in a ScreenTip. **AutoComplete** suggests text to insert quickly into your documents. You can ignore AutoComplete for now. Your memo should resemble **FIGURE 1-3**.

7. Press **ENTER**, then type **Anna Jocharz has been hired to draft content. A preliminary content outline is attached. Prior to the meeting, please review the web content accessibility guidelines recommended by the World Wide Web Consortium.**

When you press ENTER and type the new paragraph, notice that Word adds more space between the paragraphs than it does between the lines in each paragraph. This is part of the default style for paragraphs in Word, called the **Normal style**.

8. Position the  pointer after **for** (but before the space) in the last sentence of the first paragraph, then click to move the insertion point after **for**

9. Press **BACKSPACE** three times, then type **to launch in**

Pressing BACKSPACE removes the character before the insertion point.

10. Move the insertion point before **staff** in the first sentence, then press **DELETE** six times to remove the word “staff” and the space after it

Pressing DELETE removes the character after the insertion point. **FIGURE 1-4** shows the revised memo.

FIGURE 1-3: Memo text in the document window

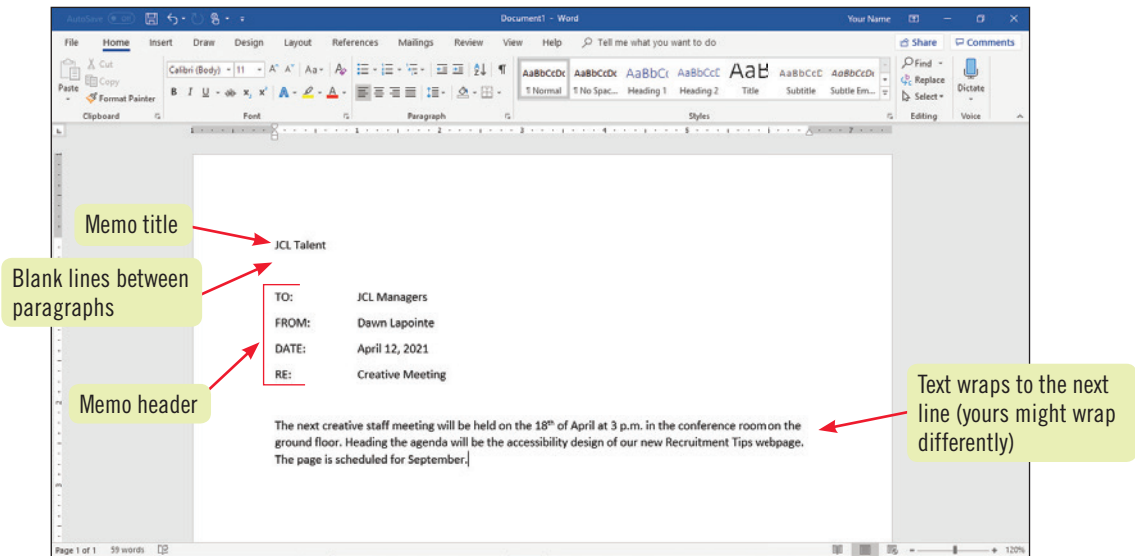
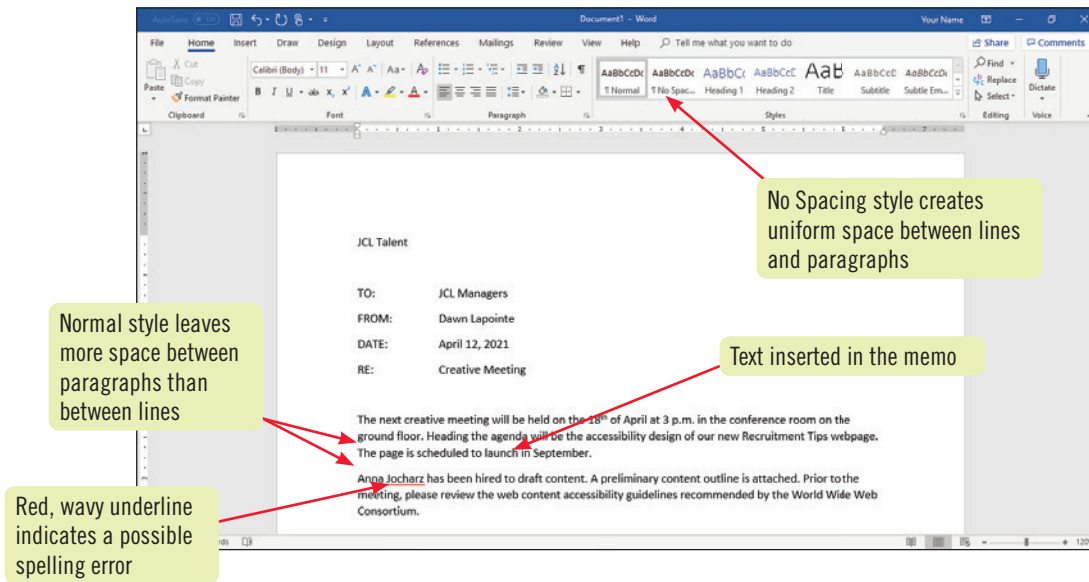


FIGURE 1-4: Edited memo text



Word

TABLE 1-2: Automatic features that appear as you type in Word

feature	what appears	to use
AutoComplete	A ScreenTip suggesting text to insert appears as you type	Press ENTER to insert the text suggested by the ScreenTip; continue typing to reject the suggestion
AutoCorrect	A small blue box appears when you place the pointer over text corrected by AutoCorrect; an AutoCorrect Options button appears when you point to the blue box	Word automatically corrects typos, minor spelling errors, and capitalization, and adds typographical symbols (such as © and ™) as you type; to reverse an AutoCorrect adjustment, click the AutoCorrect Options arrow, then click the option that will undo the action
Spelling and Grammar	A red wavy line under a word indicates a possible misspelling or a repeated word; a blue double line under text indicates a possible grammar error	Right-click red- or blue-underlined text to display a shortcut menu of correction options; click a correction option to accept it and remove the colored underline, or click Ignore to leave the text as is

Save a Document

Learning Outcome

- Save a document

To store a document permanently so you can open it and edit it at another time, you must save it as a **file**. When you **save** a document you give it a name, called a **filename**, and indicate the location where you want to store the file. Files created in Word 2019 are automatically assigned the .docx file extension to distinguish them from files created in other software programs. You can save a document using the Save button on the Quick Access toolbar or the Save command on the File tab. Once you have saved a document for the first time, you should save it again every few minutes and always before printing so that the saved file is updated to reflect your latest changes. **CASE** *You save your memo using a descriptive filename and the default file extension.*

STEPS**1. Click the Save button  on the Quick Access toolbar**

The first time you save a document, the Save As screen opens. The screen displays all the places you can save a file to, including OneDrive, your PC (identified as This PC), or a different location.

TROUBLE

If you don't see the extension .docx as part of the filename, the setting in Windows to display file extensions is not active.

2. Click Browse in the Save As screen

The Save As dialog box opens, similar to **FIGURE 1-5**. The default filename, JCL Talent, appears in the File name text box. The default filename is based on the first few words of the document. The default file type, Word Document, appears in the Save as type list box. **TABLE 1-3** describes the functions of some of the buttons in the Save As dialog box.

3. Type IL_WD_1_Memo in the File name text box

The new filename replaces the default filename. Giving your documents brief descriptive filenames makes it easier to locate and organize them later. You do not need to type .docx when you type a new filename.

QUICK TIP

You can also double-click a drive or folder in the folder window to change the active location.

4. Navigate to the location where you store your Data Files

You can navigate to a different drive or folder in several ways. For example, you can click a drive or folder in the Address bar or the navigation pane to go directly to that location. When you are finished navigating to the drive or folder where you store your Data Files, that location appears in the Address bar. Your Save As dialog box should resemble **FIGURE 1-6**.

5. Click Save

The document is saved to the drive and folder you specified in the Save As dialog box, and the title bar displays the new filename, IL_WD_1_Memo.docx.

6. Place the insertion point before conference in the first sentence, type large, then press SPACEBAR

You can continue to work on a document after you have saved it with a new filename.

QUICK TIP

You also can press CTRL+S to save a document.

7. Click 

Your change to the memo is saved. After you save a document for the first time, you must continue to save the changes you make to the document.

Using keyboard shortcuts

A **shortcut key** is a function key, such as F1, or a combination of keys, such as CTRL+S, that you press to perform a command. For example, instead of using the Cut, Copy, and Paste commands on the Ribbon or the Mini toolbar, you can use the **keyboard shortcuts** CTRL+X to cut text, CTRL+C to copy text, and CTRL+V to paste text. You can also press CTRL+S to save changes to

a document instead of clicking the Save button on the Quick Access toolbar or clicking Save on the File tab. Becoming skilled at using keyboard shortcuts can help you quickly accomplish many of the tasks you perform in Word. If a keyboard shortcut is available for a command, then it is listed in the ScreenTip for that command.

FIGURE 1-5: Save As dialog box

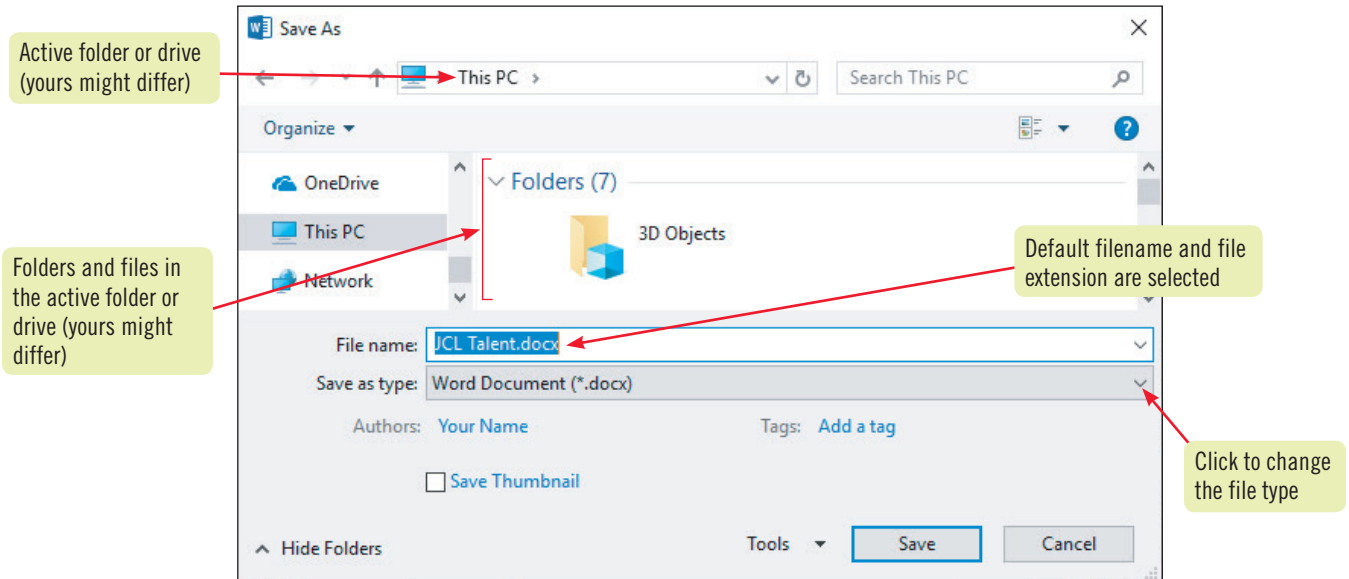
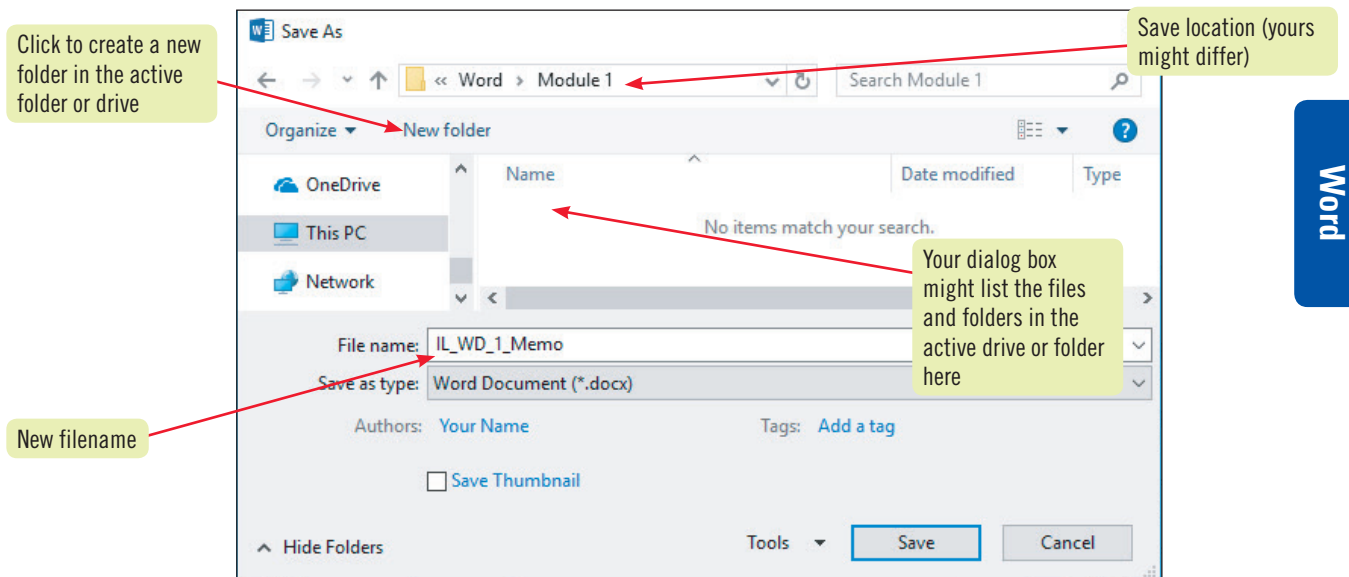


FIGURE 1-6: File to be saved to the Mod 1 folder



Word

TABLE 1-3: Save As dialog box buttons


button	use to
Back	Navigate back to the last location shown in the Address bar
Forward	Navigate to the location that was previously shown in the Address bar
Up to	Navigate to the location above the current location in the folder hierarchy
Organize	Open a menu of commands related to organizing the selected file or folder, including Cut, Copy, Delete, Rename, and Properties
New folder	Create a new folder in the current folder or drive
Change your view	Change the way folder and file information is shown in the folder window in the Save As dialog box; click the Change your view button to toggle between views, or click the arrow to open a menu of view options


Select Text

Learning Outcomes

- Select text
- Show and hide formatting
- Undo and redo actions
- Manage hyperlinks

STEPS

Before deleting, editing, or formatting text, you must **select** the text. Selecting text involves clicking and dragging the I-beam pointer across the text to highlight it. You can also select words and paragraphs by double-clicking or triple-clicking text, or you can click or double-click in the margin to the left of text with the  pointer to select whole lines or paragraphs. **TABLE 1-4** describes the many ways to select text.

CASE  You revise the memo by selecting text and replacing it with new text. You also remove a hyperlink from text.

1. Click the **Show/Hide ¶** button in the Paragraph group

Formatting marks appear in the document window. **Formatting marks** are special characters that appear on your screen but do not print. Common formatting marks include the paragraph symbol (¶), which shows the end of a paragraph—wherever you press ENTER; the dot symbol (.), which represents a space—wherever you press SPACEBAR; and the arrow symbol (→), which shows the location of a tab stop—wherever you press TAB. Working with formatting marks turned on can help you to select, edit, and format text with precision.

QUICK TIP

You deselect text by clicking anywhere in the document window.

2. Click before **JCL Managers**, then drag the pointer over the text to select it

The words are selected, as shown in **FIGURE 1-7**. For now, you can ignore the floating Mini toolbar that appears over text when you first select it.

3. Type **Creative Staff**

The text you type replaces the selected text.

4. Double-click **Dawn**, type your first name, double-click **Lapointe**, then type your last name

Double-clicking a word selects the entire word.

5. Place the pointer in the margin to the left of the **RE: line** so that the pointer changes to , click to select the line, then type **RE:**, press **TAB**, press **TAB**, then type **Recruitment Tips webpage**

Clicking to the left of a line of text with the  pointer selects the entire line.

6. Select the sentence **Anna Jocharz has been hired to draft content.** in the second paragraph, then press **DELETE**

Selecting text and pressing DELETE removes the text from the document.

7. Click after the period at the **end of the second paragraph**, then type **See www.w3.org for more information.**

When you press SPACEBAR after typing the web address, Word automatically formats the web address as a hyperlink. A **hyperlink** is text that when clicked opens a webpage in a browser window. Text that is formatted as a hyperlink appears as colored, underlined text. You want to remove the hyperlink formatting.

8. Right-click **www.w3.org**, then click **Remove Hyperlink**

Removing a hyperlink removes the link, but the text remains.

9. Click , then click the **Save button** on the Quick Access toolbar

Formatting marks are turned off, and your changes to the memo are saved. The Show/Hide ¶ button is a **toggle button**, which means you can use it to turn formatting marks on and off. The edited memo is shown in **FIGURE 1-8**.

TROUBLE

If you delete text by mistake, immediately click the Undo button  on the Quick Access toolbar to restore the deleted text to the document.

QUICK TIP

Always save before and after editing text.

FIGURE 1-7: Text selected in the memo

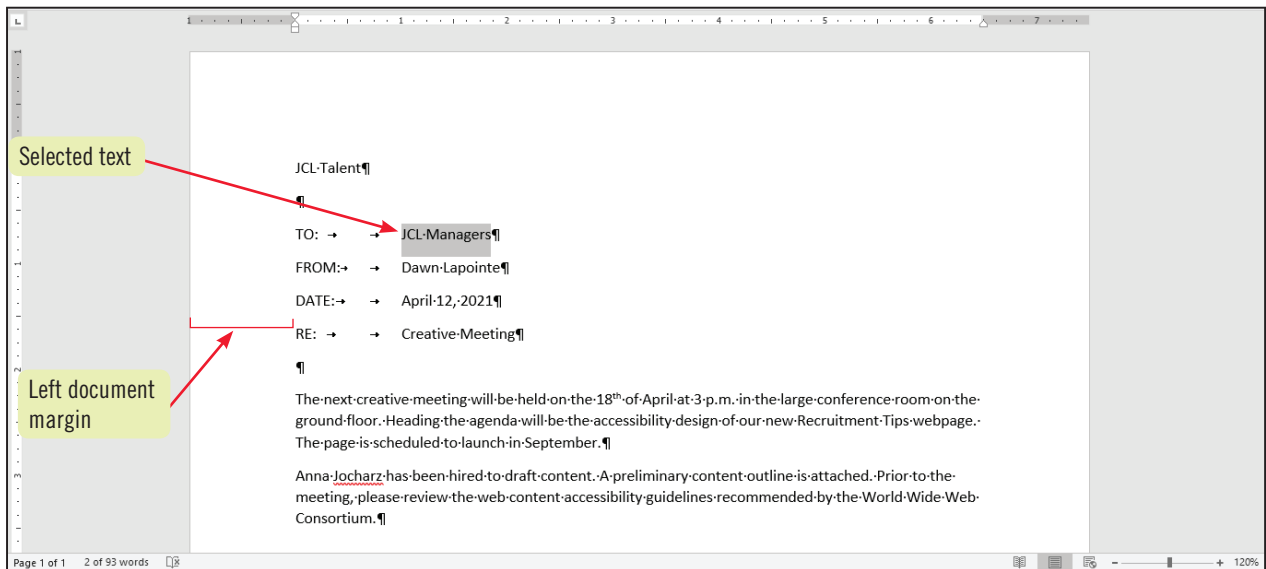
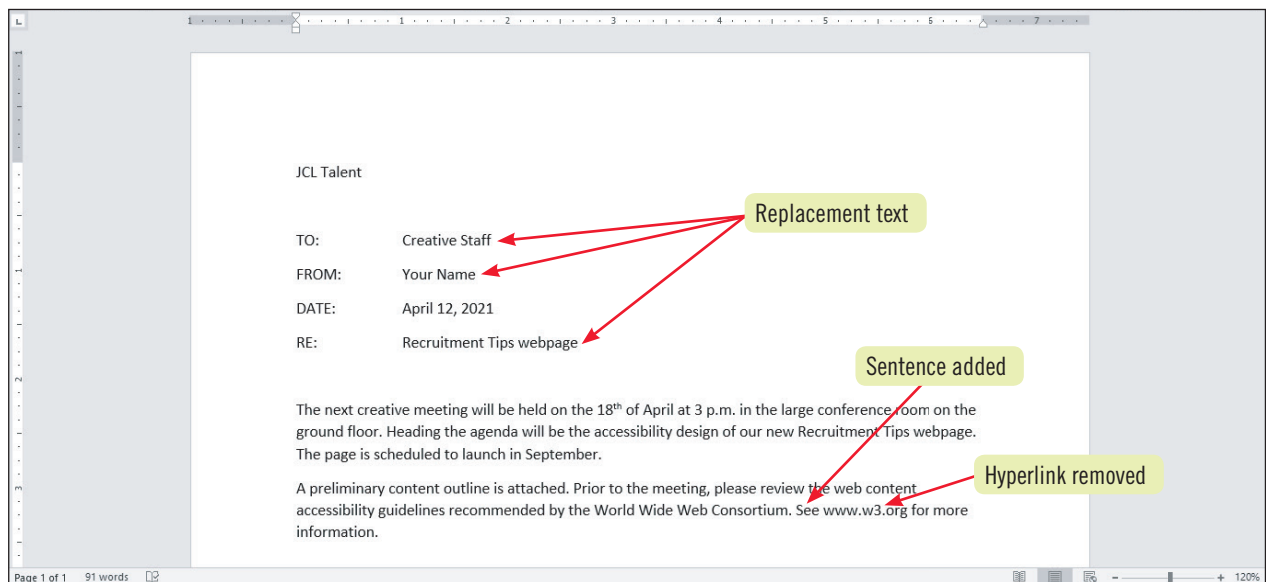


FIGURE 1-8: Edited memo with replacement text



Word

TABLE 1-4: Methods for selecting text

to select	use the pointer to
Any amount of text	Drag over the text
A word	Double-click the word
A line of text	Move the pointer to the left of the line, then click
A sentence	Press and hold CTRL, then click the sentence
A paragraph	Triple-click the paragraph or double-click with the pointer to the left of the paragraph
A large block of text	Click at the beginning of the selection, press and hold SHIFT, then click at the end of the selection
Multiple nonconsecutive selections	Select the first selection, then press and hold CTRL as you select each additional selection
An entire document	Triple-click with the pointer to the left of any text; press CTRL+A; or click the Select button in the Editing group on the Home tab, and then click Select All

Format Text Using the Mini Toolbar and the Ribbon

Learning Outcomes

- Modify text formatting
- Print a document
- Modify print settings
- Close a document


Formatting text is a fast and fun way to improve the appearance of a document and highlight important information. You can easily change the font, color, size, style, and other attributes of text by selecting the text and clicking a command on the Home tab. The **Mini toolbar**, which appears above text when you first select it, also includes commonly used text and paragraph formatting commands. **CASE** You enhance the appearance of the memo by formatting the text using the Mini toolbar. When you are finished, you preview the memo for errors and then print it.

STEPS

TROUBLE

If the Mini toolbar disappears, right-click the selection to display it again.

QUICK TIP

Click the Decrease Font Size button  to decrease the font size.

1. Select JCL Talent

The Mini toolbar appears over the selected text, as shown in **FIGURE 1-9**. You click a formatting option on the Mini toolbar to apply it to the selected text. **TABLE 1-5** describes the function of the buttons on the Mini toolbar. The buttons on the Mini toolbar are also available on the Ribbon.

2. Click the Increase Font Size button on the Mini toolbar six times, click the Bold button on the Mini toolbar, click the Italic button on the Mini toolbar, then click the Underline button on the Mini toolbar

Each time you click the Increase Font Size button the selected text is enlarged. Applying bold to the text makes it thicker. Applying Italic to text makes it slanted. Apply an underline to text adds an underline.

3. Click the Center button in the Paragraph group on the Home tab

The selected text is centered between the left and right margins.

4. Click the Change Case button in the Font group, then click UPPERCASE

The lowercase characters in the selected text are changed to uppercase characters. You can also use the Change Case button to change the case of selected characters from uppercase to lowercase, and vice versa.

5. Click the blank line between the RE: line and the body text, then click the Bottom Border button in the Paragraph group

A single line border is added between the heading and the body text in the memo.

6. Save the document, click the File tab, then click Print

Information related to printing the document appears on the Print screen in Backstage view. Options for printing the document appear on the left side of the Print screen and a preview of the document as it will look when printed appears on the right side, as shown in **FIGURE 1-10**. Before you print a document, it's a good habit to examine it closely so you can identify and correct any problems.

7. Click the Zoom In button on the status bar five times, then proofread your document carefully for errors

The document is enlarged in print preview. If you notice errors in your document, you need to correct them before you print. To do this, press ESC or click the Back button in Backstage view, correct any mistakes, save your changes, click the File tab, and then click the Print command again to be ready to print the document.

8. Click the Print button on the Print screen

A copy of the memo prints using the default print settings. To change the current printer, change the number of copies to print, select what pages of a document to print, or modify another print setting, you simply change the appropriate setting on the Print screen before clicking the Print button.

9. Click the File tab, then click Close

The document closes, but the Word program window remains open.

FIGURE 1-9: Mini toolbar

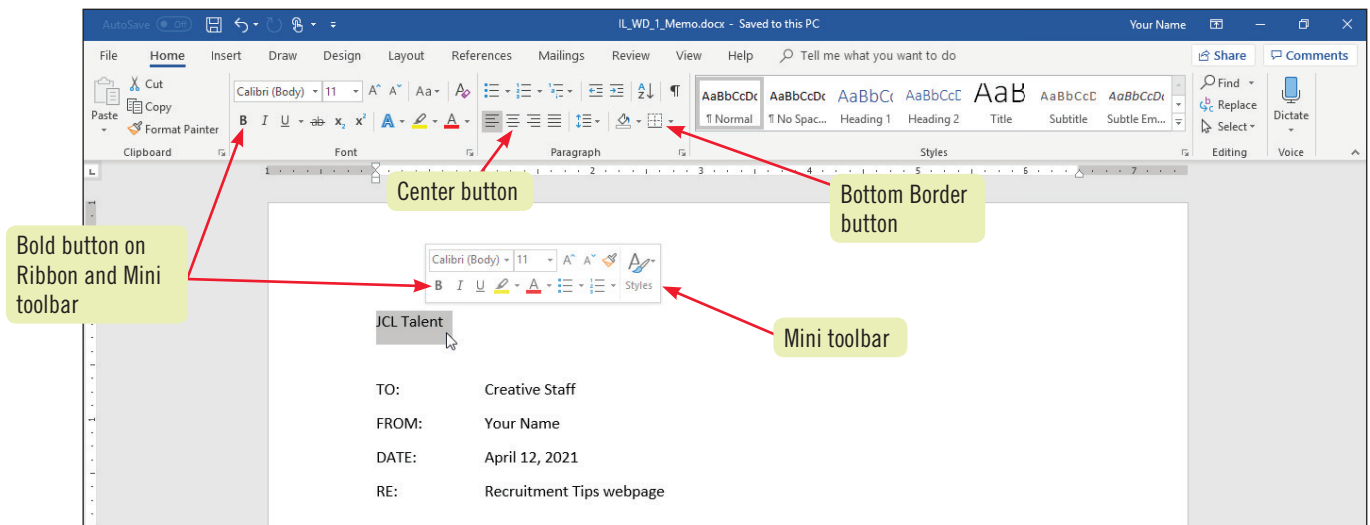


FIGURE 1-10: Preview of the completed memo

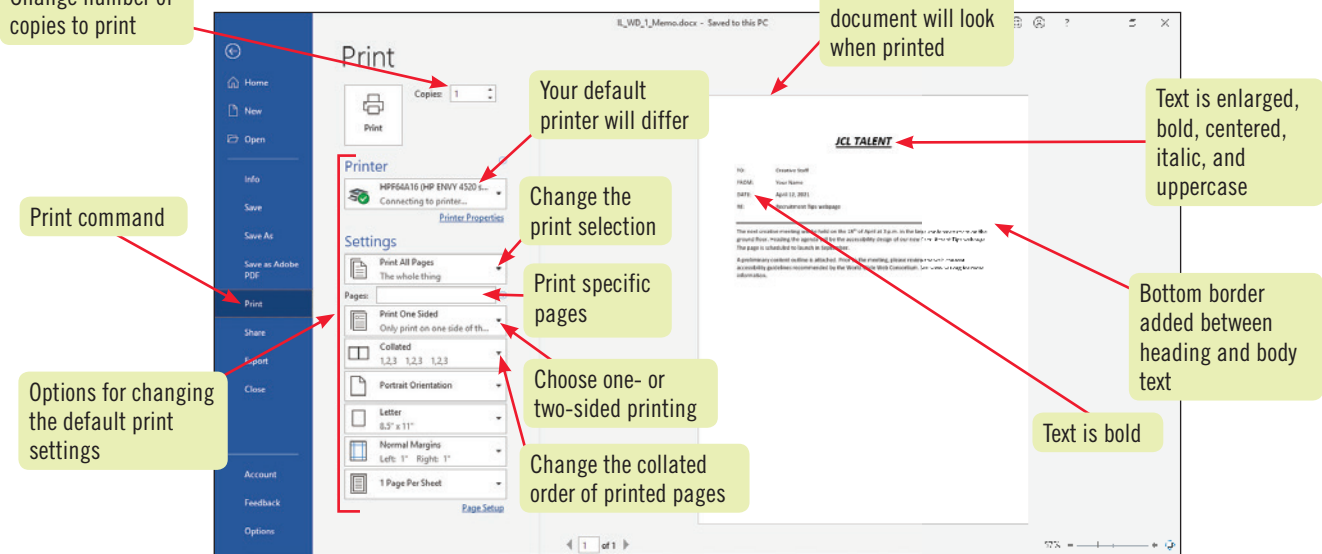


TABLE 1-5: Buttons on the Mini toolbar

button	use to	button	use to
	Change the font of text		Apply bold to text
	Change the font size of text		Apply italic to text
	Make text larger		Apply an underline to text
	Make text smaller		Apply colored highlighting to text
	Copy the formats applied to selected text to other text		Change the color of text
	Apply a style to text		Apply bullets to paragraphs
			Apply numbering to paragraphs

Practice

Skills Review

1. Explore the Word program window.

- Start Word and open a new, blank document.
- Identify as many elements of the Word program window as you can without referring to the module material.
- Click the File tab, then click the Info, New, Open, Save, Save As, Print, Share, and Export commands.
- Click the Back button in Backstage view to return to the document window.
- Click each tab on the Ribbon, review the groups and buttons on each tab, then return to the Home tab.
- Point to each button on the Home tab and read its ScreenTip.
- Click the View tab and click the Ruler checkbox several times to hide and show the ruler. Show the ruler.
- Click the View buttons to view the blank document in each view, then return to Print Layout view.
- Use the Zoom slider to zoom all the way in and all the way out on the document, then return to 120%.

2. Start a document.

- In a new blank document, type **Health West International** at the top of the page, then press ENTER two times.
- Type the following, pressing TAB as indicated and pressing ENTER at the end of each line:
To: TAB TAB **Matthew Chao**
From: TAB TAB **Your Name**
Date: TAB TAB **Today's date**
Re: TAB TAB **Health West Conference**
Pages: TAB TAB **1**
Fax: TAB TAB **212-555-0043**
- Press ENTER again, then type **Thank you for confirming your attendance at our upcoming Global Health Conference in February. I have booked your accommodations. Your conference package includes three nights, continental breakfast, and the conference dinner. If you like, you can also purchase the following add-ons: Exhibitor's Kiosk, Networking Lunch, and Night Out in Boston. Please see the attached schedule for conference dates and details.**
- Press ENTER, then type **To make a payment, please call me at 617-555-0156 or visit our website at www.healthwest5.com. Payment must be received in full by the 3rd of October to hold your room. We look forward to seeing you!**
- Insert **Fireside Chat Social Hour**, before Networking Lunch.
- Insert **Insurance** before Conference in the first sentence.
- Using the BACKSPACE key, delete 1 in the Pages: line, then type **2**.
- Using the DELETE key, delete upcoming in the first sentence of the first paragraph.

3. Save a document.

- Click the Save button on the Quick Access toolbar.
- Save the document as **IL_WD_1-ChaoFax** with the default file extension to the location where you store your Data Files.
- After your name, type a comma, press SPACEBAR, then type **Conference Manager**.
- Save the document.

4. Select text.

- Turn on formatting marks.
- Select the Re: line, then type **Re: TAB TAB Global Health Insurance Conference**

Skills Review (continued)

- c. Select three in the third sentence, then type **two**.
- d. Select 3rd of October in the second sentence of the last paragraph, type **15th of November**, select **room**, then type **reservation**.
- e. Delete the sentence We look forward to seeing you!
- f. Turn off the display of formatting marks, then save the document.

5. Format text using the Mini toolbar.

- a. Select Health West International, click the Increase Font Size button on the Mini toolbar eight times, apply bold, then click the Decrease Font Size button on the Mini toolbar twice.
- b. Center Health West International on the page.
- c. Change the case of Health West International to uppercase.
- d. Apply a bottom border under Health West International.
- e. Apply bold to the following words in the fax heading: To:, From:, Date:, Re:, Pages:, and Fax:.
- f. Apply yellow highlighting to 15th of November.
- g. Use the Undo, Redo, and Repeat buttons to undo the highlighting, redo the highlighting, undo, repeat, then undo the highlighting again.
- h. Underline 15th of November.
- i. Italicize the last sentence of the first paragraph.
- j. Read the document using the Read Mode view.
- k. Return to Print Layout view, **FIGURE 1-30** zoom in on the document, then proofread the fax.
- l. Correct any typing errors in your document, then save the document. Compare your document to **FIGURE 1-30**.
- m. Preview the document in Print Preview, identify each printing options available to you on the Print screen in Backstage view, then print the document only if required to so by your instructor.
- n. Return to Print Layout view, save, submit the fax per your instructor's directions, then close the document.

FIGURE 1-30



6. View and navigate a document.

- a. Open the file IL_WD_1-3.docx from the location where you store your Data Files, then save it as **IL_WD_1_HealthWest** in the File name text box.
- b. Switch to Page Width view, then scroll through the document to get a feel for its contents.
- c. Use the Zoom dialog box to view the Whole Page.
- d. Use the Zoom slider to set the Zoom percentage at approximately 100%.
- e. Read the document using the Read Mode view. (*Hint: Press ESC to leave Read Mode view.*)

Skills Review (continued)

- f. Return to Print Layout view, zoom in, scroll to the bottom of the document, then replace Your Name with your name in the final sentence.
- g. Add the Title property **Global** to the document properties in the file, return to Print Layout view, change the zoom level to 120%, then save your changes.

7. Cut and paste text

- a. Turn on the display of formatting marks.
- b. Select the first body paragraph that begins We aim... (including the paragraph mark after it), cut it to the clipboard, then paste the paragraph before the heading Experience and expertise across the globe.
- c. Delete the heading The Health West International Difference.
- d. In the list of locations, move the Middle East paragraph after the Europe paragraph.
- e. Move the United States paragraph after the Greater China paragraph.
- f. Move the Southeast Asia paragraph before the United States paragraph.
- g. Move the Greater China paragraph after the Europe paragraph, then save your changes.

8. Copy and paste text

- a. Scroll to the bottom of the document, then remove the hyperlink in the final paragraph.
- b. Select the sentence Get an online quote at www.healthwest5.com, then copy the sentence to the clipboard.
- c. Scroll to the top of the page, add a blank paragraph under the Health West International heading, then paste the sentence at the location of the blank paragraph.
- d. Use the Paste Options button to Keep Source formatting.
- e. Format the pasted sentence in italic, turn off formatting marks, then save your changes.

9. Format with fonts

- a. Format the heading Health West International in 20-point Calibri Light with a Blue, Accent 1 font color.
- b. Format the heading The industry leader in global health benefits in 12-point Calibri Light with a Gold, Accent 4 font color.
- c. Format Experience and expertise across the globe, Global member support, and Clinical expertise in 12-point Calibri Light with a Gold, Accent 4 font color.
- d. Apply bold formatting to the last paragraph in the document, then change the font color to Blue, Accent 1.
- e. Scroll up, select Health West International, click the Text Effects and Typography arrow, preview several WordArt styles applied to the text, then apply one of the styles.
- f. Click the Undo button, add an Offset: Bottom Right shadow to the title, then save your changes.

10. Set Document Margins

- a. Change the left and right margins to 2".
- b. View the document in Multiple Pages view.
- c. Change the left and right margins to 1.5".
- d. Change all four document margins to .7".
- e. Change the zoom level to 120%, then add 24 points of space before the heading The industry leader in global health benefits.
- f. Save your changes.

11. Add Bullets and Numbering

- a. Select the five-line list of locations that begins with Europe and ends with United States, then format it as a bulleted list using the circle bullet symbol.
- b. Change the font color of the bullets to Blue, Accent 1.
- c. Press and hold CTRL to select the headings Experience and expertise across the globe, Global member support, and Clinical expertise, then apply numbering.
- d. Click 1 in the list, then change the font color of the numbers to Blue, Accent 1.
- e. Save your changes.

Skills Review (continued)

12. Insert a Graphic

- Click in the first body paragraph to move the insertion point to the top of the document, then open the Insert Picture dialog box.
- Navigate to the location where you store Data Files, then insert the file **Support_WD_1-4.jpg**.
- Change the height of the graphic to 1.2 using the Shape Height text box in the Size group on the Picture Tools Format tab.
- Use the Position command to wrap text around the graphic and position it in the Top Left with Square Text Wrapping.
- Apply the Double Frame, Black picture style to the graphic.
- Click the Reset Picture arrow in the Adjust Group on the, reset the picture, then apply the Simple Frame, White picture style.
- Change the font size of Health West International to 28 point.
- Click before The industry leader in global health benefits heading, press ENTER, change the font size of the heading to 18 point, then save your changes.

13. Apply a theme

- Change the view to One Page, click the Design tab, click the Page Border button, then apply a single line box border to the page.
- Use the Themes feature, preview several different themes applied to the document. Apply a theme, zoom in and out on the document to evaluate its suitability, then apply another theme, zoom in and out, and so forth.
- Apply the View theme.
- Change all four document margins to .6" to better fit the text on the page.
- Zoom in on the bottom of the document, then add 24 points of space above the last paragraph.
- Change the theme colors to Red.
- Zoom in on the top of the document, then change the font color of the Get an online quote... paragraph to Brown, Accent 5.
- Change the font color of the four light brown headings to Orange, Accent 3. Compare your document to **FIGURE 1-31**.
- Save your changes, preview the document, submit it per your instructor's directions, then close the document and exit Word.

FIGURE 1-31



Health West International
Get an online quote at www.healthwest5.com.

The industry leader in global health benefits

Our award-winning global health insurance business provides health benefits to more than one million members worldwide. We are world leaders in providing health care benefits with a seventy-five year track record of excellence and expertise. In addition, we have developed world-class health systems for governments, businesses, and health providers around the world. By delivering comprehensive health benefits worldwide, we are committed to helping create a stronger, healthier global community.

More than 1,500 dedicated Health West employees can be found in our global locations, including

- Europe (Madrid, London, and Berlin)
- Greater China (Shanghai and Hong Kong)
- Middle East (Dubai, Cairo, and Abu Dhabi)
- Southeast Asia (Singapore, Manila, and Jakarta)
- United States (Hartford and nationally)

We aim to be the global leader in delivering world-class health solutions. Our goals are to make quality health care more accessible to empower people to live healthier lives. Our strengths include

- 1. Experience and expertise across the globe**
With nearly a century of experience in health care, we've specialized in international health benefits insurance for more than 55 years. Our global footprint reaches wherever our members travel. Our prestigious awards include "Best International Health Insurance Provider" and "International Health Insurer of the Year."
- 2. Global member support**
Our professional Member Service representatives are trained to assist you, 24 hours a day, 365 days a year. We can help locate health care services wherever you are, arrange for reimbursement in more than 180 currencies, and answer your questions about claims, benefit levels, and coverage—in ten languages with the ability to communicate in more than 160 languages through interpretation services.
- 3. Clinical expertise**
You can depend on our clinical knowledge and experience for help with pre-trip planning, which is especially important if you have a chronic health condition. We can also coordinate medical care, obtain prescription medications and medical devices, and handle medical emergency or evacuation services.

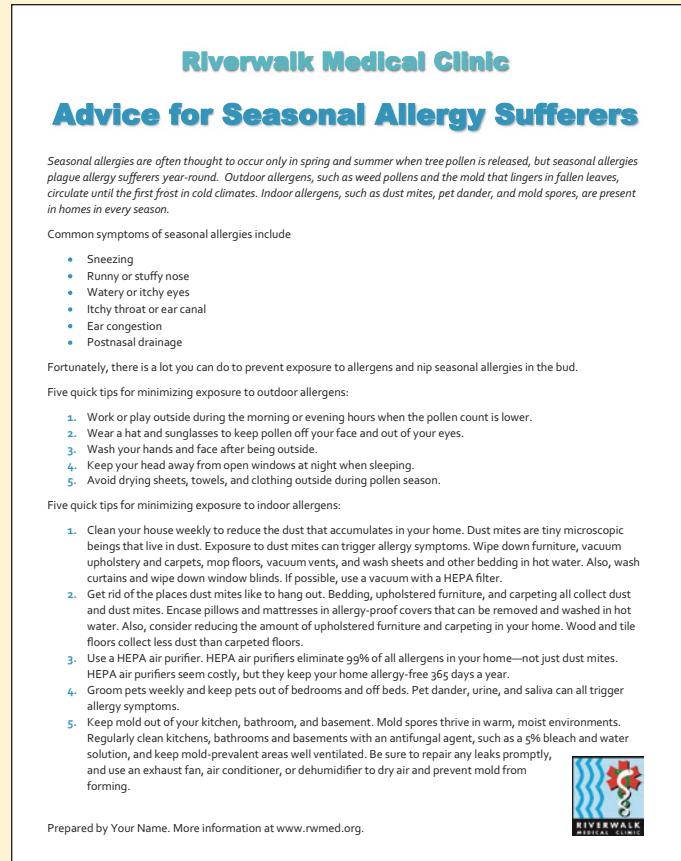
Looking for international health insurance? Get an online quote at www.healthwest5.com. For more information, contact Your Name at 860-555-0035.

Independent Challenge 1

You work at the Riverwalk Medical Clinic, a large outpatient medical facility staffed by family physicians, specialists, nurses, and other allied health professionals. Your boss has drafted an information sheet to help seasonal allergy sufferers and asks you to edit and format it so that it is eye catching and attractive.

- a. Open the file IL_WD_1-5.docx from the drive and folder where you store your Data Files, save it as **IL_WD_1_AllergyInfo**, then read the document to get a feel for the content. **FIGURE 1-32** shows how you will format the info sheet.
- b. Show the rulers in your document window if they are not already visible.
- c. Accept or ignore all suggested spelling and grammar changes in the document.
- d. Insert the Riverwalk Medical Clinic logo file Support_IL_WD_1-6.jpg at the top of the document. Change the height of the logo to 1", then position the logo in the bottom right with square text wrapping. (*Hint: Zoom in and out on the document as necessary. If an anchor symbol appears in the margin, you can ignore it.*)
- e. Center the first two lines of text in the document.
- f. Change the font of Riverwalk Medical Clinic to Arial Black. Change the font size to 18 point. Change the font color to Orange, Accent 2. Apply an Offset: Bottom Right shadow text effect.
- g. Format Advice for Seasonal Allergy Sufferers in 28-point Arial Black with a Blue, Accent 1 font color. Apply an Offset Bottom Right shadow text effect.
- h. Apply italic to the first body paragraph.
- i. Change all four document margins to .5", then reduce the font size of Advice for Seasonal Allergy Sufferers by 2 points.
- j. Format the six-line list of common symptoms (beginning with Sneezing) as a bulleted list, then apply the Blue, Accent 1 font color to the bullets.
- k. Format the five-line list of tips for minimizing exposure to outdoor allergens (beginning with Work or play outside) as a numbered list. (*Hint: If you make a mistake, click the Undo button and try again.*)
- l. Format the five-paragraph list of tips for minimizing exposure to indoor allergens, beginning with Clean your house weekly, as a numbered list.
- m. Apply bold to the numbers in each numbered list, and change the font color of the numbers to Blue, Accent 1.
- n. In the second numbered list, select paragraph 2, cut it, place the insertion point before Groom in the new paragraph 3, then paste the text.
- o. Change the document theme to Basis, then change the theme colors to Blue Green.
- p. Add a Shadow page border to the document.
- q. Increase the font size of **Riverwalk Medical Clinic** to 22, then add 12 points of space after **Advice for Seasonal Allergy Sufferers**.
- r. Zoom in on the bottom of the document. Replace Your Name in the final line with your name, remove the hyperlink from www.rwmed.org, and add 24 points of space before the final line paragraph.
- s. Zoom out, examine the document carefully for formatting errors, and make any necessary adjustments so that all the text fits on one page.
- t. Save the document, submit it per your instructor's directions, then close the file and exit Word.

FIGURE 1-32



Independent Challenge 2

Yesterday you interviewed for a job as the administrative assistant in the Business Department at Jericho College. You spoke with several people at the college, including Sonia Alvarado, director of human resources, whose business card is shown in **FIGURE 1-33**. You need to write a follow-up letter to Ms. Alvarado, thanking her for the interview and expressing your interest in the college and the position. She also asked you to send her some samples of your work as evidence of your Word skills.

- a. Start Word and save a new blank document as **IL_WD_1_AlvaradoLetter** to the location where you store your Data Files.
- b. Begin the letter by clicking the No Spacing button in the Styles group. You use this button to apply the No Spacing style to the document so that your document does not include extra space between paragraphs.
- c. Type a personal letterhead for the letter that includes your name, address, telephone number, email address, and webpage or LinkedIn address, if you have one. Remove any hyperlinks. Accept or undo any automatic corrections. (Note: Format the letterhead after you finish typing the letter.)
- d. Three lines below the bottom of the letterhead, type today's date.
- e. Four lines below the date, type the inside address, referring to **FIGURE 1-33** for the information. Include the recipient's title, college name, and full mailing address.
- f. Two lines below the inside address, type **Dear Ms. Alvarado:** for the salutation.
- g. Two lines below the salutation, type the body of the letter according to the following guidelines:
 - In the first paragraph, thank her for the interview. Then restate your interest in the position and express your desire to work for the college. Add any specific details you think will enhance the power of your letter.
 - In the second paragraph, note that you are enclosing three samples of your work, and explain something about the samples you are enclosing.
 - Type a short final paragraph.
- h. Two lines below the last body paragraph, type a closing, then four lines below the closing, type the signature block. Be sure to include your name in the signature block.
- i. Two lines below the signature block, type an enclosure notation. (Hint: An enclosure notation usually includes the word "Enclosures" or the abbreviation "Enc." followed by the number of enclosures in parentheses.)
- j. Edit your letter for clarity and precision. Move sentences if necessary, replace words with more precise words, and correct any spelling or grammar errors.
- k. Change the font of the letter to a serif font, such as Times New Roman, Garamond, or something similar. Adjust the font size so the letter can be read easily.
- l. Format the letterhead using fonts, font colors, text effects, borders, themes, paragraph spacing, paragraph alignment, change case, and other formatting features. Be sure the design of your letterhead reflects your personality and is suitable for a professional document.
- m. Change the Title document property to **Letter**.
- n. Save your changes, preview the letter, submit it per your instructor's directions, then close the document and exit Word.

FIGURE 1-33



Visual Workshop

Create the letter shown in **FIGURE 1-34**. Before beginning to type, click the No Spacing button in the Styles group on the Home tab. Type the letter before formatting the letterhead and applying the theme. To format the letterhead, change the font size of the first line of text to 40 point and apply the Gradient Fill: Blue, Accent 5, Reflection WordArt style. Change the font color of the address line to Blue, Accent 5. Add the bottom border to the letterhead. When the letterhead is formatted, change the font size of the body text to 12 point, apply the Organic theme, then change the font color of the letterhead text to Green, Accent 1. Save the document as **IL_WD_1-SakuraDoksa** to the location where you store your Data Files, submit the letter to your instructor, then close the document and exit Word.

FIGURE 1-34

