



Ethiopian TVET-System



customer contact works support LEVEL-II

Based on August 2012GC Occupational standard

Module Title: Operating Computing Packages

TTLM Code: EIS CCS2M11 TTLM 0919 V-1

This module includes the following Learning Guides

LG34:Using appropriate software

LG Code: EIS CCS2M11 LO1-LG-34

LG35:Accessing, retrieving and manipulating data

LG Code: EIS CCS2M11 LO2-LG-35

LG36:Accessing and using help functions within each application

LG Code: EIS CCS2M11 LO3-LG-36

LG37:Using keyboard and equipment

LG Code: EIS CCS2M11 LO4-LG-37



Instruction Sheet

LG34:Using appropriate software

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Using appropriate software
- Accessing, retrieving and manipulating data
- Accessing and using help functions within each application
- Using keyboard and Equipment

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, **upon completion of this Learning Guide, you will be able to:**

- Use appropriate software
- Access, retrieve and manipulate data
- Access and use help functions within each application
- Use keyboard and equipment

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 9
3. Read the information written in the “Information Sheets 1” ,“Information Sheets 2” , “Information Sheets 3”, “Information Sheets 4”. Try to understand what are being discussed. Ask you trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1”, “Self-check 2”, “Self-check 3”, “Self-check 4” ,
5. Ask from your trainer the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
6. Practice operation sheet at computer lab with your Trainer ,
7. Ask for more exercises from your tanner during computer lab practice
8. If you earned a satisfactory evaluation proceed to the next “Information Sheet” . However, if your rating is unsatisfactory, see your trainer for further instructions
9. Submit your accomplished Self-check. This will form part of your training portfolio.



1.1. Selecting **software** appropriate to perform activity

What is software?

- Software is a set of instructions and its associated documentations that tells a computer what to do or how to perform a task.
- Software is a set of instructions, data or programs used to operate computers and execute specific tasks.
- Software includes all different software programs on a computer, such as applications and the operating system.

Examples of software:

- Windows, MacOS, Linux - Operating Systems.
- Windows Media Player, iTunes, VLC media player - Playing rich media.
- LambdaTest, Salesforce, Slack - SaaS - Software as a Service.
- Avast, Kaspersky, Quickheal - Antivirus.
- Every game you play from Candy Crush to GTA is also a software.

Software may include but is not limited to:

Commercial software applications

Definition - What does Commercial Software mean?

Commercial software is any software or program that is designed and developed for licensing or sale to end users or that serves a commercial purpose. Commercial software was once considered to be proprietary software, but now a number of free and open-source software applications are licensed or sold to end users. Off-the-shelf software programs, such as games or those sold in computer specialty stores or even music stores and grocery stores, are some examples of commercial software.

Microsoft products such as the Windows Operating System and MS Office are some of the most well-known examples of commercial software.

Organization(industry) -specific software

Industry specific software, as the term suggests, is any digital solution designed specifically for a niche market or industry. As an alternative, businesses can



use industry-specific software that often helps meet unique operational needs of companies within the same industry.

Many businesses that are just starting out will be cost-conscious when it comes to managing their financials. Their goal is to maximize Return On Investment any way possible, and one way includes finding a low-cost software that can simply “get the job done”.

This could include recording financials via spreadsheets or picking one of the many advertised small business accounting software solutions on the market. Admittedly these solutions are attractive to new business because of their cost.

Word processing application

A word processor is software or a device that allows users to create, edit, and print documents. It enables you to write text, store it electronically, display it on a screen, modify it by entering commands and characters from the keyboard, and print it. Of all computer applications, word processing is the most common. Today, most word processors are delivered either as a cloud service or as software that users can install on a PC or mobile device.

What are some examples of word processing?

Some examples of word processing programs include Microsoft **Word**, WordPerfect (Windows only), AppleWorks (Mac only), and OpenOffice.org. The first **word processors** were basically computerized typewriters, which did little more than place characters on a screen, which could then be printed by a printer.

History of Word Processing

The earliest word processors were standalone machines similar to electric typewriters that debuted in the 1960s. The great advantage of these early machines over using a typewriter was that you could make changes without retyping the entire document. Over time, the devices acquired more advanced features, such as the ability to save documents on a disk, elaborate formatting options, and spell-checking.

While there are still some standalone word processors in use today, word processing began to move to personal computers in the 1980s. In the early days of the PC, a word processor called WordPerfect became one of the most widely used applications of any kind. Over time, however, *What You See Is What You Get* ([WYSIWYG](#)) word processors that showed users exactly what would print on their final documents became more popular. One of those WYSISWG word processors, Microsoft Word, became dominant in the 1990s.

Standard Features of Word Processors

Word processors vary considerably, but all word processors, whether cloud-based or installed on a system, support the following basic features:



Insert text: Allows you to insert text anywhere in the document.

Delete text: Allows you to erase characters, words, lines, or pages.

Cut and paste: Allows you to remove (cut) a section of text from one place in a document and insert (paste) it somewhere else.

Copy: Allows you to duplicate a section of text.

Page size and margins: Allows you to define various page sizes and margins, and the word processor will automatically readjust the text so that it fits.

Search and replace: Allows you to direct the word processor to search for a particular word or phrase. You can also direct the word processor to replace one group of characters with another everywhere that the first group appears.

Word wrap: Automatically moves to the next line when you have filled one line with text, and it will readjust text if you change the **margins**.

Print: Allows you to send a document to a printer to get hard copy.

File management: Provides file management capabilities that allow you to create, delete, move, and search for files.

Font specifications: Allows you to change fonts within a document. For example, you can specify bold, italics, and underlining. Most word processors also let you change the font size and even the typeface.

Windows: Allows you to edit two or more documents at the same time. Each document appears in a separate window. This is particularly valuable when working on a large project that consists of several different files.

Spell checking: Identifies words that don't appear in a standard dictionary.

Full-Featured Word Processors

Most installable modern word processor software supports additional features that enable you to manipulate and format documents in more sophisticated ways. Full-featured word processors usually support the following advanced features, and cloud-based word processors may have some of these features as well:

Grammar checking: Identifies sentences, paragraphs, and punctuation that doesn't appear to meet commonly recognized rules of grammar.

Footnotes and cross-references: Automates the numbering and placement of footnotes and enables you to easily cross-reference other sections of the document.

Automated lists: Automatically creates bulleted or numbered lists, including multi-level outlines.



Graphics: Allows you to embed illustrations, graphs, and possibly even videos into a document. Some word processors let you create the illustrations within the word processor; others let you insert an illustration produced by a different program.

Headers, footers, and page numbering: Allows you to specify customized headers and footers that the word processor will put at the top and bottom of every page. The word processor automatically keeps track of page numbers so that the correct number appears on each page.

Layout: Allows you to specify different margins within a single document and to specify various methods for indenting paragraphs.

Macros: Enables users to define and run macros, a character or word that represents a series of keystrokes. The keystrokes can represent text or commands. The ability to define macros allows you to save yourself a lot of time by replacing common combinations of keystrokes.

Merge: Allows you to merge text from one file into another file. This is particularly useful for generating many files that have the same format but different data. Generating mailing labels is the classic example of using merges.

Tables of contents and indexes: Allows you to automatically create a table of contents and index based on special codes that you insert in the document.

Thesaurus: Allows you to search for synonyms without leaving the word processor.

Collaboration: Allows users to track changes to the document when more than one person is editing. Some cloud-based word processors also allow multiple users to edit the same document at the same time.

Internet features: Allows users to embed Web links into their documents and format their documents for the Web. Some also link to Web services that can help users create their documents.

Translation and speech: As artificial intelligence capabilities become more commonplace, some word processors have gained the ability to read text aloud, to accept voice commands, and to translate text from one language to another.

Database Application

A database application is a computer program whose primary purpose is entering and retrieving information from a computerized database

Database applications are software programs designed to collect, manage and disseminate information efficiently. Many home and small business owners create simple databases such as customer contact and mailing lists with easy to use software such as Microsoft "Access" and "FileMaker Pro." "Oracle," "SQL Server," and "FoxPro" are examples of advanced database applications with programming languages that can be used to build custom business solutions in networked environments.

What is MS Access used for?



Very simply, **Microsoft Access** is an information management tool that helps you store information for reference, reporting, and analysis. It helps you analyze large amounts of information, and manage related data more efficiently than **Microsoft Excel** or other spreadsheet applications.

Spreadsheet application

Spreadsheet applications (sometimes referred to simply as *spreadsheets*) are computer programs that let you create and manipulate spreadsheets electronically. In a spreadsheet application, each value sits in a cell. You can define what type of data is in each cell and how different cells depend on one another. The relationships between cells are called *formulas*, and the names of the cells are called *labels*.

spreadsheet is a piece of paper or a computer program used for accounting and recording data using rows and columns into which information can be entered.

A spreadsheet is table of values arranged in rows and Columns. Each value can have a predefined relationship to the other values. If you change one value, therefore, you may need to change other values as well.

Microsoft Excel is the **most** used **spreadsheet** software around the world.

The **spreadsheets** present tables arranged in rows and columns and are used to calculate basic and complex mathematical operations and **functions**

Ms-Excel Features

There are three basic Ms-excel features. These are

- ❖ Work sheet (spreadsheet) feature: Excel work space with grid lines that helps you to enter, manipulate and calculate data
- ❖ Chart feature: this feature provides tools to present or illustrate the numeric data that you have in work sheet graphically. When data is presented graphically it will be easier and faster to read , understand , analysis, interpret and make decision etc.
- ❖ List feature: enable you to perform tasks that you require managing, manipulating and monitoring a collection of large amounts of data or track of records. Using this feature you can enter , update, sort , filter, administer and report usable information from a collection of logically related records in worksheet

1.2. Using software to produce required outcome using a range of features related to the activities

There are **two** main **types of software**: systems **software** and application **software**. Systems **software** includes the programs that are dedicated to managing the computer itself, such as the operating system, file management utilities, and disk operating system (or DOS)

1.3. Save documents in appropriate directories/folders

What are computer directories?



A **directory** is a location for storing files on your **computer**. **Directories** are found in a hierarchical file system, such as Linux, MS-DOS, OS/2, and Unix. Graphical User Interface (GUI) such as Microsoft Windows, **directories** are referred to as folders. However, a **directory** and folder are synonymous

A **directory** is defined as an organizational unit, or container, used to organize folders and **files** into a hierarchical structure. ... You can think of a **directory** as a **file** cabinet that contains folders that contain **files**

What is file and folder?

A **file** is the common storage unit in a computer, and all programs and data are "written" into a **file** and "read" from a **file**. ... **Folders** provide a method for organizing **files** much like a manila **file folder** contains paper documents in a **file** cabinet. In fact, **files** that contain text are often called documents.

A **folder** is storage space where many files can be placed into groups and organize the **computer**. A **folder** can also contain other **folders**.

What is difference between folder and directory?

The main **difference** is that a **folder** is a logical concept that does not necessarily map to a physical **directory**. A **directory** is a file system object. A **folder** is a GUI object. The term **directory** refers to the way a structured list of document files and **folders** is stored on the computer

How do I save files to a folder?

Create a new folder when saving your document by using the Save As dialog box

- With your document open, click File > Save As.
- Under Save As, select where you want to create your new folder. ...
- In the Save As dialog box that opens, click New Folder.
- Type the name of your new folder, and press Enter. ...
- Click Save.

How do I organize my computer files and folders?

Best Practices For Organizing Computer Files

- Skip the Desktop. Never ever store files on your Desktop
- Skip Downloads. Don't let files sit in your Downloads folder
- File things immediately
- Sort everything once a week
- Use descriptive names
- Search is powerful
- Don't use too many folders
- Stick with it



Self-Check -1	Written Test
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Short Answer Questions

Directions: Answer all the questions listed as you instructed. (5 points each)

1. Demonstrate at least 5 examples of software.

1.....2.....3.....4.....5.....

...

2. Compare and contrast word processor with desktop publisher , database and spreadsheet

3. What is the difference between file, document, folder and directory?

4. Demonstrate Best Practices For Organizing Computer Files

Note: Satisfactory rating – 11 points Unsatisfactory - below 11 points

You can ask your Trainer for the copy of the correct answers.

Answer Sheet

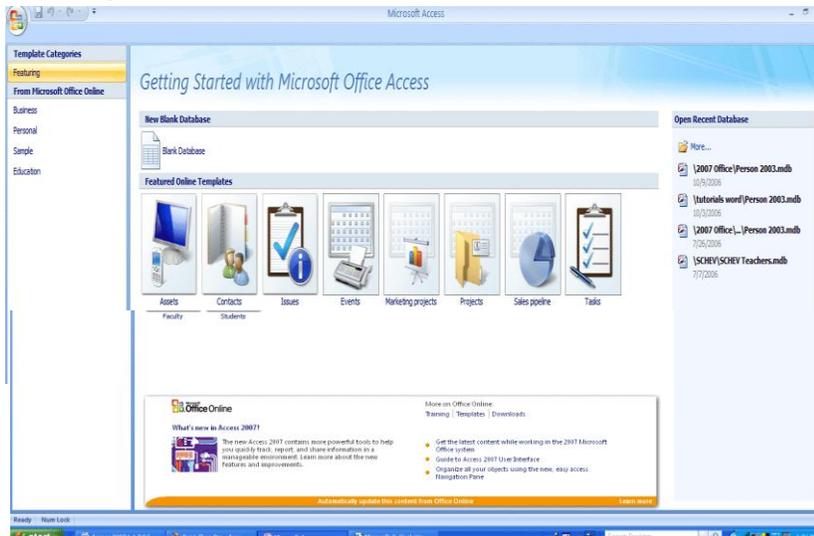
Score = _____
Rating: _____

Name: _____

Date: _____

Steps to Start Access 2007

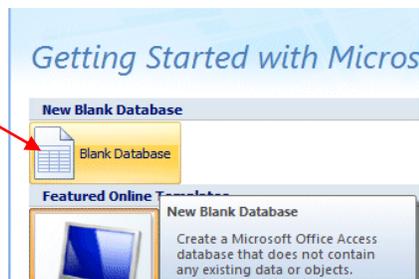
- **Double click** on the **Access 2007** icon on the **Windows** desktop (see right),
- Or
- **click-on** the **Start** button in the **lower left corner** of the screen, then
- **Click-on Programs**, and then **click-on Microsoft Access 2007**.



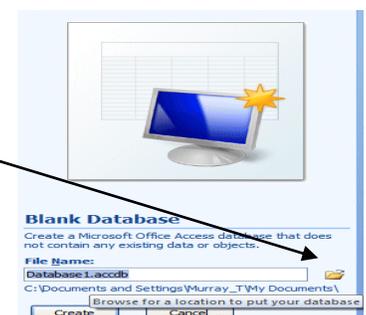
The **Getting Started with Microsoft Office Access** screen

Steps to Create an Access 2007 Database

- ❖ On **Getting Started with Microsoft Office Access** Screen, **Click on the *Blank Database* button.**

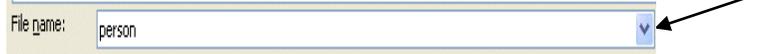


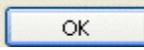
- ❖ To **choose the Drive**, on which you will save your Access database, **click the small folder** to the **right of File Name:**





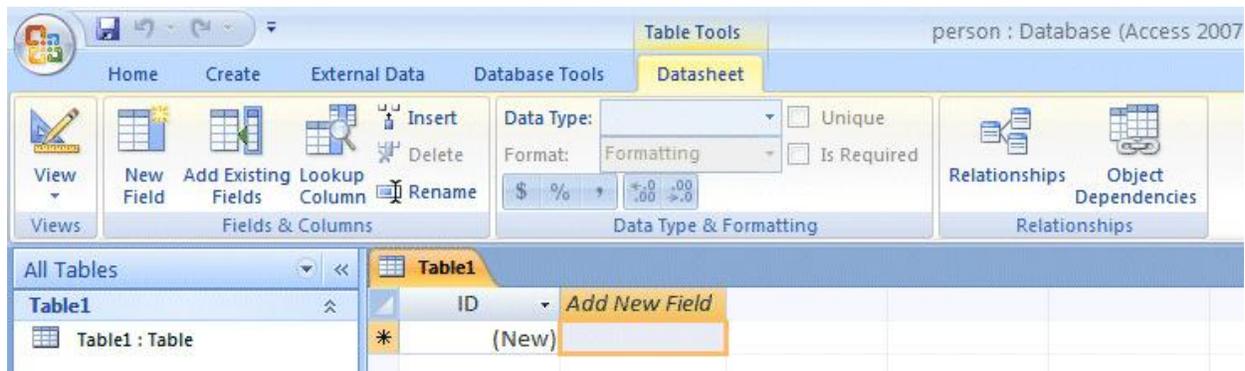
❖ Type the name of your access database in File name Box



❖ Click on Ok Button 

Creating a Table

When you click the **Create** button, your Access 2007 screen will change to the **image below**. This is the “**new look**” in **2007 Office**. You will now see **Tabs** and **Ribbons** that automatically appear for the area in Access on which you are working.

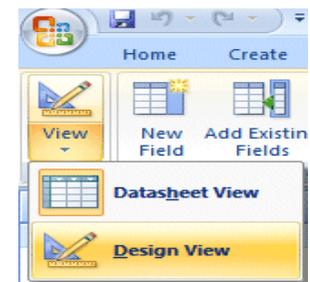


In the lower portion of the above image you'll see selections that indicate we are creating a new Table.

On the left of the Table Tools-Datasheet Tab/Ribbon you'll see a View button. Click the View button.



When you click the View button the image on the left will appear. Since we want to create or design a new Table, we'll click the Design View selection.

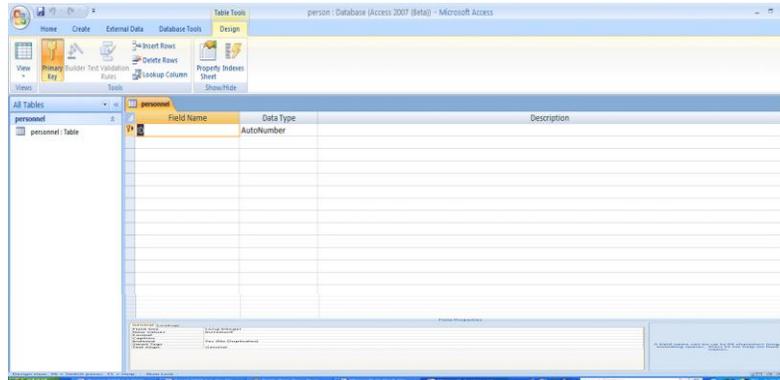


A Save As menu screen will appear similar to the image on the right. Type the name of the table in the Table Name: area and then click the OK button.





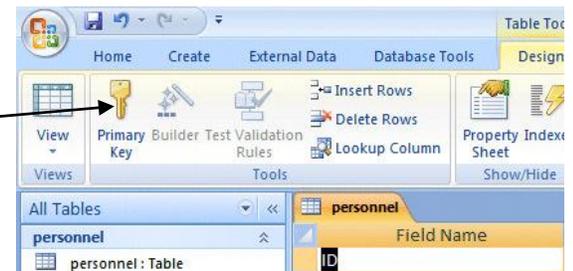
Your Access 2007 screen will now change again – to the image below.



Designing the Table

In the image you will notice that the Primary Key button is “Orange” and, in our Personnel Table, that it is also “orange” – with a little key to the left of ID.

In database language this is called “keying.”



Keying, or indexing, is somewhat advanced.

To “turn off” the Primary Key;

- Click the Primary Key button. You’ll notice that the Primary Key button is no longer “orange” and the little key is gone from the left of ID.

Notice, under the **Blue Bar** at the **top** of the **Design** screen there are **(3)** things: **Field name**, **Data Type**, and **Description**

Field Name	Data Type	Description
ID	AutoNumber	

And, in the **lower half** of the window; **Field Properties**.

Field Properties	
Field Size	Long Integer
New Values	Increment
Format	
Caption	
Indexed	No
Smart Tags	
Text Align	General

A field name can be up to 64 characters long, including spaces. Press F1 for help on field names.

We’ll be **creating** the **Field Names** that make up a **database**. This is similar to creating a **blank personnel form (on paper)** that will be “**filled-in**” for each employee (Name, Address, Phone Number, etc.). The **areas that will be filled in** are called **Fields** in a database. When you fill in all of the fields for a person, the individual “**forms**” are called **records** in a database. There will be a record, or form, for each employee. All the forms, together, make up a Table (database).



Data Type

Text; You may type in any alphabetical/numerical data that you desire - up to a maximum of 255 characters. As indicated, this is a text field, so you can't do mathematical calculations. Examples of Text data are *names, addresses, stock numbers, room numbers, zip codes, etc.*

Memo; This field is for lots of text. You can have up to 32,000 characters.

Number; This field is for numbers where you want to add, subtract, multiply, divide, average, and do numerical calculations. This field can be a very large size, so when we get to Field Properties, we'll talk about "sizing" this field so it doesn't take up too much "space" in storage.

Date/Time; You may format these later, as you may desire.

Currency Dollars (\$); You may format these later, as you may desire.

AutoNumber; This field is an "automatic" counter that assigns a number each time you put data into a new field.

Yes/No; This is a "True/False" or "Yes/No" type of field.

OLE Object; This means "Object Link Embedding" which indicates you can insert a graphic, picture, sound, etc.

Now **notice** in the **lower** part of the screen, under **Field Properties**, that a **box appeared** when you **selected** the **Text Data Type**. This box is "**tailored**" to the **Text Data Type** that you selected above. Your **Field Properties** should look like the one below when you **finish** doing the **steps** indicated **below**.



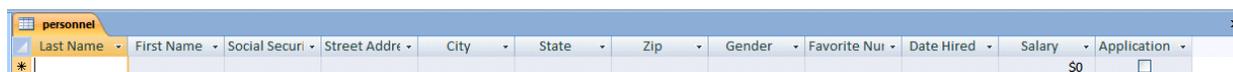
Entering data in the database

To enter data into your Table you will need to be in a Datasheet View. In the upper left corner of your screen (under the Home Tab) you will see that the **first button on the left that has a small sheet of paper** (see **arrow on the right**) – the **View** button.

Point to this **button** with the mouse and **pause**, you will see a "**Tool Tip**" that **indicates** that this **button** is the **View Button**.

When you **click** the **View** button, the top of your Access screen will look like the image below.

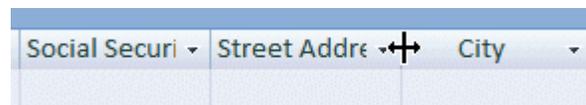
Notice that **all of the Fields you created** are – in the order you created them – along the top of the Table.





Widening Columns in Datasheet View

To **widen columns** so you can see the **Field Names** in the Datasheet View you will need to **move your cursor over the “line” between two Field Names** (like we did in the **image above**).



When our **cursor was over the line between** Street Address and City, it turned to a **line with two arrows pointing left and right**. When you see **this line** with the arrows, **click and hold down the left mouse button and move your cursor to the right a bit**.

You will see the **column get larger** as you move your cursor.

When you have the column as wide as you desire, **take your finger off the mouse button**.

You may desire to widen other columns so you can see all of your data – like First Name, Last Name, Street Address, etc. You widen as you desire.

Entering Data

There are (2) **methods for entering data into the database**:

1. The method you just used is called **Datasheet View** method.
- or
2. You can use the **Form View** method.

Exiting and Saving

Anytime you need to leave your database;

Click the Microsoft Office Button in the **upper left corner** of your **Access** screen, then



Click Exit Access – in the **lower right corner** of the **menu screen**.

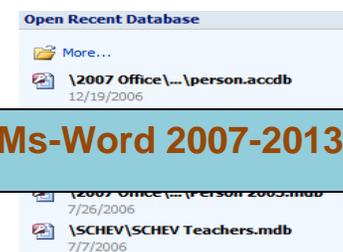
If you **have not saved** your spreadsheet, a reminder box will appear **asking you to do so**.

Opening Access Database – again

To open Access again.

A **neat thing** about Access 2007 is the **Open**

Recent Database area on the right side of the screen. Once you have created a database, you will see your **database** in the **Open** portion of the area (see **arrow** and **image** to the **right**). You can simply **click-on** the **file**, and it will open.



Microsoft Word 2013-2007 An Intermediate Guide (Level 2)

Introduction

The aim of this document is to teach you how to get the most out of Microsoft Word for everyday tasks. In particular, it shows you the best way to write



something like an essay. It should bring undergraduates up to a level sufficient for their studies. This document assumes that you are familiar with the layout of Word 2013-2007 and can use the It also assumes you know about saving and printing your work.

Starting up Microsoft Word

To start Microsoft Word:

1. Load up **Word 2013** as usual or press **<Ctrl n>** for a new document if Word is already open

WARNING: Avoid opening files directly from a USB pen or similar media - first copy them to *Documents* and then open them from there. Copy back to your media after editing.

Tip: You can create a shortcut to any file by *right clicking* on it and then choosing **Send to** followed by **Desktop (create shortcut)**. To load the file in future, simply *double click* on the desktop icon. When you've finished working on it, **<Delete>** the shortcut – the file to which it refers is *NOT* deleted.

2. Press **<Ctrl s>** to save your file (or click on the **[Save]** button on the *Quick Access Toolbar* or use **Save** on the **FILE** tab)
3. Give your file a name (eg type **testdoc**) then press **<Enter>** for **[Save]**

Note that your file has the file extension of **.docx**. Documents used to have the extension **.doc**, which was for the old Word 97-2003 format and you can save in this format if you need to by using **Save As** on the **FILE** tab.

Creating a Title

When starting a new document, the first thing you usually do is to type in a title. Titles need to stand out from the rest of the text. To achieve this, most people turn on bold and select a larger font size (and then reset them after typing the title) but Word provides a facility to do this automatically.

Using Styles

Styles –



Turning on bold/italic/underline and changing fonts or font size explicitly is not the best way to create a title. In Microsoft Word you have different heading styles already set up for you:

1. Click on the **[Heading 1]** button in the **Styles** group on the **HOME** tab of the **Ribbon** to create a title – you may find that a **Navigation Pane** appears on the left of the screen
2. Type the title of your work - eg **My Main Title**

The text automatically appears in bold and in larger letters (the font is set to **Calibri Light**, the color to **blue** and the size to **16** point).

Note: Word also has a *Title* style – here the font size is much larger (**28** point). Heading styles have other advantages, however, so stick to these.

1. Press **<Enter>** and the style automatically reverts back to *Normal* (**Calibri** font size **11pt**)



Styles are simply different types of formatted text. It is better to use them rather than setting up a particular format manually for several reasons:

- You don't have to keep clicking on the toolbar buttons to activate and de-activate the settings
- You don't have to remember how different heading and sub-heading levels have been set up
- If you alter a style, text defined in that style changes throughout the whole document
- You can create your own styles
- Most importantly, **heading styles** are used to generate a *Table of Contents* automatically – **this is very important when you have to write a thesis or dissertation**

Note: In Word 2013 there is a new **DESIGN** tab which allows you to select a different *style set*, so that you can change more than one style at a time. One of these style sets is for numbered headings.

Modifying a Style

You may not like the way the *Heading 1* style has been set up. There are several ways to change this, the easiest being as follows:

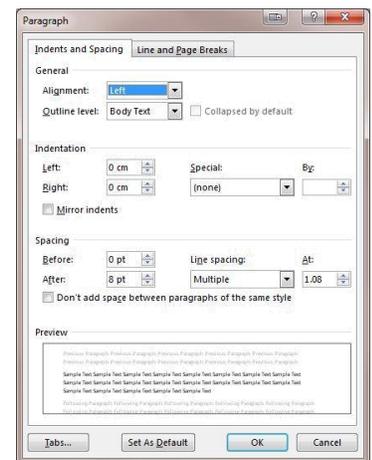
1. Click *three* times on your heading (*My Main Title*) to select it
2. Make the desired changes to the font – eg click on the *drop-down* arrow attached to the **[Font Color]** button and choose **Automatic** (ie black)
3. Make any changes to the paragraph layout – eg click on the **[Center]** button
4. Finally, *right click* on the **[Heading 1]** button on the **HOME** tab and choose **Update Heading 1 to Match Selection**

Whenever you use the *Heading 1* style again in this document, the new settings will be used. Note that this change only applies to this document – if you start up a new document the old *Heading 1* settings are used. You'll see later how to change the default settings for all your documents.

The Body (Normal) Text

You next need to decide how you want the rest of your text to appear. It's easiest to set this up at the very start of your text. You can then modify the *Normal* style setting, as you did with *Heading*

1. Move down to the end of your document (press **<down arrow>** or **<Ctrl End>**)
2. Set up the required font – its size, color and the font itself (eg change the size to **12** point)
3. Next, have a look at the current paragraph settings - click on the *group arrow* in the bottom right corner of the *Paragraph* group on the *Ribbon* and the *Paragraph* window appears:



The default setting for a *Normal* style paragraph in Word 2013 has the line spacing



slightly greater than single (1.08), with extra space separating one paragraph from the next (8pt after). This saves you having to press **<Enter>** twice at the end of each paragraph. To change the spacing:

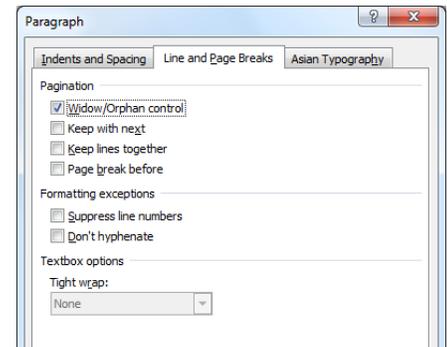
4. Click on the *list arrow* under **Line Spacing:** and choose **1.5 lines** (or **Double** for double spacing)

Tip: Note the option **Exactly**. This is useful if something doesn't quite fit neatly on a page. Instead of Double, you could set a line spacing of *exactly 1.9*, for example, just for the paragraphs on that page.

5. While the *Paragraph* window is still open, have a look at the options on the *Line and Page Breaks* tab: Click on the *Line and Page Breaks* tab

Currently, *Widow/Orphan control* is set on. This ensures you don't have a single line of a paragraph isolated from the rest when printing (at least two lines will be shown on the top/bottom of the page).

Note also *Keep with next*, which keeps two paragraphs together. This is automatically turned on when you use a *heading style*. The *Asian Typography* tab isn't relevant for most users (and may not even be shown).



6. Press **<Enter>** for **[OK]** to close the *Paragraph* window
7. Type some text to check that the settings are what you require
8. Finally, *right click* on the **[Normal]** button on the **HOME** tab and choose **Update Normal to Match Selection**

It's important to change the style in this way and not just the layout for this particular paragraph. Note that you could have changed the line spacing and other paragraph settings using the buttons on the *Ribbon*; the group arrow was used just to show you all the options which can be changed.

9. **[Save]** your work – it's a good idea to save your work regularly (eg every 10 minutes or so)

Tip: Remember, the easiest way to do this is to press **<Ctrl s>** periodically.

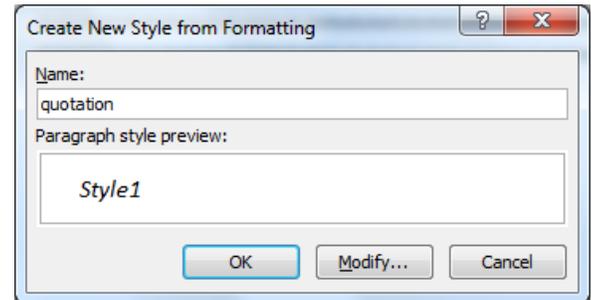
Creating a Style

You may want to create your own styles for particular pieces of work (for a quotation, for example):

1. Press **<Enter>** for a new paragraph then type in a quotation (or a couple of lines of rubbish text)
2. Make the required changes to the layout of the paragraph – click on the Paragraph group arrow
3. and change the Line spacing: to Single and the Left: and Right: Indentation to 1.0 cm (then click
4. on **[OK]**)
5. Make any required changes to the font – click three times within the paragraph to select it then
6. (for example) press **<Ctrl i>** or click on **[Italic]** to make the text italic
7. After selecting the text, a Quick Format box should appear with the last button



8. being for Styles
9. Click on the above [Styles] button and choose Create a Style
10. Type in a new name for your style - call this one quotation and press <Enter> for [OK]



Now, every time you want to type in a quotation, simply select this style from the available styles. In fact the style isn't quite correct yet as you'll discover if you try moving to a new paragraph:

1. Press <End> (or <right arrow>) to move the typing position to the end of the quotation
2. Press <Enter> for a new paragraph – the style stays as *quotation* (with a heading it reverted to *normal*)
3. Press <Backspace> or <Ctrl z> twice to remove the extra paragraph

To correct your quotation style:

4. Right click on the new [quotation] button in the Styles group on the Ribbon and choose **Modify**

The *Modify Style* dialog box appears:

5. Click on the *list arrow* attached to *Style for following paragraph:* and choose **Normal**

Note the options at the foot of the *Modify Style* window. The style modifications are currently set to *Only in this document*. If, however, you select the option **New documents based on this template**, your style will be available in all your new documents. If you want this then turn this option on.

6. Press <Enter> for [OK] to close the *Modify Style* dialog box
7. Press <Enter> again and you should find the style now reverts to *Normal*

You can modify the other style settings (Normal and Headings) in the same way via the *Ribbon*, adding them to the template if you wish to change the defaults.

Finally, test your style on another paragraph:

8. Click once on your *normal* paragraph - there is no need to select the paragraph
9. Move the mouse over the [quotation] button and your paragraph will appear single spaced, italicized and indented (there's no need to make it so)
10. If you did accidentally apply the style, press <Ctrl z> or click on [Undo] to remove the style change
11. Press <Ctrl End> to move back to the end of your text

The Styles Pane

You may have noticed that the new *quotation* style has displaced another potentially





useful style from the *Ribbon*. What happens if you want a style that's disappeared? You can get to more styles either by using the scroll bar in the *Styles* group or by clicking on **[More]** (the button at the bottom of the styles scroll bar). However, if you are using styles a lot then it's easier to display the *Style Pane* permanently.

1. Try using the styles *scroll bar* then view all the styles by clicking on the **[More]** button
2. Choose **Heading 2** and type in a second heading – this style has also been set up in the **Calibri Light** font again with the color **blue** and the size **13** point
3. Modify the current settings, if you want, using either of the methods described earlier (either by *right clicking* on the **[Heading 2]** button and choosing **Modify...** or by changing the look of the typed text, *right clicking* on the **[Heading 2]** button and choosing **Update Heading 2 to Match Selection**)

Next, display the *Style Pane*:

4. Click on the *group arrow* in the bottom right corner of the *Styles* group – the **Styles** pane appears on the far right
5. Click back on your **quotation** paragraph and then on the **Normal** style in the pane - the current paragraph changes back to normal

Note: In Word 2013-2007, when you move to the left of a heading, you may notice a small arrow like so:



Clicking on the arrow will hide what appears under this heading. Clicking on the arrow again (it looks slightly different) will show the content under the heading.

The Ruler

The *Ruler* was an integral part of Microsoft Word right up to Word 2007. In the later versions of the software it isn't displayed by default but it can easily be turned back on. In fact, it shows you several important paragraph settings and can be used to set tab positions.

To display the *Ruler*:

1. Click on the **VIEW** tab on the *Ribbon* and then the **[Ruler]** button in the *Show* group (there should now be a tick in the box next to *Ruler*)



The *Ruler*, which is marked up in centimeters, is used to set the layout of the text across the page, including margins, tab positions and indents. First line, hanging, left and right indents are shown by symbols at each end of the white part of the ruler. Tabs are shown by various symbols depending on their type; the default tabs are set at 1.27cm (half



inch) intervals.

2. Type in a new paragraph (for simplicity, just hold down the **m** key) but *do not* press **<Enter>** yet
3. Click on the **HOME** tab on the *Ribbon* then on the **[Increase Indent]** button . Your text will move in one tab stop (the left indent markers on the *Ruler* alter to reflect the new settings)
4. Click on **[Increase Indent]** again and your text will move in by another tab stop
5. To move the left margin back to a 1.27cm indent, click *once* on the **[Decrease Indent]** button (to the left of the **[Increase Indent]** button)

Note that only the left indent changes. To move the right indent you have to drag the small triangle on the right hand side of the ruler. Take care not to click on the *Ruler* or you will set a tab (as you'll see later).

6. Drag the *right indent* marker back to the **15cm** mark

Tip: You may have noticed that the marker jumps along the ruler rather than moves smoothly. If you need to set the indent precisely using this method, hold down **<Alt>** as you move the marker - the actual size of the margin is displayed. You can, of course, also set the indents in the *Paragraph* dialog box, as you saw earlier.

7. Return the *right indent* to its original position (it's easiest to use the **[Undo]** button as, believe it or not, you can't drag the marker to the exact place at **15.92cm** unless you hold down the **<Alt>** key)
8. Next, try changing the *Hanging Indent* by positioning the mouse cursor over the lower triangle on the left and dragging it to the **2cm** mark – references often appear like this in journals
9. Repeat step **8** but this time drag the indent to the left margin (at **0.0cm**) – you now have the first line still indented but the rest of your paragraph set to normal typing
10. Finally, reset your paragraph to its default settings – simply click on the **[Normal]** style button

Note: You shouldn't use the indent markers to change the page margins – set these in *Page*

Layout.

Tip: It can sometimes be useful to move the right indent a fraction into the margin if your text doesn't fit nicely on the page. Just a slight movement may result in a paragraph taking up one less line. If your text is justified (straight at the left and right) then you would need to do this for all the paragraphs on that page.

Using the Tab Key

Tabs are special characters used for lining up text. They should *always* be used rather than spaces when this is required - as, for example, in a table or vertical list. Spaces may appear to line things up, however, when the document is printed the carefully-spaced text rarely lines up properly.

Explore how the **<Tab>** key (on the left immediately above **<Caps Lock>**) works:

1. Press **<Enter>** for a new paragraph at the end of your text
2. Press **<Tab>** a few times (the cursor moves across the screen in jumps of 1.27cm or



half an inch) then use **<Backspace>** to remove them and return the typing position to the left

3. Type **Name:** then press **<Tab>** *twice* and type in *your_own_name* (press **<Enter>**)
4. Type **Address:** press **<Tab>** *once* then type in the first line of *your address* (press **<Shift Enter>**)
5. Continue with your address, pressing **<Tab>** *twice* to line up each line of text and **<Shift Enter>** at the end of each line (press **<Enter>** at the end of the last line)

Note: **<Shift Enter>** gives you a new *line* but not a new *paragraph*. As the default paragraph (*normal*) style has extra space between the paragraphs (to save pressing **<Enter>** twice) the lines would be very widely spaced if they were all paragraphs. You should also use **<Shift Enter>** when you want two or more paragraphs to appear under the same number or bullet point when typing a list.

Setting Tabs

You can set up your own tabs at different positions and you can also create tabs which line up text on the right, centrally or on a particular character (eg a decimal point). To set a tab position, simply click once on the *Ruler*. The default tab is a *Left Tab* but this next exercise also shows you how to set different types:

1. On a new line, press the **<Tab>** key *once* and type in a single short word (*don't* press **<Enter>** yet)
2. Next, click on the *Ruler* at the **3cm** mark – an L-symbol appears on the *Ruler* denoting a left tab and your text jumps across to start at this position
3. Point to the tab symbol and drag it along the *Ruler* to a different position
4. Release the mouse button and the text moves along to its new position
5. Next, drag the tab down off the *Ruler* – the text returns to the default first tab (at **1.27cm**)

Now try setting several tabs, of different types:

6. Repeat step 2 to set a  *Left Tab* at **3cm**
7. Next, click *once* on the **[Tab Select]** button on the far left of the *Ruler* – you now have a *Center Tab*
8. Click *once* on the *Ruler* at the **8cm** mark – a different symbol appears, indicating the centre tab
9. Press the **<Tab>** key *once* and type in a single short word – it appears centred on 8cm
10. Repeat steps 7 to 9 to create a *Right Tab* at the **12cm** mark and type a number
11. Finally, repeat step 10 for a *Decimal Tab* at the **15cm** mark – include a decimal point in the number
12. Test out your tabs - press **<Shift Enter>** and type in another line of text/numbers
13. Reset the default tab type to *Left Tab* by clicking *four* more times on the **[Tab Select]** button

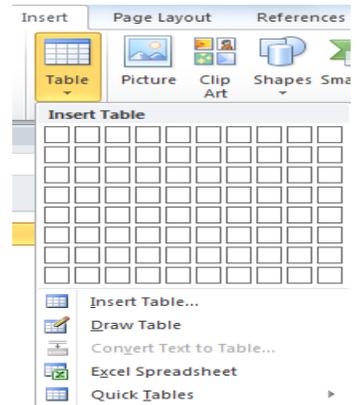
Note: You can also set up tabs without using the *Ruler* by opening the *Paragraph dialog*



box (through the *group arrow* next to *Paragraph* on the **HOME** ribbon) and clicking on the **[Tabs...]** button at the bottom left. This also allows you to set *tab leaders*, a series of dots or dashes linking text to page numbers (as in a *Table of Contents*, for example). This happens automatically if you have been using

Heading styles throughout your work, as you'll see next.

1. Press **<Enter>** for a new line then reset the style to **[Normal]** to remove your tab settings
2. Click on the **REFERENCES** tab on the *Ruler*, then on the **[Table of Contents]** button on the far left
3. From the list that appears, choose the first option of **Automatic Table 1** – a *Table of Contents* appears, with tab leaders between the text on the left and page numbers on the right
4. Click on **[Undo]** to remove the *Table of Contents* as it isn't needed here
5. End by hiding the *Ruler* (unless you want to keep it displayed) – click on the **[Ruler]** button on the **VIEW** tab



An essay (which this guide is aimed at) doesn't usually have a *Table of Contents* but a thesis or dissertation does. See the Microsoft Word: Starting a Thesis notes for further information about this, including how to automatically number your headings (1.1, 1.2, 1.2.1 etc.).

Tables

An alternative (and simpler) way to line up text is to use a table. You can justify the text in each Column (or even each cell) using the standard justification buttons (**[Left]**, **[Center]** and **[Right]**) or the more complex alignment settings you will be looking at in a minute. Note, however, that you can't line up numbers on a decimal point without using the special *Decimal Tab*.

Tip: You can set up tabs within cells in a table using the *Ruler*. To jump between these tabs, you can't simply press the **<Tab>** key, instead you use what is termed a *hard tab* by pressing **<Ctrl Tab>**.

1. Move to the **INSERT** tab on the *Ribbon* then click on the **[Table]** button in the *Tables* group
2. A drop-down grid appears: drag through this to set up the size of the required table (here, select **three** columns in the top row – if you make a mistake, click on the **[Undo]** button) Two extra tabs appear on the *Ribbon* – **TABLE TOOLS DESIGN** and **LAYOUT**.
3. In the first cell in the table, type **Name** then press **<Tab>** to move to the second column.
4. Type **Address** then press **<Tab>** to move to the third column
5. Type **Notes** - press **<Tab>** again and you will find a second row automatically appears
6. Fill in your own personal details again in this row, noting the instructions below

When typing the address, press **<Enter>** at the end of each line - the cell automatically expands downwards. At the end of the address press **<Tab>** to avoid having a blank

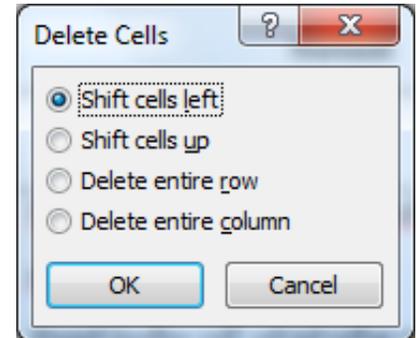


line.

7. In the column headed *Notes*, type in a few lines of rubbish text. You will find that the words wrap from one line to the next automatically - again, the cell expands downwards if necessary as you type. If you want to include further rows in your table press **<Tab>** when you reach the last cell.

By default, the columns in a table are all made the same width. To adjust this:

8. Move the mouse cursor over the column border between columns 1 and 2 (it will change to a double-headed arrow)
9. Hold the mouse button down and drag the border to the left or right then release the mouse button



To resize the columns to exactly fit the data:

11. *Double click* on the column borders (do this on both the internal vertical borders)
12. To widen the last column to fill the page, *double click* on the right-hand border
13. Finally, to improve the look of the table, first select the top row (position the mouse cursor to the left of the top row and click once)
14. Press **<Ctrl O>** (don't use the zero on the numeric keypad) to add some space above the text

Next, press **<Ctrl b>** then **<Ctrl e>** to both embolden and centre the top row headings (or *right click* then click on the **[Bold]** and **[Center]** buttons in the *Format Text* box which appears)

Inserting/Deleting Rows and Columns

If you used a *right click* when you carried out the last instruction, you may or may not have noticed that you can also use this method to insert or delete a row or column in a table. There are also buttons for these commands on the *TABLE TOOLS DESIGN* tab on the *Ribbon* (but it's easier to *right click*).

1. Right click in the top row of the table and choose **Insert** then **Insert Rows Below** – a new row appears
2. Right click on the cell in the second column of the new row and choose **Insert** then **Insert**
3. **Columns to the Left** – three columns are added because you had three cells selected (you need to watch out for this)
4. Press **<Ctrl z>** for **[Undo]** to remove the unwanted columns then repeat step 2 in the second column of the top (or third) row – a single column appears between **Name** and **Address**
5. Right click on any cell in the new selected column and this time choose **Delete Columns**

6. Finally, right click on any of the empty cells in row 2 and choose Delete Cells a dialog box appears:
7. Press <Enter> for [OK] – just that cell disappears, not the entire row
8. Repeat step 5 but in the Delete Cells dialog box, choose Delete entire row before pressing <Enter>
9. Adjust the column widths, if necessary, so that the table again stretches across the page

Table Properties

There are some important table properties of which you should be aware. These allow you, for example, to set a heading row for a table (which will be repeated if the table splits over two pages); prevent a row from splitting across a page or set a row to a fixed height.

1. *Right click* on any cell in the *top row* of the table and choose **Table Properties...** – a dialog box appears:

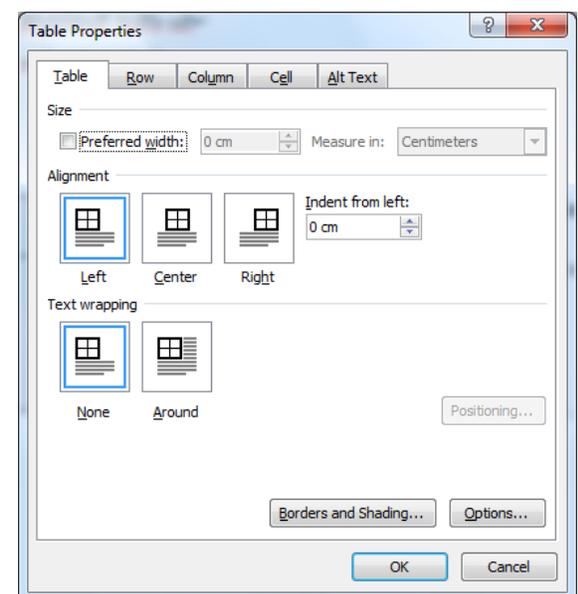
The *Table Properties* dialog box has five tabs (*Table, Row, Column, Cell, Alt Text*), each with different settings. The settings on the *Table* tab (currently shown) will be dealt with later.

1. Click on the *Row* tab
2. Turn on **Specify height:** and set this to **2cm**

Note the other options here. Ideally, cells in a table shouldn't split across pages and the top row should be a header row:

3. Turn *ON* the **Repeat as header row at the top of each page** option
4. Turn *OFF* the **Allow row to break across pages** option then click on the **[Next Row]** button
5. Repeat step 5 for this and any other rows in the table
6. Click on the *Column* and *Cell* tabs to see the settings there (but don't change anything)
7. Press <Enter> for [OK] to enforce the changes you have made to the properties
8. Move the typing position before *Name* in the first cell and press <Enter> a few times – you'll find it expands further as you add the blank lines – then use <Ctrl z> to remove them

Tip: To prevent a cell expanding like this, when setting the row height turn on the *Row height is: Exactly* option (this is currently set to **At least**). This should always be used for forms which are to be printed.



The Layout and Design Tabs

Many of the commands covered in the previous three sections can also be found on the *TABLE TOOLS LAYOUT* tab:



1. Move to the **LAYOUT** tab on the *Ribbon*
In the *Table* group on the left, the **[Select]** button can be used to select part or the whole of the table the whole table can also be selected by clicking on the boxed four-headed arrow on the left above the table.
2. Click on **[Select]** then choose **Select Row** to select the top row (or click to the left of the row if you prefer using the mouse; click immediately above a column to select a column)
3. The *Rows & Columns* group has buttons for inserting or deleting cells/rows/columns
4. In the *Merge* group, you can merge two or more cells together and can split cells or the whole table
5. The *Cell Size* group lets you set the column width and row height (or distribute them evenly)
6. In the *Alignment* group, you can set the cell justification, both horizontally and vertically – try out the various buttons (end with the central button – **[Align Center]**)
7. The *Data* group includes **[Repeat Header Rows]** and **[Sort]**

The *TABLE TOOLS DESIGN* tab is dominated by *Table Styles* which work in a similar way to heading styles etc. These allow you to completely change the look of a table at the click of a button. Again, you can define your own styles if you so wish. Of more interest to the average user are the borders and shading settings:

1. Click on the **DESIGN** tab on the *Ribbon*
2. The *Table Style Options* group on the left is used to define the various parts of the table to be used with styles (i.e. the **[Header Row]** button *is nothing to do with [Repeat Header Rows]*)
3. In the *Table Styles* group, move the mouse over some of the styles provided to see their effect (don't click on any of them)
4. Using the **[Shading]** button (click on the arrow underneath), colour the selected top row a *light grey*
5. In the *Borders* group, use the arrow underneath **[Borders]** to remove/add borders to selected cells

The *Borders* group lets you set up the line style, width and colour. You can then use the mouse to redraw lines or you can use the **[Borders]** button to apply the change to the cell (or pre-selected range)

6. Click on the **[Line Style]** button (to the left of **[Borders]**) and choose a *double line* – the **[Border Painter]** button is turned on and the cursor changes to a paintbrush
7. Point the brush cursor to a line and click the mouse button – it changes to a double line
8. Click on the **LAYOUT** tab at the top, and try out the **[Eraser]** button in the *Draw* group on the left of the ribbon – click with the rubber cursor to remove a border
9. The *Eraser* merges cells if the line is internal – click on **[Undo]** to reverse this then turn off **[Eraser]**

Note that you can add a border to any piece of text (from a word to a whole page) - for example, a line above and below a heading. The buttons for these borders are in



the *Paragraph* group on the **HOME** tab and the *Page Background* group on the **DESIGN** tab. Borders are another feature which can be set in a style.

Tip: If you want to have some text next to a diagram, simply create a table with one row and two columns. Place the diagram in one cell and the text in the other then remove the borders. Use the

[View Gridlines] button on the far left of the **LAYOUT** tab if you want to see where the table is – these do not print.

To learn more about tables, borders and shading, see the Microsoft Word: Tables advanced notes.

Captions

In the same way that *Heading* styles should be used for your main headings, *Captions* should be used for your figures and tables. These can then automatically generate a *Table of Figures* and a *Table of Tables* and allow you to cross-reference them in your text.

1. Click anywhere inside the table

Move to the **REFERENCES** tab and choose **[Insert Caption]** in the *Captions* group

2. The default *Position:* is **Above selected item** but this can be changed – press **<Enter>** for **[OK]**
3. Complete your caption by typing in some text

Note: You can redefine the *Caption* style if you don't like the way it looks, as you did earlier with *Headings*.

To cross-reference your table:

5. Move to a new line at the end of your work (press **<Ctrl End>** then **<Enter>**) then click on **[Cross-reference]** in the *Captions* group

4. Change *Reference type:* to **Table** (scroll down) and *Insert reference to:* to **Only label and number**
5. Press **<Enter>** for **[Insert]** then **<Esc>** to **[Close]** the *Caption* dialog box
6. Type in some text about the table to complete the sentence

You can use captions and cross-referencing for figures, equations, footnotes and your own captions (eg photographs, maps) in exactly the same way. End by generating a

Table of Tables :

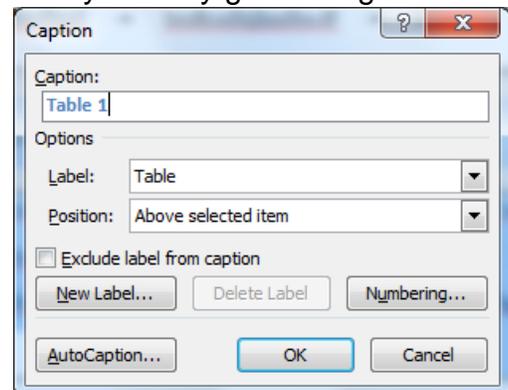
7. Press **<Enter>** for a new paragraph then click on

[Insert Table of Figures] in the *Captions* group

8. Check the *Caption label:* is set correctly to **Table** then press

<Enter> for **[OK]**

9. Press **<Ctrl z>** for **[Undo]** to remove the *Table of Tables* as it isn't needed here



Inserting Things

Footnotes (and Endnotes)

To insert a footnote:

1. Move the typing position to where the footnote indicator should appear
2. On the **REFERENCES** tab, click on the **[Insert Footnote]** button in the *Footnotes* group
3. Type in your footnote (anything will do here) then click back on the main text (or press **<up arrow>**)

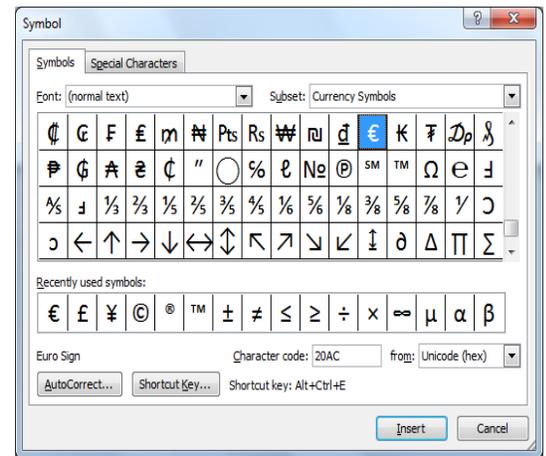
Note that there is also an **[Insert Endnote]** button. Endnotes appear below the end of your text; footnotes at the bottom of each page. Try inserting an endnote, if you like, and then use **[Undo]** to remove it.

To change a note:

4. Click on the text of the note at the bottom to move the typing position and edit as usual, then click back on the main text

To delete a note:

5. Drag through the note indicator in the main text to select it then press **<Delete>**



Special Characters

As well as the characters found on the keyboard, you might want to include special mathematical symbols, fractions and accented characters. To insert a special character:

1. Move to the **INSERT** tab and click on **[Symbol]** (far right) then **More Symbols...** - a dialog box appears:
2. If necessary, click on the *list arrow* attached to the *Font:* box and choose **(normal text)** at the top of the *Font:* list
3. Use the scroll bar on the right to move up and down the symbols – the *Subset:* box helps you move directly to sets of symbols (e.g. Greek Extended or Mathematical Operators)
4. *Double click* on a character to insert it - note that it's also added to the *Recently used symbols:*

For characters in a different font:

5. Click on the *list arrow* attached to the *Font:* box and choose **Wingdings –** near the bottom of the list

You can now select all sorts of characters from smiley faces to arrows and



everyday objects like telephones!

6. Add a few more characters then choose **(normal text)** at the top of the *Font:* list to return to normal
7. Next, click on the *Special Characters* tab for yet more symbols (eg a *non-breaking space*, used where two words must not be separated)
8. Press **<Esc>** or click on **[Close]** to close the *Symbol* window

Page Breaks

Sometimes you may wish to start a new page, for example for a new section or to put a table or diagram on a separate page. The temptation is to add blank lines by pressing **<Enter>** but, as you change your text, these breaks move up and down the paper. Instead, you should fix the position by inserting a *hard page break*. These can be added from the **[Page Break]** button at the start of the **INSERT** ribbon or, more simply:

1. Click where you would like the new page to appear
2. Hold down **<Ctrl>** and press **<Enter>** - a new page will appear
3. If you want a blank (numbered) page in a document, press **<Ctrl Enter>** a second time (or click on the **[Blank Page]** button above **[Page Break]** on the **INSERT** ribbon)

To remove a break, move to the top of the following page and press the **<Backspace>** key *twice* (or move to the foot of the previous page and press **<Delete>** *once*).

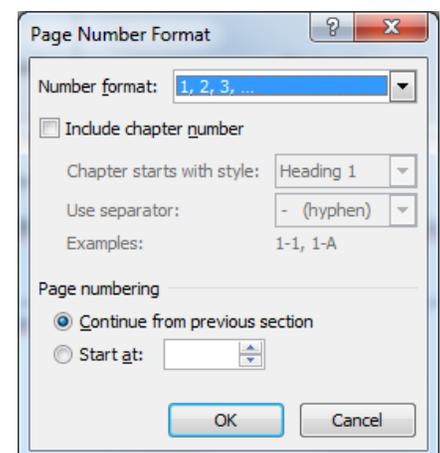
Page Numbers

To add page numbers to your document:

1. On the **INSERT** tab click on **[Page Number]** in the *Header & Footer* group
2. Choose **Top of Page** or **Bottom of Page** then the layout you prefer (usually the first three layouts put the page number to the left, centre or right respectively)

It's generally a good idea to keep the layout simple but scroll down to see more complex layouts.

3. Select the layout you prefer – the *HEADER & FOOTER TOOLS DESIGN* tab appears
4. Click on the **[Page Number]** button in the new *Header & Footer* group on the left
5. Choose **Format Page Numbers...** - the *Page Number Format* dialog box appears:
6. Here, you can set the *Number format:* (e.g. *i* or *- 1 -*) and can *Start at:* a number other than 1
7. Make any required changes then press **<Enter>** or click on **[OK]**





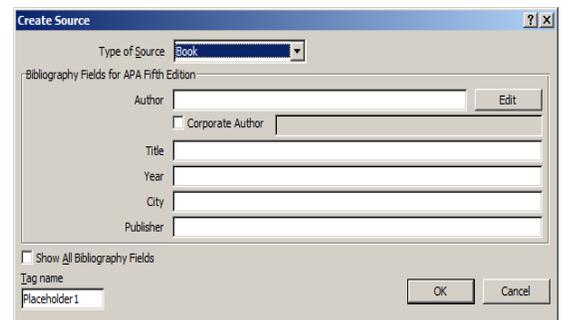
Tip: If you want to have different page numbering in different parts of your document (eg Roman numerals for the introductory pages of a thesis) then you need to divide your document into sections. A section break can be added using the **[Breaks]** button on the **PAGE LAYOUT** tab. Once you have the sections, each can have its own settings – page numbering, header, footer (see below) etc.

Headers and Footers

While the *Header & Footer Tools Design* tab is open, have a look at the other settings:

1. In the *Header & Footer* group, you can select from built-in **[Header]** or **[Footer]** layouts
2. In the *Insert* group, you can insert a date & time field (which can be fixed or which updates automatically)
3. In the *Navigation* group you can move between the header and footer (the **<up/down arrow>** keys also work)
4. In the *Options* group you can set a **[Different First Page]** – e.g. if you don't want this page numbered
5. Click on the **[Close Header and Footer]** button on the far right to move back to your text

Tip: You can also *double click* away from the header/footer (*double clicking* on a header/footer reactivates it) to move back to your text.



References and a Bibliography

When writing an essay or dissertation, you may want to include a bibliography. In Word 2013 you can have your own library of references, from which you can add selected references to your document.

1. Position yourself in the text and then move to the **REFERENCES** tab on the *Ribbon*
2. Click on **[Insert Citation]** in the *Citations & Bibliography* group and choose **Add New Source**
3. In the *Create Source* dialog box, type in a reference (again, anything will do but fill out all the fields)
4. Press **<Enter>** for **[OK]** and your reference (*author, year*) appears in your text
5. Repeat steps **2** to **4** for a second reference
6. Type in some more text then insert one of the references again – click on **[Insert Citation]** and choose one of the references from the list at the top
7. Now click on the **[Bibliography]** button in the same group and choose **Insert Bibliography** or a *Built-In* one– your references appear in full at the end of your document
8. To change the referencing style (eg to *Harvard*), choose the required style from the **[Style:]** button
9. Use **<Ctrl z>** to **[Undo]** any style changes and remove your bibliography

The **[Manage Sources]** button lets you pick up references from your library in other



documents. For further information see the Microsoft Word: References and Bibliography advanced notes.

Graphics, Pictures and Shapes

You might want to insert a picture into your text. Microsoft has its own selection of pictures that you can use or you can insert your own objects (eg Excel charts, scanned photographs or pictures you have drawn saved as JPEG, GIF or PNG files). For example, to insert a picture from the *Online*

Pictures Clip Art Gallery :

1. Position the *insertion point* where you want to insert the picture
2. Move to the **INSERT** tab and click on **[Online Pictures]** in the *Illustrations* group (use **[Pictures]** for your own picture, **[SmartArt]** for a more advanced graphic like an organization chart, **[Chart]** for a new chart, and **[Object]** in the *Text* group for an Excel chart)

An *Insert Pictures* window appears. Here you can search for a specific picture clip (on your PC or the WWW) from *Office.com Clip Art* (or use the *Bing Image* search engine).

3. Click in the search box next to *Office.com Clip Art*, type something (e.g. **sport**) and then press **<Enter>** for **[Go]**
4. Click on a picture and then **[Insert]**

The picture should already be selected - *handles* (small squares) show at the corners and edges of the picture. A *PICTURE TOOLS FORMAT* ribbon appears at the top.

A Layout Options icon  will show to the right of the picture. This can be used to change the way that text wraps around the picture. The default *Text Wrapping* setting is for the picture to be *In Line with Text*. This means that it can be moved around as if it were a word. There are several other settings but these should be avoided unless you know what you are doing..

5. Drag the *handles* to change the image's size/shape or use the buttons provided in the *Size* group on the far right of the **PICTURE TOOLS FORMAT** tab

Tip: Resizing from a corner circle handle will ensure that the proportions of the image stay the same if you use a handle at the side it will distort your image.

6. Use the *circular arrow* above the central handle on the top border to rotate the shape
7. Click on the **[Crop]** button in the *Size* group on the right and drag one of the black lines (in place of the resizing handles) inwards to hide part of the picture. Click again on the **[Crop]** button to accept this change
8. Press the key combination of **<Ctrl e>** to centre your picture horizontally on the page

Finally, add a caption:

9. Click on the picture (to activate it) then move to the **REFERENCES** tab and click on **[Insert Caption]** in the *Captions* group (about halfway along the ribbon)
10. Check that the *Label:* is set to **Figure** and select the required *Position:* (usually *below* for a figure) then click on **[OK]**
11. Complete the caption then press **<Enter>** for a new paragraph



To insert a shape:

1. Move back to the **INSERT** tab on the *Ribbon* and click on the **[Shapes]** button
2. Select a shape then position the mouse cursor (a cross or plus sign) where you want the shape to appear, hold down the mouse button and drag out the shape
3. Release the mouse button to fix the shape's size – the **DRAWING TOOLS FORMAT** tab appears

Handles are provided, as with a picture. Some shapes (eg a smiley face) also have yellow spots, which allow you to modify the shape. See the document *Microsoft Office: The Drawing Tools* for further information.

4. Click away from the shape to close the *Drawing Tools Format* tab

Another feature in Word allows you to insert a *screenshot* from a different window/application:

1. Place the current typing position where you want the screenshot to appear
2. On the **INSERT** tab, click on the **[Screenshot]** button (last in the *Illustrations* group)
3. If you want a whole window then choose it from those available
4. If not, choose **Screen Clipping**. Using the mouse cursor (shows as a cross or plus sign), drag over the area of the window required then release the mouse button – the area selected will be inserted into your text as a picture

Equations

To insert an equation:

1. Move to a new line at the end of your document (press **<Ctrl End>** and **<Enter>** if necessary)
2. On the **INSERT** tab, click on the **[Equation]** *list arrow* in the *Symbols* group on the far right
3. Select one of the *Built-in* equations (e.g. **Area of Circle**) – the **EQUATION TOOLS DESIGN** tab shows
4. Move along the equation using the **<arrow keys>** adding or replacing existing text/values as you go
5. Click away from the equation once you have finished making changes

Note: Equations can be numbered in the same way as tables/figures (using a *Caption*) and cross-referenced. See the *Microsoft Word: Equations advanced notes* for further details.

Adding Comments and Tracking Changes

The facility to show what changes/corrections have been made to a document since it was last saved is a useful, if sometimes annoying, one. You can also add comments in balloons:

1. Move to the **REVIEW** tab on the *Ribbon* and click on the icon above **[Track Changes]** in the *Tracking* group to turn tracking on (the status bar at the bottom of the window may now show that Track Changes are turned on)
2. Now type in some new text – a *red vertical line* will appear in the left margin marking this line as new



3. Select some text from earlier in your document and **<Delete>** it – the text is deleted and another *red vertical line* appears on the left
4. Select a word and make it bold (press **<Ctrl b>** or click on **[Bold]**) – the text turns bold and another *red vertical line* appears
5. Click on the box with a down arrow displaying *Simple Markup* and change it to **All Markup** – the red lines go grey, the deleted text appears in red with a line through it and the bold formatting is highlighted by a balloon on the right
6. Click the **[Show Markup]** button in the *Tracking* group (just underneath the *All Markup* box) choose **Balloons** then select **Show all Revisions Inline**

Note that any formatting changes (here, the bold command at step 5) are not shown in balloons.

To get the balloons back:

7. Repeat step 6 but select **Show Revisions in Balloons** – all changes, apart from new added text, will be highlighted in balloons on the right of your document
8. Select some different text and click on the **[New Comment]** button in the *Comments* group
9. A comment balloon appears (note that your *username or name* will probably show to indicate who's writing the comment) – type in some text as a comment

To delete a comment:

10. Click on the comment then use the **[Delete]** button in the *Comments* group

To delete all comments:

11. Click on any comment then on the arrow attached to the **[Delete]** button and choose **Delete All Comments in Document**

To accept or reject changes to your document:

12. Click on the change then use the **[Accept]** or **[Reject]** button in the *Changes* group

To accept all the changes and turn off tracking:

13. Click on the *list arrow* below **[Accept]** and choose **Accept All Changes and Stop Tracking**
14. **[Save]** the final version of your document – press **<Ctrl s>**

Printing and Page Setup

1. Move to the **PAGE LAYOUT** tab and look at the *Page Setup* group
2. The **[Margins]** button lets you set up the margins (the white space surrounding your text)
3. The **[Orientation]** button lets you choose *Landscape* to turn the paper sideways
4. The paper **[Size]** should normally be set to **A4**
5. The **[Hyphenation]** button lets you turn on automatic hyphenation (so that long words at the end of a line are split onto two lines)

Tip: To see all the *Page Setup* settings in a single dialog box, click on the *Page Setup* group arrow.

Finishing Off

You have now completed the *Intermediate* training, but there's a lot more to learn about Microsoft Word. Various guides to *Microsoft Word: Advanced Topics* are available



on the WWW and there are special notes to help you when using Microsoft Word for a Thesis (starting and finishing). Don't forget that Word has a comprehensive on-line help facility via the **[Help]** button (in the top right corner) or press the **<F1>** function key, usually on the top row of your keyboard.

To leave Microsoft Word:

1. Press **<Alt F4>** or click on the cross in the top right-hand corner of the Word window
2. Press **<Enter>** for **[Save]** if you want to save the changes to your document (or press **n** for **[Don't Save]** if you don't)



Instruction Sheet	LG37:Using keyboard and equipment
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Information Sheet-4	Using keyboard and equipment
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4.1. Following **OH&S** standards and regulations to avoid injury or illness

Occupational health and safety (OHS) relates to **health, safety**, and welfare issues in the workplace. OHS includes the laws, standards, and programs that are aimed at making the workplace better for workers, along with co-workers, family members, customers, and other stakeholders.

The main **purpose** of the Act is to protect workers from **health and safety** hazards on the job. It sets out duties for all workplace parties and rights for workers. It establishes procedures for dealing with workplace hazards and provides for enforcement of the law where compliance has not been achieved voluntarily.

OH&S may include

Ergonomics

Ergonomics is the study of efficiency, comfort and safety of people in their working environment. Ergonomics for text processing operators covers the following.

Computer Hardware

Keyboard

Ideally, the keyboard should allow the operator to work with his or her elbows at a 90-degree angle. The following steps can reduce strain on the hands and wrists.

1. Use a padded wrist rest placed in front of the keyboard.
2. Keep your hard copy next to and at the same distance from your eyes as the screen.
3. Don't pound the keys. This sends shockwaves up the arms that can create or aggravate problems with the fingers, wrists and arms.
4. Don't overreach when reaching for the function keys. This causes the finger tendons to stretch. Move your hand closer to the desired key before pressing it.



Mouse

Place your hand so it rests on the mouse with your index finger resting on the left mouse button, your middle finger resting on the right mouse button and remaining two fingers at the right of the mouse. The mouse is positioned at the right or left of the keyboard. A wrist rest helps to prevent RSI (Repetitive Strain Injury) problems from occurring.

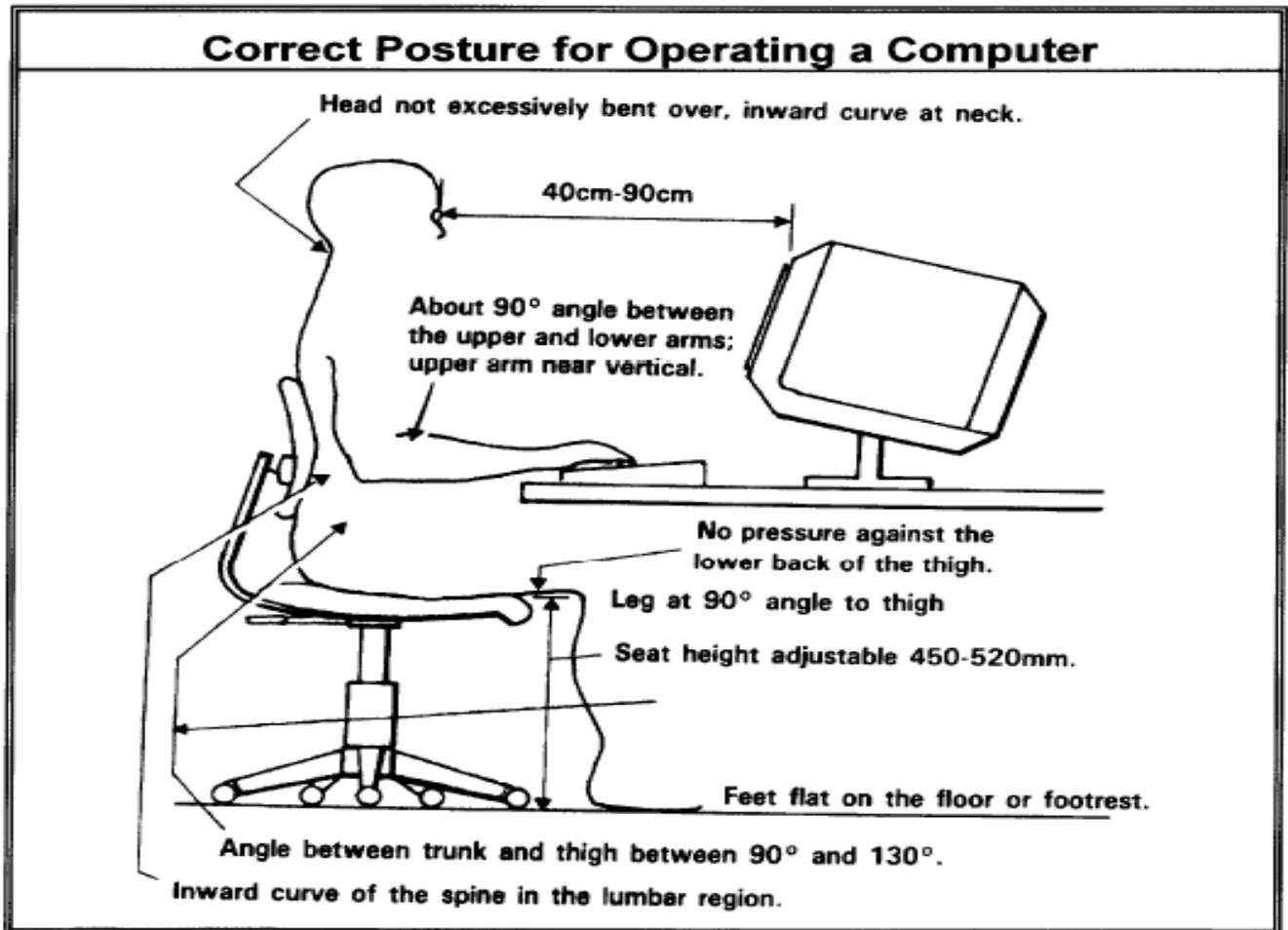
Monitor

Poor visibility can cause eye irritation and headaches. An anti-reflective or polarizing filter or treatment may be attached or applied to the monitor to cut down glare and help reduce radiation. You can also avoid radiation by ensuring you are not seated at the side or back of other monitors.

To prevent eyestrain, take the following steps.

1. The top of the screen should be just below eye level. To do this, you may need to reposition your system unit and use a separate stand for your monitor.
2. Adjust your monitor for maximum contrast and minimum brightness.
3. Reduce reflections by tilting the screen and avoid locations where the monitor directly faces towards or away from bright window light.
4. The monitor should also be adjusted to avert the glare from direct lighting. A glare screen and dark clothing can help reduce reflections.

Blink often when using a computer to prevent dry eyes and headaches and look away from your screen often.



Decor and Lighting

In order to reduce glare, rooms should be decorated in pastel shades. Blinds should be used to prevent strong sunlight from entering the room. Workstations should be located away from windows and positioned to avoid reflections. Where possible use natural light and blinds to control the light. In most offices a combination of natural and artificial light is used. Fluorescent lighting is usually the standard lighting used in office situations.

Room Temperature and Ventilation

Computers produce heat which can make your work space warmer than the rest of the office. Make sure the screen is not hard up against a wall or partition and that there is plenty of air flow around the unit. A small desk fan may be necessary if you are working in a confined space. Windows can be used for additional ventilation.

The combined effects of heat and humidity can produce dryness and eye irritation. The best environment is with a relative humidity of 45 per cent or greater. Air conditioning can lead to a dry atmosphere.



Noise

People and equipment, i.e. printers, photocopiers, phones, etc contribute to the noise factor within an office. If possible such equipment should be placed in areas away from where people are working to reduce noise levels.

Health Problems

Occupational overuse syndrome (OOS) and repetitive strain injury (RSI) are collective terms for a range of conditions, including injury, characterized by discomfort or pain in the muscles, tendons and other soft tissues, with or without physical signs. Symptoms can include:

- fatigue muscle discomfort
- a burning sensation stiffness
- aches and pains soreness
- Weakness numbness and tingling.

The risk factors for OOS or RSI can be summarized as:

- Poor planning for VDU work
- Poor work organization
- Inappropriate selection of computer hardware and software
- Inappropriate selection of office furniture
- An inappropriate VDU environment
- Poor workstation layout
- Lack of education, training and skills.

It is important that steps be taken to prevent these health problems from occurring. Repetitive tasks should be minimized and work breaks taken. Exercises should be used to stimulate blood flow - to help reverse the effects of muscle tension - and help you to relax. Ensure that your posture is correct at all times and report any aches and pains promptly so that they can be dealt with before they become severe or chronic.

Work Breaks

Operators should be given frequent breaks away from their terminals in order to avoid eyestrain and posture problems. The recommended break is 10 minutes every hour worked where work is screen-intensive. Try to vary tasks and take a break from your computer to do filing, make business phone calls, etc

Micro pauses

A micro pause is a short break in work for muscle relaxation. Specifically, it is a 5-10 second break in work for muscle relaxation every three minutes or so. Micro pauses



allow for the restoration of blood flow to muscles which have been held tense. It is when the muscles relax fully that micro pauses are of most value. They help you be more productive. A variation to exercises is simply to count your breaths.



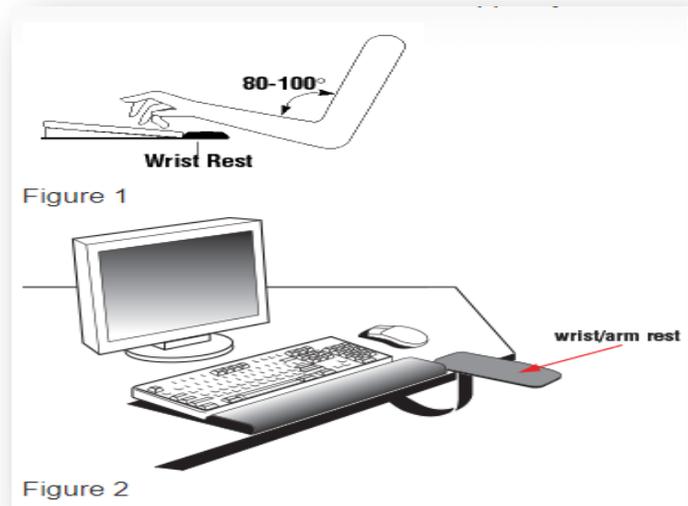
Exercises

Exercises should be done at regular intervals. These should include head rolls, shoulder lifts and wrist drops. Wrist drops simply involve dropping the arms down vertically with your body and shaking your wrists.

Eye Exercises

To avoid eye strain when using a computer screen do the following.

- Blink often to prevent the surface of your eyes drying out and becoming irritated.
- Stare off into space - every now and then look across the room or out the window.
- Adjust your screen so it is not too bright.
- Use a glare screen to minimize glare reflected back into your eyes.
- Wipe the dust off your screen regularly.



Foot-rest

A footstool (**foot stool**, **footrest**, **foot rest**) is a piece of furniture or a support used to elevate the **foot**

A foot-rest is useful when the desk and chair cannot be adjusted and can be used to ensure proper posture. Ideally the foot-rest slope should be comfortable, 0°-10° is recommended, with a flat surface area of 350 x 450 mm.

4.2. Using wrist rests and document holders where appropriate

A "wrist rest" is a device used to support your wrists while typing (Figure 1) or when using a computer mouse (Figure 2).

The idea is to reduce the strain on our **wrists**, limit the effects of carpal tunnel, and generally make our typing experience more comfortable. **Keyboard wrist rests** are a great technology if you're sitting in front of a computer for hours at a time each day

Copy-holder

A copy-holder makes it possible to view documents without excessive neck bending. It should be large enough to support the copy placed on it and should be stable in all positions. Position the copy-holder so it is comfortable, usually on a slight angle at the left of the screen.

1.2. Using monitor anti-glare and radiation reduction screens where

Anti-glare filters are designed to help relieve eyestrain, fatigue, headaches and the stress associated with continued viewing of computer **monitors** by **reducing glare**. **Anti-radiation filters** help eliminate exposure to **radiation** emissions. Some products provide both **anti-glare and radiation** protection.

How to Reduce Computer Screen Glare

- Adjust the brightness and contrast on the computer screen.
- Locate the monitor buttons on the side or bottom of the screen
- Dim the lights at home or in the office
- Relocate the computer monitor
- Place a monitor hood over the screen
- Cover computer screens with an anti-glare filter





- Wear anti-glare glasses

1.3. Ensuring user equipment is maintained and free from defects that could cause injury

Defective equipments are tools that are used by workers that can lead to severed limbs, crushing injuries, and fractures. Malfunctioning nail guns can cause ricocheting of nails, resulting in severe eye and head injuries.

Equipment may include but is not limited to:

- **Workstations**

A **workstation** is a special computer designed for technical or scientific applications. Intended primarily to be used by one person at a time, they are commonly connected to a local area network and run multi-user operating systems.

What is the difference between a PC and a workstation?

A **PC** has enough power to do most tasks such as email, web surfing, and word processing. But a **workstation** has more power. It can handle CAD, animation, data analysis, and photorealistic renderings, as well as video and audio creation and editing.



- **personal computers**

A **personal computer (PC)** is a multi-purpose **computer** whose size, capabilities, and price make it feasible for individual use. **Personal computers** are intended to be operated directly by an end user, rather than by a **computer** expert or technician. Businesses **use personal computers** for word processing, accounting, **desktop** publishing, and for running spreadsheet and database management applications

- **modems and other connectivity devices**

Modem is a **device** which converts the computer-generated digital signals of a computer into analog signals to enable their travelling via phone lines.

The **types** of available **modems** include analog, digital subscriber line (DSL), cable and Integrated Services Digital Network (ISDN). Analog **modems** are used for dial-up connections. DSL and cable are high-speed broadband connections

connectivity devices: Computer networking **devices** are units that mediate data in A computer network and are also called network equipment

- **hard drives**

- DSL modems

What does DSL modem do?

A digital subscriber line (**DSL**) **modem is** a device used to connect a computer or router to a telephone line which provides the digital subscriber line service for connectivity to the Internet, which **is** often called **DSL** broadband.

A digital subscriber line (DSL) modem is a device used to connect a computer or router to a telephone line which provides the digital subscriber line service for connection to the Internet, which is often called DSL broadband.

How does a DSL modem work?

When you connect to the Internet, you might connect through a regular **modem**, through a local-area network **connection** in your office, through a cable **modem** or through a digital subscriber line (**DSL**) **connection**. **DSL** is a very high-speed **connection** that uses the same wires as a regular telephone line.



- **Monitors**

- A **computer monitor** is an output device that displays information in pictorial form
- A display screen used to provide visual output from a computer, cable box, video camera, VCR or other video generating device. Computer **monitors use** CRT and LCD technology, while TV **monitors use** CRT, LCD and plasma technologies

Types of computer monitors

However, based on the technology used to make computer monitors, they can be broadly categorized into three types.

- CRT (cathode ray tube) monitors. These monitors employ CRT technology, which was used most commonly in the manufacturing of television screens
Cathode Ray Tube: A vacuum tube used as a display **screen** in a **computer monitor** or TV. The viewing end of the tube is coated with phosphors, which emit light when struck by electrons. In the past, **CRT** was a popular term for a **computer** display terminal.
- LCD (liquid crystal display) monitors. The LCD monitor incorporates one of the most advanced technologies available today.

A flat panel screen that uses the **liquid crystal display (LCD)** technology and connects to a **computer**. Laptops have used **LCD** screens almost exclusively, and the **LCD monitor** is the standard display screen for **desktop computers**

- LED (light-emitting diodes) monitors.
An **LED Monitor** is flat screen computer **monitor** that uses light emitting diodes as backlight. They are typically less expensive than LCDs, more reliable, operate at lower temperatures and consume less power. ... **LED monitors** use light emitting diodes as backlight while LCD **monitors** use cold cathode fluorescent lamps.

- **Switches**

What is a switch in a network?

A **network switch** (also called **switching** hub, bridging hub, officially MAC bridge) is a computer **networking** device that connects devices on a computer **network** by using packet **switching** to receive, process, and forward data to the destination device.

Why do we use network switches?



Switches allow different devices on a **network** to communicate. Routers allow different **networks** to communicate. A router also connects networked computers to the Internet, so multiple users can share a connection. And a router acts as a dispatcher.

- **Hubs**

Hubs are devices commonly used to connect segments of a LAN. The **hub** contains multiple ports. When a packet arrives at one port, it is copied to the other ports so that all segments of the LAN can see all packets.

Ethernet is the traditional technology for connecting wired local area networks (LANs), enabling devices to communicate with each other via a protocol -- a set of rules or common network language.

Ethernet hub

An Ethernet hub, active hub, network hub, repeater hub, multiport repeater, or simply hub is a network hardware device for connecting multiple Ethernet devices together and making them act as a single network segment

What are computer hubs?

A network **hub** is a device that allows multiple **computers** to communicate with each other over a network. It has several Ethernet ports that are used to connect two or more network devices together. While switches send incoming data to a specific port, **hubs** broadcast all incoming data to all active ports.

- **personal digital assistant (PDA)**

A personal digital assistant, also known as a handheld PC, is a variety mobile device which functions as a personal information manager. PDAs have been mostly displaced by the widespread adoption of highly capable smartphones, in particular those based on iOS and Android.

Personal digital assistant is a term for a small, mobile, handheld device that provides computing and information storage and retrieval capabilities for **personal** or business use, often for keeping schedules, calendars and address book information handy

Short for **personal digital assistant**, a handheld device that combines computing, telephone/fax, Internet and networking features a typical **PDA** can function as a cellular phone, fax sender, Web browser and **personal** organizer. PDAs may also be referred to as a palmtop, hand-held computer or pocket computer.



- Other peripheral devices

What is the function of peripheral devices?

A **peripheral device** is an internal or external **device** that connects directly to a computer but does not contribute to the computer's primary **function**, such as computing. It helps end users access and use the functionalities of a computer.

A **peripheral device** is any auxiliary **device** that connects to and works with the computer to either put information into it or get information out of it. A **peripheral device** may also be referred to as an external **peripheral**, integrated **peripheral**, auxiliary component, or I/O (input/output) **device**.

Common external **peripheral devices** include **devices** like a mouse, keyboard, pen tablet, external hard drive, printer, projector, speakers, webcam, flash drive, media card readers, and microphone.

Types of peripheral devices

There are many different peripheral devices, but they fall into three general categories:

- Input devices, such as a mouse and a keyboard.
- Output devices, such as a monitor and a printer.
- Storage devices, such as a hard drive or flash drive.



Short Answer Questions

Directions: Answer all the questions listed as you instructed. (5 points each)

1. Demonstrate and discuss OHS and ergonomics

2. Explain antiglare and how to minimize monitor /screen gleam

3. Explain the following terms in short and precise

- Defected equipments
- Business Equipments
- Computer peripheral devices

Note: Satisfactory rating – 13 points

Unsatisfactory - below 12 points

You can ask your Trainer for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



LG35: Accessing, retrieving and manipulating data

Information Sheet-2

Accessing, retrieving and manipulating data

2.1. Select and access **files**

What is a file explain?

A file is a collection of data stored in one unit, identified by a filename. It can be a document, picture, audio or video stream, data library, application, or other collection of data.

What is the use of files?

A **file** is a tool used to remove fine amounts of material from a work piece. It is common in woodworking, metalworking, and other similar trade and hobby tasks.

Files may include but is not limited to:

HTML PAGES

HTML is short for Hypertext Markup Language. **HTML** is used to create electronic documents (called pages) that are displayed on the World Wide Web. Each **page** contains a series of connections to other pages called hyperlinks.

Hypertext Markup Language is **used** to create web pages. Site authors use **HTML** to format text as titles and headings, to arrange graphics on a webpage, to link to different pages within a website, and to link to different websites

PDF files

What is a PDF file?

PDF stands for "portable document format". It was introduced to ease the sharing of documents between computers and across operating system platforms when you need to save **files** that cannot be modified but still need to be easily shared and printed.

What program opens a PDF?

Adobe Acrobat Reader: **PDF** Viewer, Editor & Creator. Adobe Acrobat Reader is the most reliable, free global standard document



management system available. View, edit, sign, and annotate **PDF** documents by working directly on the text.

How to convert a PDF file to Word:

- Open a file in Acrobat.
- Click on the Export PDF tool in the right pane.
- Choose Microsoft Word as your export format, and then choose Word Document.
- Click Export.
- Name the Word file and save it in a desired location.

The best free PDF to Word converter 2019

- WPS PDF to Word Converter.
- Wondershare PDFElement.
- Free Online OCR.
- Nitro PDF to Word Converter.
- UniPDF.

How can I convert a PDF file?

- Open a file in Acrobat.
- Click on the Export PDF tool in the right pane.
- Choose Microsoft Word as your export format, and then choose Word Document.
- Click Export. If your PDF contains scanned text, Acrobat will run text recognition automatically.
- Name the Word file and save it in a desired location.

The Best PDF Converter Software in 2019: Our Picks

- Adobe Acrobat PDF Converter.
- ABBYY FineReader.
- Wondershare PDF Converter
- Soda PDF
- PDF Architect
- SmallPDF Converter
- Nitro PDF Converter
- Power PDF

TEXT FILES

A **text file** is a computer **file** that only contains **text** and has no special formatting such as bold **text**, italic **text**, images, etc. With Microsoft Windows computers **text files** are identified with the **.txt file** extension

What is the most commonly used text file formats?



Common text file extensions include **.TXT**, **.RTF**, **.LOG**, and **.DOCX**.

How do you create a TXT file?

Another way to **create a text file** is to right-click on your desktop screen and in the menu that appears, click New and then click **Text Document**. Creating a **text file** this way opens your default **text** editor with a blank **text file** on your desktop. You can change the name of the **file** to anything you want

PICTURES(file-photo)

file-photo. Noun. (plural **file photos**) (media) a photograph that is representative of the subject being discussed, or may have been taken prior to a current news incident.

What is the best photo format?

However, we will talk about the most used file formats that are used with the industry best photo editing software to edit photos.

- JPEG. JPEG stands for Joint Photographic Experts Group, and its extension is widely written as .jpg. ...
- PNG. PNG stands for Portable Network Graphics. ...
- GIF
- PSD.
- TIFF.

MUSIC

Music comes in a variety of downloadable formats such as MP3, wav, Windows Media and iTunes.

The **music** can usually then be saved to your computer. MP3 **files** are open source compressed **audio files**

How do I make a music album on my computer?

How To Create An Album

- From a desktop computer go to the upload section for music.
- Click Create new album.
- Fill out the required fields.
- Select Save.
- Once the album is created, you can drag songs into the album area.
- Drag and drop the songs to rearrange the order.

How do I add songs to an album in Windows Media Player?

- Open Windows Media Player. ...



- Click the "Album" button in the "Music" section of the library.
- Select the album you want to add songs to.
- Right click and select "Edit" from the sub-menu.
- Enter "Ctrl" and "C" on the keyboard to copy the album title.

EMAIL MESSAGES

What file type is an email?

Email (Electronic **Mail Format**) Description EML, short for electronic **mail** or **email**, is a **file extension** for an **email** message saved to a **file** in the Internet Message **Format** protocol for electronic **mail** messages. It is the standard **format** used by Microsoft Outlook Express as well as some other **email** programs

How do I open an email file?

Open the **file** in a mail client.

EML files are essentially **emails** in **file** form. The easiest **way to open** them is to use an **email** client such as Outlook, Outlook Express, Windows Live Mail, or Thunderbird

Can I save emails to my computer?

Open a folder where you want to store copies of your **emails** in your file explorer. Select all the messages you want to **save**, and simply drag and drop them into the folder. This **will** include attachments as well, but they **can** only be opened in Outlook as the format of the **saved** files is proprietary to the e-mail client

How do I save emails to my documents?

1. Open the message you want to save, and on the File tab, click Save As.
2. In the Save as dialog box, in the Folder pane, choose a folder, and then the location in that selected folder where you want to save the file.
3. In the File name box, type a name for the file.

2.2. Amend and save **files** according to requirements

How are files stored?

2. A file is a "package" of data that is stored on a disk. It is very similar to having a file stored in a filing cabinet.
3. The files are organized in directories (also known as file folders).
4. Directories can contain files or other directories.
5. Every disk has a root directory.

How do you save a file?

The steps required to save a file to a standard location.

1. Launch the File Save dialog. In the File menu, select the Save As menu item.



2. Name the file. Open the folder containing the desired file
3. Select the desired folder in which to save the file
4. Specify a file format type
5. Click on the Save button

How can open a file?

Open a File from Within a Program

1. Click File in the top toolbar.
2. From the list that appears, select Open. The Open dialog box appears.
3. At the top of the Open dialog box is a label Look in. ...
4. Click the file name from the middle box that you wish to open. ...
5. Next, click Open.

2.3. Producing documents and **files** that meet organizational needs

Document production: Document production is a process, and is made up of three stages:

1. Plan

Producing a workplace document always requires some level of planning and preparation. Planning is an important step, as it helps to clearly identify what is required, so that you get it right first time. Effective planning will:

- Ensure the document achieves the communication **goal** (the document **purpose**)
- Ensure the document meets organizational and client needs and requirements
- Ensure the document meets user needs
- Help to establish the **objectives** (steps to achieve outcome) of the task
- Identify available resources and **constraints** (restrictions).

Planning to produce a document requires you to:

- ✓ Identify the organization's requirements
- ✓ Identify the client's needs
- ✓ Identify and gather resources

2. Produce

- ✓ Develop the document design and structure

Improving document design and layout

Specific ways to improve the overall design and layout of a document include:

- Ensure adequate spacing between lines and paragraphs for large blocks of text
- Ensure that the font size of headings is larger than the document text (body)
- Maximize white space on a page by setting wide margins
- Use headings and objects to direct the reader's eye to the point on the page that you want them to see first
- Minimize the use of different fonts; use only one or two fonts for formal documents



- Minimize distracting elements, such as lines, borders and colors
 - Only use visual elements (images, tables, charts, etc.) to enhance or reinforce the message, or where a visual element will more clearly convey the message than the text
 - Ensure that all elements are aligned with other elements and text on a page
 - Don't use right-aligned, centre-aligned or justified text in long documents
 - Use bullets and/or numbering for a list; this breaks up long slabs of text and increases white space
- ✓ Write and /or edit text and content
 - ✓ Seek feedback and make adjustment
3. Publish
- ✓ Present the document in the required format
 - ✓ Distribute the document
 - ✓ Store the document

2.4. Save files in appropriate directories/folders

Naming files and folders

Naming conventions are rules which enable the *titling of electronic and physical folders, documents and records* in a consistent and logical way. This ensures that the correct records can be *located, identified and retrieved from a filing system* in a timely fashion, and that they are stored in an appropriate secure location. Ideally, the best time to think how to name and structure the documents and directories you create is at the start of a project. The principles of naming conventions can equally be applied to electronic and physical files/folders/material.

Benefits of naming conventions

Naming records consistently, logically and in a predictable way will distinguish similar records from one another at a glance, and by doing so will facilitate the storage and retrieval of data. Through consistency and the application of logical standards we benefit from secure storage, and the ability to locate and access information.

File identifiability

Good practice dictates that all information (files, datasets, documents, or records) should be identifiable and traceable. This can be achieved by following good practices by applying referencing to all documents/files.

Document/file references will include:

- File name, or full file path including file name
- Name/role of file author(s) or originator(s)



- Date of creation, edit or event which is the subject of the document/file
- Version number if applicable

Suggested file and folder naming conventions

1. Keep file and folder names short, but meaningful.
2. Avoid unnecessary repetition and redundant words in file names and file paths.
3. Use capital letters to delimit words, not spaces.
4. When including a number in a file name always give it as a two-digit number rather than one, i.e. 01, 02 ... 99, unless it is a year or another number with more than two digits.
5. If using a date in the file name always state the date 'back to front', and use four digit years, two digit months and two digit days: YYYYMMDD or YYYYMM or YYYY or YYYY-YYYY.
6. When including a personal name in a file name give the family name first followed by the initials.
7. Avoid using common words such as 'draft' or 'letter' at the start of file names, unless doing so will make it easier to retrieve the record.
8. Order the elements in a file name in the most appropriate way to retrieve the record.
9. The file names of records relating to recurring events should include the date and a description of the event, except where the inclusion of any of either of these elements would be incompatible with rule 2.
10. The file names of correspondence should include the name of the correspondent, an indication of the subject, the date of the correspondence and whether it is incoming or outgoing correspondence, except where the inclusion of any of these elements would be incompatible with rule 2.
11. The file name of an email attachment should include the name of the correspondent, an indication of the subject, the date of the correspondence, 'attch', and an indication of the number of attachments sent with the covering email, except where the inclusion of any of these elements would be incompatible with rule 2.
12. The version number of a record should be indicated in its file name by the inclusion of 'd' followed by the version number and, where applicable, 'd' indicating 'draft version'.
13. Avoid using non-alphanumeric characters in file names.



2.5. Exit software correctly without loss of *data*

How do you exit a document?

In any form of document before you decided to exit/close a file/document save your work properly.

The other way in which you can close a **file** is to use the buttons on the very top right of the screen. It is the set of buttons that appears in the blue status bar. Click on the X (circled below) to **exit** Word.

Data may include

- Text
- Images
- Graphics
- Screenshots
- icons added to the document



How data can be lost?

Data loss occurs when data is accidentally deleted or something causes data to become corrupted. Viruses, physical damage or formatting errors can render data unreadable by both humans and software. Losing files and documents often has a lasting impact on your company's financial health.

What causes data loss?

Most common reasons for data loss are connected to our everyday lives - the way we save, store and handle our data.

- Deleting files accidentally
- Mechanical damages of hard drive
- Power failures
- Theft of computer
- Spilling coffee, and other water damages
- Fire accidents and explosions
- Hardware or System Malfunctions. According to a survey of data loss's causes, more than two-fifth of users lose data because of hardware or system malfunctions.
- Human Errors. Believe or not, human error is also one of the most common causes of data loss.
- Software Corruption.
- Natural Disasters.

Viruses and damaging malware

In addition, many **viruses** also perform a trigger event, such as displaying a message on a certain date, or deleting files after the infected program is run a certain number of times. The majority of **viruses** are harmless but some **viruses**, however, are menacingly. They lead **to** system crash, file corruption and **data** lost.

How would you avoid data losses?

In order to avoid data loss situation, some of the following steps may help.

- Backup.
- Practice good working habits.
- Use an anti-virus software and keep it updated.



- Protect against power surges with an UPS.
- Keep your machine dry in a dry, shaded, dust-free and well-ventilated area.
- Do not over-tweak your system.

Self-Check -2	Practical Test
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Short Answer Questions

Directions: Answer all the questions listed as you instructed. (5 points each)

- **Reach all activities (activity 1 to activity 6)**

Before beginning, start your computer and enter My Computer, from here access your drive.

Before beginning, start your computer and enter	How to:
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My Computer, from here access your drive. Task:	
Delete File	Click on the file so it is highlighted, then hit your “Delete” key or right click your mouse and select “Delete”
Create a Folder	Make sure that you are in the area where you want to create the folder. Go to File ⇒ New ⇒ Folder. Type in the name of your new folder. (Use right mouse click to change the name if a mistake is made).
Move a file to folder	Click on the file ⇒ Hold down mouse button and drag over to the folder.
Move multiple files to folders	Click on the first file, then hold down the Control key (Ctrl) while clicking on others to be moved, then drag over to the required folder.

Activity 1

1. Following the instructions above, clean out your drive by deleting any unwanted files from your folder
2. Create a folder called “Old Files” and move any remaining files there.
3. Create a folder with folder name CCWS2
4. Create a subfolder for each of the subjects you are studying this year, giving them an appropriate name.
5. Inside each subject’s folder, create four folders named “Term 1”, “Term 2”, “Term 3” and “Term 4”.
6. Go into your CCWS2 folder, then Term 1. Create two folders, BUF0919A & BUF0919B.
7. Move any files created so far into these folders.
8. Inside Term 2, create a folder, BUF2019B.
9. From now on maintain your files and ensure that they are placed into appropriate folders.

Activity 2

Create the spreadsheet below using Excel. Type in Monday and use auto fill to enter the rest of the days. Calculate a formula, auto sum, for the total column and another formula for the total row. Format all number cells to currency, with two decimal places. Centre, bold and shade all column headings and bold row headings.



	GROCERIES	HARDWARE	ELECTRICAL	CLOTHING	TOTAL
Monday	2076	1914	1635	1187	
Tuesday	1983	1826	1796	1399	
Wednesday	1148	1670	1567	1056	
Thursday	1764	1937	1887	1123	
Friday	2165	1754	1642	1449	
Total					

Activity 3

Create the following spreadsheet. Calculate Net weight (Net weight = Gross weight - Weight of truck). All formulas should begin with =.

Driver name	Gross weight	Weight of truck	Net weight
Addison T J	1578	905	
Bailey R 1	1963	1256	
Bryant E F	1256	875	
Dacey F M	2027	1389	
Dalton D M	2315	1612	
Maxwell J P	1985	1027	
Spender N A	2579	1879	
Waters J	2066	1157	
TOTAL			

Activity 4

Create the following spreadsheet. Calculate formulas for Gross pay, Net pay, and the total row. Merge and centre the Payroll heading. Shade, centre, and bold column headings. Format figures to two decimal places.

Gross pay = ordinary pay + overtime. Net pay = Gross pay - deductions (tax + insurance)

Name	Ordinary Pay	Gross Pay	Overtime Pay	Gross Pay	Tax	Insurance	Net Pay
Belete	196.55	187.6	206.72		194.36		
Kasahun	25.75	2.34	30.2		29.14		
Shumi	43.6	41.82	44.1		42.71		
Sorsa	7.95	13.16	12.85		10.89		
Total							

Activity 5

Create the following spreadsheet. Calculate formulas where necessary. Use appropriate formatting. Use the heading, Weekly Payroll.



	Mon	Tue	Wed	Thu	Fri	Total hours	Hourly rate	Gross pay
M Allen	8	8	8	8	7		8.35	
G Brole	7	7.5	7.5	7.5	8		6.25	
K Doumen	7.5	8.5	7	8	8		8.35	
S Gould	8	7	8		8		6.25	
A Hill	8	8	4	8	8		7.75	
R Jones	8	6	8	6.5	8		6.00	
C Miller	7.5	7.5	7	7	8		5.75	
B Mould	8	8	4.5	8	8		6.25	
J Potic	8	8	8	7	5.5		6.50	

Activity 6

Create the following spreadsheet. Format numbers to 0 decimal places. Calculate formulas for the total column and the total row. Calculate average (=average (:)).

Name	Test 1	Test 2	Test 3	Total	Average per Test
D Hay	56	64	76		
M Hennessey	65	84	54		
D Molloy	90	86	93		
M Noble	76	85	79		
C Parish	57	68	59		
R Smith	68	67	69		
J Urquhart	56	68	67		
G Williams	89	85	79		
TOTAL					

Note: Satisfactory rating – 11 points Unsatisfactory - below 11 points

You can ask your Trainer for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



LG36:	Accessing and using help functions within each application
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Information Sheet-3	Accessing and using help functions within each application
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What is help in computer?

In **computing**, **Help** usually refers to online documentation. If you encounter a problem or forget a command while running the program, you can summon the documentation by pressing a designated **Help** key or entering a **HELP** command. In Windows, the **Help** key is the function key labeled F1.

Computer support is the process of providing diagnostic, troubleshooting, maintenance and repair services to a **computer** or similar device. It allows end users to seek and receive specialized **computer** maintenance and management services, either locally from their home/office or remotely via the Internet.

3.1. Identifying the help resources available for basic difficulties with the software

Using Help

- The help facility has been included in the Windows operating system since Windows 95, the help files are installed as part of the installation. Over the years the help facility has been upgrade to take advantage of internet access so Microsoft's knowledge base can be included in the searched for topics.
- It looks different in every version of Windows but the basic idea is the same. You can usually press the "F1" key to access help regarding your current program

3.2. Accessing user help documentation and other resources for basic difficulties with the software



What is help documentation?

A **help** system (sometimes called a **help** file) is documentation components of a software program that explains the features of the program and **helps** the user understand its capabilities.

How to Access Help and Support

- Select the Start menu button.
- Select Help and Support .
- In the Search Help text box, type a term to search on.
- Click Search Help .
- Windows returns a list of articles related to the search term.

Self-Check -3	Practical Test
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- Click an article's link to read the article.

Short Answer Questions

Directions: Answer all the questions listed as you instructed. (5 points each)

1. Demonstrate how to Accessing and using help functions within each application

A. A, Word processor 9 Word 2007)

B. Spreadsheet (Excel 2007)

C. Database management (Access 2007)

2. Discuss on how to access help and support

Note: Satisfactory rating – 15 points

Unsatisfactory - below 8 points

You can ask your Trainer for the copy of the correct answers.



Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____