MINISTRY OF EDUCATION

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

KENYA INSTITUTE OF CURRICULUM DEVELOPMENT
STUDY NOTES

Computer Applications I

MODULE I: SUBJECT NO 2

Contents

CHAPTER 1: INTRODUCTION TO COMPUTER APPLICATIONS

Computer Application/Application software

An **application program** (**app** or **application** for short) is a computer program designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.

Recall is as the non-physical parts of the computer. A computer uses to get the job done. They are the instructions given to the computer.Software needs to be accessed before it can be used. There are many terms used for process of accessing software including **running**, **executing**, **starting up**, **opening**, and others.

Types of Software

The three basic types of software are:

- **Commercial** - prepackaged and is available from software stores and through the Internet.
- **Shareware** - developed by individual and small companies that cannot afford to market their software worldwide or by a company that wants to release a demonstration version of their commercial product.
- **Open source software** - created by generous programmers and released into the public domain for public use.

Software can be used as follows:

- Switch on the computer.
- Open the application software
- Input data
- Processing
- Store/Output
- Close file
- Close the application
- Turn off the computer.

Classification of Computer software

Computer software is classified as follows:
•***System Software*** - Software that handle the running of your computer's hardware.
•***Application Software*** - Software that has been developed to solve a particular problem, or perform specific task for the user. System Software controls the location and usage of hardware resources and enables the application software to run.

System software

This is the type of software that enables the computer to manage its resource. It is further divided into;

- **Firmware** - system software fixed into hardware components e.g. BIOS.
- **Network** - type of computer software that enable computers to communicate over a network
- **Utility**– used to manage computer files, diagnose and repair computer problems e.g. antivirus, compilers, diagnostic tools etc
- **Operating systems** – provides the interface between the user, the hardware and the application software

Application software **–** This is the type of software that solve specific problems or perform specific tasks. It is divided into;

- Off – the – shelf application software – programs developed by software engineers and made available in the market for sale. Normally sold in bundles called program suites e.g. the Microsoft Office programs suite.
- In – house –developed packages –also referred to as tailor –made – application software. Designed or tailored t solve problems specific to an organisation.

Example of operating system: Ms DOS, PC DOS, UNIX, Linux, Windows etc.

Stating the applications in a computers

Here we will learn how to **Open** and **Close** an application. An application, sometimes called a program, performs a certain task. There are literally hundreds of applications and it would be impossible for us to know them all. The good news is that applications Open (start) and Close (end) in the same manner.

An application is defined as a computer program designed to help people perform a certain type of work (or recreation!). Examples of applications include word processing programs, spreadsheets, media players, and even games.

Open an Application via the Desktop

Let's review a few concepts we covered on a previous lessons. The **Desktop** is the image you see when your computer powers on. Located on your **Desktop** are Icons and these **Icons** are graphic images that when clicked will **Open** or "start" a program. Placed on your **Desktop** is an **Icon** to a commonly played card game called Solitaire. We will use this application to practice **Opening** and **Closing** an application.

Click on the **Solitaire Icon** to open the application.

Close an Application

After clicking on the Solitaire Icon, the application will Open or start. A screen similar to below will appear.

On the screen in the upper right corner is a red X : . Click on the to close the application. Closing the application will stop or end the program, putting it away.

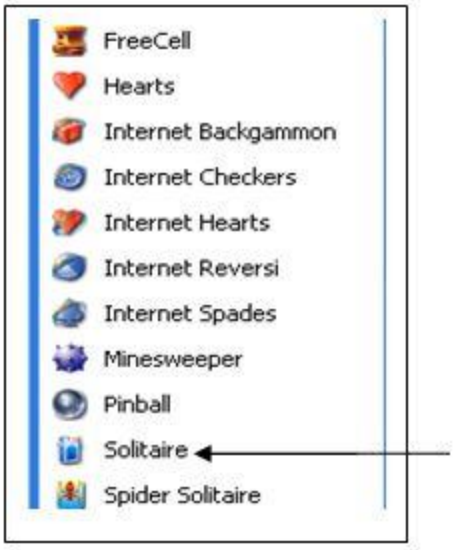
Open an Application via the Start Menu

Earlier we opened the Solitaire application by clicking the Solitaire Icon on the Desktop. Now, let's use the **Start** button to open the Solitaire application. The **Start** button is located in the lower left corner of the Desktop and looks like this:

Click on the **Start** Button located on your Desktop. The **Start Menu** will appear. The Start Menu allows for accessing your applications, getting help, or changing options on your computer. **Slowly** move your mouse to the **All Programs**.

The **All Programs** menu will expand showing you the programs in your computer. The All Programs menu may vary from computer to computer as each computer could have different programs loaded. In the list of programs, look for the menu option that says Games and looks like:

Notice there is a **triangle** beside the word Games. The triangle is referred to as an arrow and indicates there are more menu options. If you move your mouse to the arrow the other options will appear. Move your mouse to the arrow and the **Games Menu** appears. The list of games may be different from computer to computer.



Slowly move your mouse **over** to the list of games and **down** (not diagonally - straight over and then straight down!) to Solitaire. Once your mouse is on Solitaire click your mouse to open the application. Solitaire should open as you saw earlier. Once again, you can close the application with the X in the upper right hand corner.

Important!

It's a good idea to close any open applications before you shut down your computer!

Interesting bit

Many of the games on the computer will help strengthen your mouse skills, so it is like mouse practice!

Computer - Applications

Business

A computer has high speed of calculation, diligence, accuracy, reliability, or versatility which has made it an integrated part in all business organizations.

Computer is used in business organizations for −

- Payroll calculations
- Budgeting
- Sales analysis
- Financial forecasting
- Managing employee database
- Maintenance of stocks, etc.

Banking

Today, banking is almost totally dependent on computers.

Banks provide the following facilities −

- Online accounting facility, which includes checking current balance, making deposits and overdrafts, checking interest charges, shares, and trustee records.
- ATM machines which are completely automated are making it even easier for customers to deal with banks.

Insurance

Insurance companies are keeping all records up-to-date with the help of computers. Insurance companies, finance houses, and stock broking firms are widely using computers for their concerns.

Insurance companies are maintaining a database of all clients with information showing −

- Procedure to continue with policies
- Starting date of the policies
- Next due installment of a policy
- Maturity date
- Interests due
- Survival benefits
- Bonus

Education

The computer helps in providing a lot of facilities in the education system.

- The computer provides a tool in the education system known as CBE (Computer Based Education).
- CBE involves control, delivery, and evaluation of learning.
- Computer education is rapidly increasing the graph of number of computer students.
- There are a number of methods in which educational institutions can use a computer to educate the students.
- It is used to prepare a database about performance of a student and analysis is carried out on this basis.

Marketing

In marketing, uses of the computer are following −

- **Advertising** − With computers, advertising professionals create art and graphics, write and revise copy, and print and disseminate ads with the goal of selling more products.
- **Home Shopping** − Home shopping has been made possible through the use of computerized catalogues that provide access to product information and permit direct entry of orders to be filled by the customers.

Healthcare

Computers have become an important part in hospitals, labs, and dispensaries. They are being used in hospitals to keep the record of patients and medicines. It is also used in scanning and diagnosing different diseases. ECG, EEG, ultrasounds and CT scans, etc. are also done by computerized machines.

Following are some major fields of health care in which computers are used.

- **Diagnostic System** − Computers are used to collect data and identify the cause of illness.
- **Lab-diagnostic System** − All tests can be done and the reports are prepared by computer.
- **Patient Monitoring System** − These are used to check the patient's signs for abnormality such as in Cardiac Arrest, ECG, etc.
- **Pharma Information System** − Computer is used to check drug labels, expiry dates, harmful side effects, etc.
- **Surgery** − Nowadays, computers are also used in performing surgery.

Engineering Design

Computers are widely used for Engineering purpose.

One of the major areas is CAD (Computer Aided Design) that provides creation and modification of images. Some of the fields are −

- **Structural Engineering** − Requires stress and strain analysis for design of ships, buildings, budgets, airplanes, etc.
- **Industrial Engineering** − Computers deal with design, implementation, and improvement of integrated systems of people, materials, and equipment.
- **Architectural Engineering** − Computers help in planning towns, designing buildings, determining a range of buildings on a site using both 2D and 3D drawings.

Military

Computers are largely used in defence. Modern tanks, missiles, weapons, etc. Military also employs computerized control systems. Some military areas where a computer has been used are

- Missile Control
- Military Communication
- Military Operation and Planning
- Smart Weapons

Communication

Communication is a way to convey a message, an idea, a picture, or speech that is received and understood clearly and correctly by the person for whom it is meant. Some main areas in this category are −

- E-mail
- Chatting
- Usenet
- FTP
- Telnet
- Video-conferencing

Government

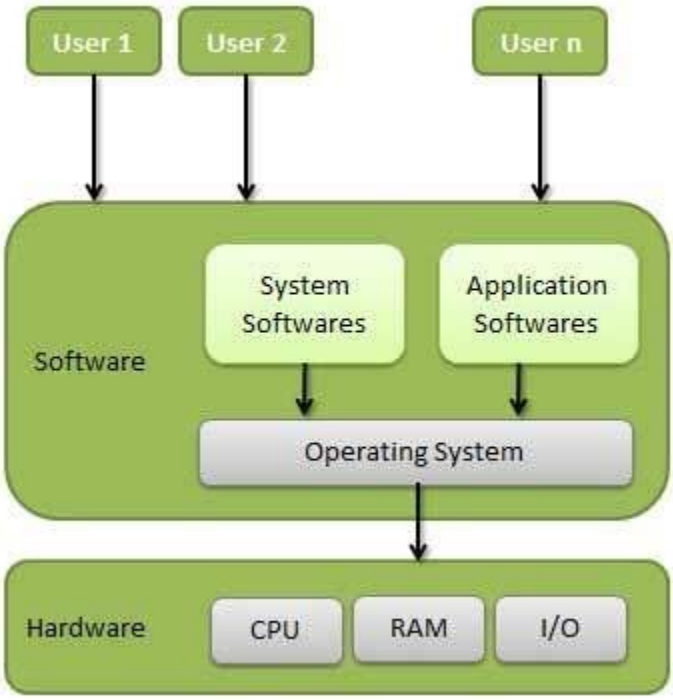
Computers play an important role in government services. Some major fields in this category are

- Budgets
- Sales tax department
- Income tax department
- Computation of male/female ratio
- Computerization of voters lists
- Computerization of PAN card
- Weather forecasting

CHAPTER 2: INTRODUCTION TO OPERATING SYSTEM ENVIRONMENT

Introduction to OS

An operating system is a program that acts as an interface between the user and the computer hardware and controls the execution of all kinds of programs.



Function of Operating system

Following are some of important functions of an operating System.

- Memory Management
- Processor Management
- Device Management
- File Management
- Security
- Control over system performance
- Job accounting
- Error detecting aids
- Coordination between other software and users

Memory Management

Memory management refers to management of Primary Memory or Main Memory. Main memory is a large array of words or bytes where each word or byte has its own address.

Main memory provides a fast storage that can be accessed directly by the CPU. For a program to be executed, it must in the main memory. An Operating System does the following activities for memory management −

- Keeps tracks of primary memory, i.e., what part of it are in use by whom, what part are not in use.
- In multiprogramming, the OS decides which process will get memory when and how much.
- Allocates the memory when a process requests it to do so.
- De-allocates the memory when a process no longer needs it or has been terminated.

Processor Management

In multiprogramming environment, the OS decides which process gets the processor when and for how much time. This function is called **process scheduling**. An Operating System does the following activities for processor management −

- Keeps tracks of processor and status of process. The program responsible for this task is known as **traffic controller**.
- Allocates the processor (CPU) to a process.
- De-allocates processor when a process is no longer required.

Device Management

An Operating System manages device communication via their respective drivers. It does the following activities for device management −

- Keeps tracks of all devices. Program responsible for this task is known as the **I/O controller**.
- Decides which process gets the device when and for how much time.
- Allocates the device in the efficient way.
- De-allocates devices.

File Management

A file system is normally organized into directories for easy navigation and usage. These directories may contain files and other directions.

An Operating System does the following activities for file management −

- Keeps track of information, location, uses, status etc. The collective facilities are often known as **file system**.
- Decides who gets the resources.
- Allocates the resources.
- De-allocates the resources.

Other Important Activities

Following are some of the important activities that an Operating System performs −

- **Security** − By means of password and similar other techniques, it prevents unauthorized access to programs and data.
- **Control over system performance** − Recording delays between request for a service and response from the system.
- **Job accounting** − Keeping track of time and resources used by various jobs and users.
- **Error detecting aids** − Production of dumps, traces, error messages, and other debugging and error detecting aids.
- **Coordination between other softwares and users** − Coordination and assignment of compilers, interpreters, assemblers and other software to the various users of the computer systems.

Types of Operating System

Operating systems are there from the very first computer generation and they keep evolving with time. In this chapter, we will discuss some of the important types of operating systems which are most commonly used.

Batch operating system

The users of a batch operating system do not interact with the computer directly. Each user prepares his job on an off-line device like punch cards and submits it to the computer operator. To speed up processing, jobs with similar needs are batched together and run as a group. The programmers leave their programs with the operator and the operator then sorts the programs with similar requirements into batches.

The problems with Batch Systems are as follows −

- Lack of interaction between the user and the job.
- CPU is often idle, because the speed of the mechanical I/O devices is slower than the CPU.
- Difficult to provide the desired priority.

Time-sharing operating systems

Time-sharing is a technique which enables many people, located at various terminals, to use a particular computer system at the same time. Time-sharing or multitasking is a logical extension of multiprogramming. Processor's time which is shared among multiple users simultaneously is termed as time-sharing.

The main difference between Multiprogrammed Batch Systems and Time-Sharing Systems is that in case of Multiprogrammed batch systems, the objective is to maximize processor use, whereas in Time-Sharing Systems, the objective is to minimize response time.

Multiple jobs are executed by the CPU by switching between them, but the switches occur so frequently. Thus, the user can receive an immediate response. For example, in a transaction processing, the processor executes each user program in a short burst or quantum of

computation. That is, if **n** users are present, then each user can get a time quantum. When the user submits the command, the response time is in few seconds at most.

The operating system uses CPU scheduling and multiprogramming to provide each user with a small portion of a time. Computer systems that were designed primarily as batch systems have been modified to time-sharing systems.

Advantages of Timesharing operating systems are as follows −

- Provides the advantage of quick response.
- Avoids duplication of software.
- Reduces CPU idle time.

Disadvantages of Time-sharing operating systems are as follows −

- Problem of reliability.
- Question of security and integrity of user programs and data.
- Problem of data communication.

Distributed operating System

Distributed systems use multiple central processors to serve multiple real-time applications and multiple users. Data processing jobs are distributed among the processors accordingly.

The processors communicate with one another through various communication lines (such as high-speed buses or telephone lines). These are referred as **loosely coupled systems** or distributed systems. Processors in a distributed system may vary in size and function. These processors are referred as sites, nodes, computers, and so on.

The advantages of distributed systems are as follows −

- With resource sharing facility, a user at one site may be able to use the resources available at another.
- Speedup the exchange of data with one another via electronic mail.
- If one site fails in a distributed system, the remaining sites can potentially continue operating.
- Better service to the customers.
- Reduction of the load on the host computer.
- Reduction of delays in data processing.

Network operating System

A Network Operating System runs on a server and provides the server the capability to manage data, users, groups, security, applications, and other networking functions. The primary purpose of the network operating system is to allow shared file and printer access among multiple computers in a network, typically a local area network (LAN), a private network or to other networks.

Examples of network operating systems include Microsoft Windows Server 2003, Microsoft Windows Server 2008, UNIX, Linux, Mac OS X, Novell NetWare, and BSD.

The advantages of network operating systems are as follows −

- Centralized servers are highly stable.
- Security is server managed.
- Upgrades to new technologies and hardware can be easily integrated into the system.
- Remote access to servers is possible from different locations and types of systems.

The disadvantages of network operating systems are as follows −

- High cost of buying and running a server.
- Dependency on a central location for most operations.
- Regular maintenance and updates are required.

Real Time operating System

A real-time system is defined as a data processing system in which the time interval required to process and respond to inputs is so small that it controls the environment. The time taken by the system to respond to an input and display of required updated information is termed as the **response time**. So in this method, the response time is very less as compared to online processing.

Real-time systems are used when there are rigid time requirements on the operation of a processor or the flow of data and real-time systems can be used as a control device in a dedicated application. A real-time operating system must have well-defined, fixed time constraints, otherwise the system will fail. For example, Scientific experiments, medical imaging systems, industrial control systems, weapon systems, robots, air traffic control systems, etc.

There are two types of real-time operating systems.

Hard real-time systems

Hard real-time systems guarantee that critical tasks complete on time. In hard real-time systems, secondary storage is limited or missing and the data is stored in ROM. In these systems, virtual memory is almost never found.

Soft real-time systems

Soft real-time systems are less restrictive. A critical real-time task gets priority over other tasks and retains the priority until it completes. Soft real-time systems have limited utility than hard real-time systems. For example, multimedia, virtual reality, Advanced Scientific Projects like undersea exploration and planetary rovers, etc.

Use of operating systems command

There are many different operating systems. Each do the same thing: they control all input, processing and output. Click on the links to see examples of the desktop for the operating systems listed. These examples open in their own window. Click the **X** in the upper-right corner of the window to return to this page.

- **DOS -** Disk Operating System - one of the first operating systems for the personal computer. When you turned the computer on all you saw was the command prompt which looked like **c:** >. You had to type all commands at the command prompt which might look like **c:\>wp\wp.exe**. This is called a **command-line interface**.
  It was not very "user friendly"
- **Windows** - The Windows operating system, a product of Microsoft, is a **GUI** (graphical user interface) operating system. This type of "user friendly" operating system is said to have **WIMP** features:
  - **W**indows
  - **I**cons
  - **M**enus
  - **P**ointing device (mouse)
- **MacOS -** Macintosh, a product of Apple, has its own operating system with a GUI and WIMP features.
- **Unix - Linux** (the PC version of Unix) - Unix and Linux were originally created with a command-line interface, but recently have added GUI enhancements.

*__user-friendly__ is a relative term. The current GUI interfaces provided by Windows and Mac operating systems are more friendly than the previous DOS systems, but still require us to conform to their specifications (use of a keyboard or mouse instead of voice and/or hand-writing recognition).

Operating Systems - MS-DOS - Commands

DOS commands are the commands available in MS-DOS that are used to interact with the operating system and other command line based software.

Accessing DOS interface: on start button, type CMD(short for Command) to open the DOS command interface

Command	Description
dir	lists the contents of a folder
cd	changes folder
cd ..	parent folder
md or mkdir	creates a new folder
deltree	deletes a folder and all sub-folders
copy, xcopy	copies a file
move	moves a file
del	deletes a file
type	displays the contents of a file
type |more	displays file contents page by page, pausing after each page

help	help for the given command
print	prints the given file
attrib (-/+r, -/+a, -/+s, -/+h)	changes a file's attributes (- deactivates, + activates, r: read-only, a: archive, s: systeme, h: hidden file)
format	formats the given drive
label	assigns a drive name to a drive
ver	gives the version number

DOS Internal and External Commands

Command is an instruction written in a computer acceptable language that user types on the dos prompt. It will execute and do the appropriate action. There are mainly two types of dos command.

- ✓ Internal commands
- ✓ External commands

1. Internal commands: The internal commands are those commands that are automatically loaded in the memory. Some commonly used DOS internal commands are

1 Cls	6. Copycon	11.CD
2. Dir	7. Type	12. RD
3. Date	8. Ren	13. Copy
4. Time	9. Del	
5. Ver	10. MD	

1) Cls :- The purpose of this command is to clear the display screen and redisplay the Dos prompt at the top left corner of the screen.

Syntax:- C : / > Cls

2) Dir:- It displays the list of directories and files on the screen.

Syntax:- C : / > dir.

a. C : / > dir/p – It displays the list of directories or files page wise

b. C: / > dir/w- It displays the list of directories or files width wise

c. C : / > dir/d: –It display list of directories or files in drive D

d. C : / > dir filename **.** extension – It displays the information of specified file.

e. C : / > dir file name with wild cards.

2. Wild cards: - It is the set of special characters wild are used with some commonly used DOS commands there are two types of wild cards.

1. Asterisk (*☂)

2. Question mark (?)

1. Asterisk:- (*) The wild word will match all characters.

1. C : / > dir *.* - will display list of all files and directories.

2. C : / > dir R*.* - will display all files stored with first character R.

2. Question mark: - This wild card represents a single character that a group or files have in common.

1) C : / > dir ac .* ☂- will display all files having any first character and remaining name has given in command.

2) C : / > dir ??? R **.** doc-will display all files having extension doc and having any first three letters and fourth letter is R.

3) Date: - It displays the current system date. User can also change the current date with new date by using this command.

Syntax: - C : /> date

Current date is: sat 3-25-2015

Enter of new date (mm-dd-yy):-

4. Time : - It displays the current systems time user can also change existing time with new time by using this command.

Syntax : - C : / > time

Current time is 12 : 39 - 48 : 36 p

Enter new time : -

5. VER : It displays the version of DOS being used currently.

Syntax : - C : / > Ver

MS – Dos version 6 : 20

Copy card .

6. copycon : - The purpose of this command is to create a file.

Syntax : - C : / > copy con filename **.** extension

Saves the contents of file by pressing ctrl +z key combination at the last time of the file. File name should not be greater than 11 characters out of which 8 characters are for the name and 3 characters are for the extension.

Extension is optional :

Eg : C : / > copy con ram

I am a good boy

1. File is copied.

C : / >

7. TYPE:- Allows the user to see the contents of a file.

Syntax :- C :/ >Type path

Eg: C:/ > Type D:/> ramu

8. REN : - The purpose of this command is to rename the old file name with new file name.

Syntax : - C : / > ren oldfilename newfilename

C : / > ren ramu somu

9. DEL:- The purpose of this command is to delete file. The user can also delete multiple files by busing this command and long with while cards.

Syntax : - C : / > Del file name **.** extension

C : / > Del ramu

C : Del x **.** prg.

10. MD:- The purpose of this command is to create a new directly or sub directly i.e sub ordinate to the currently logged directly.

Syntax : - C : /> MD directory

C : /> MD sub directory

Ex : C : / > MD college

Now user wants to create a sub directory first year in college directory then

C : / > cd college

C : / > college > Md first year

11. CD : - The purpose of this command is to change from one director to another directory or sub – directory.

Syntax : - C : / > CD directory name

Ex : C: / > cd college

C : / > college > CD first year

C : / > college > first year >

If the user wants to move to the parents directory then use CD command as

C : / > college > first year > cd ….

C : / > college >

12 . RD: - The purpose of this command is to remove a directory or sub directory. If the user wants to remove a directory or sub – directory then first delete all the files in the sub – directory and then remove sub directory and remove empty main directory.

13. COPY: The purpose of this command is to copy one or more specified files to another disk with same file name or with different file name.

Syntax : - C : / > copy source path target path

C : / > copy A :/> ☂ *. * ☂ C : /> chinni

2. External commands: - This commands are not permanent part of the memory. To execute or run this commands an external file is required.

Example : [.] Dot exe, bat.

Some commonly used DOS external commands are .

1. CHKDSK:- The command CHSDK returns the configuration status of the selected disk. It returns the information about the volume, serial number, total disk space, space in directories, space in each allocation unit, total memory and free memory.

Syntax : - C : / > CHKDSK drive name

Eg:- C : / > CHKDSK e :

If drive name is not mentioned by default current drive is considered.

2. Diskcopy : - Disk copy command is used to make duplicate copy of the disk like Xerox copy. It first formats the target disk and then copies the files by collection. From the source disk and copied to the target disk.

Syntax : - C : / > disk copy < source path > < destination path >

Ex: - c : / > diskcopy A : B :

NOTE: - This command is used after diskcopy command to ensure that disk is copied successfully.

3. Format : - Format is used to erase information off of a computer diskette or fixed drive.

Syntax : - C : / > format drive name

Ex : C : / > format A:

4. Label : This command is used to see volume label and to change volume label.

Syntax : C : / > label drive name

Ex : C : / > label A:

5.Scandisk : - This utility is used to repair and check various disk errors. It also defects various physical disk errors and surface errors.

Syntax : - C : / > scandisk < drive names >

C : / > Scandisk A :

6. Move : The purpose of move is move to files from one place to another place.

Syntax: C : / > Move < source path > < target path >

7. Print : This command allowed users to print a text file to a line printer.

Syntax : C : / > Print < files name >

C : / > print ramu

8. Tree : This command displays the list of directories and files on specified path using graphical display. It displays directories of files like a tree.

Syntax:- C : / > tree > path

C : / > tree A:

9. Deltree: This command is used to delete files a directories same as by the del and RD commands. This command is more useful than del and RD commands because it completely removes specified directories ie., disk will all it files and sub – directories at a time.

Syntax:- C : / > deltree (path)

C : / > deltree A:/>ramu

CHAPTER 3: WORD PROCESSING

Introduction to Word processing

Sometimes abbreviated as **WP**, a **word processor** is a software program capable of creating, storing, and printing typed documents.

Word processors can be used to create multiple types of files, including Text files (.txt), Rich Text files (.rtf), HTML files (.htm & .html), and Word files (.doc & .docx). Some word processors can also be used to create XML files (.xml).

Features of a word processor

Unlike a basic plaintext editor a word processor offers dozens of additional features that can give your document or other text a more professional appearance. Below is a listing of some of the most popular features of a word processor. Note: Some more advance text editors can perform some of these functions.

- **Text formatting** - Changing the font, font size, font color, bold, italicizing, etc.
- **Multimedia** - Insert clip art, charts, images, pictures, and video into a document.
- **Spelling and Grammar** - Have the ability to look for spelling and grammar errors in a document.
- **Adjust the layout** - Capable of modifying the margins and layout of a document.
- **Indentation and lists** - Set and format tabs, bullet lists, and number lists.
- **Insert tables** - Add tables to a document.
- **Header and footer** - Being able to adjust and change text within the header and footer of a document.
- **Thesaurus** - Look up alternatives to a word without leaving the program.
- **Auto Correct** - Automatically correct common errors (e.g. typing "teh" and having it autocorrected to "the").
- **Mailers and labels** - Create mailers or print labels.
- **Import data** - Import and format data from CSV, database, or another source.
- **Macros** - Setup macros to perform common tasks.

Examples of word processor programs

Although Microsoft Word is the most popular word processor available, other options are available. Below is a listing of different word processors in alphabetical order.

- Abiword
- Apple iWork - Pages
- Apple TextEdit - Apple macOS included Word processor
- Corel WordPerfect
- Google Docs (Online and Free)
- LibreOffice -> Writer (Free)
- Microsoft Office -> Microsoft Word

- Microsoft Works (Discontinued)
- OpenOffice -> Writer (Free)
- Sun StarOffice (Discontinued)

Other examples and uses of a word processor

When it comes to computer programs, a word processor is one of the most used programs on a computer because of its versatility in creating a document. Below are just a few other examples of how you could use a word processor.

- **Book** - Write a book.
- **Document** - Any text document that requires formatting.
- **Help documentation** - Support documentation for a product or service.
- **Journal** - Keep a digital version of your daily, weekly, or monthly journal.
- **Memo** - Create a memo for employees.
- **Report** - A status report or book report.

Types of word processing applications

There are a number of different word processing applications. One of the most widely used ones is Word, which is part of Microsoft Office. Another widely used one is WordPerfect by the Corel Corporation. A third one is Writer, which is part of OpenOffice by Apache. While the first two are commercial software, OpenOffice is open source and can be downloaded and used free of charge. Finally, there is Pages, which is part of iWork by Apple.

Features of Standard Word Processors

Word processors that support only these features (and maybe a few others) are called *text editors*. Most word processors, however, support additional features that enable you to manipulate and format documents in more sophisticated ways. These more advanced word processors are sometimes called *full-featured word processors.*Full-featured word processors usually support the following features:

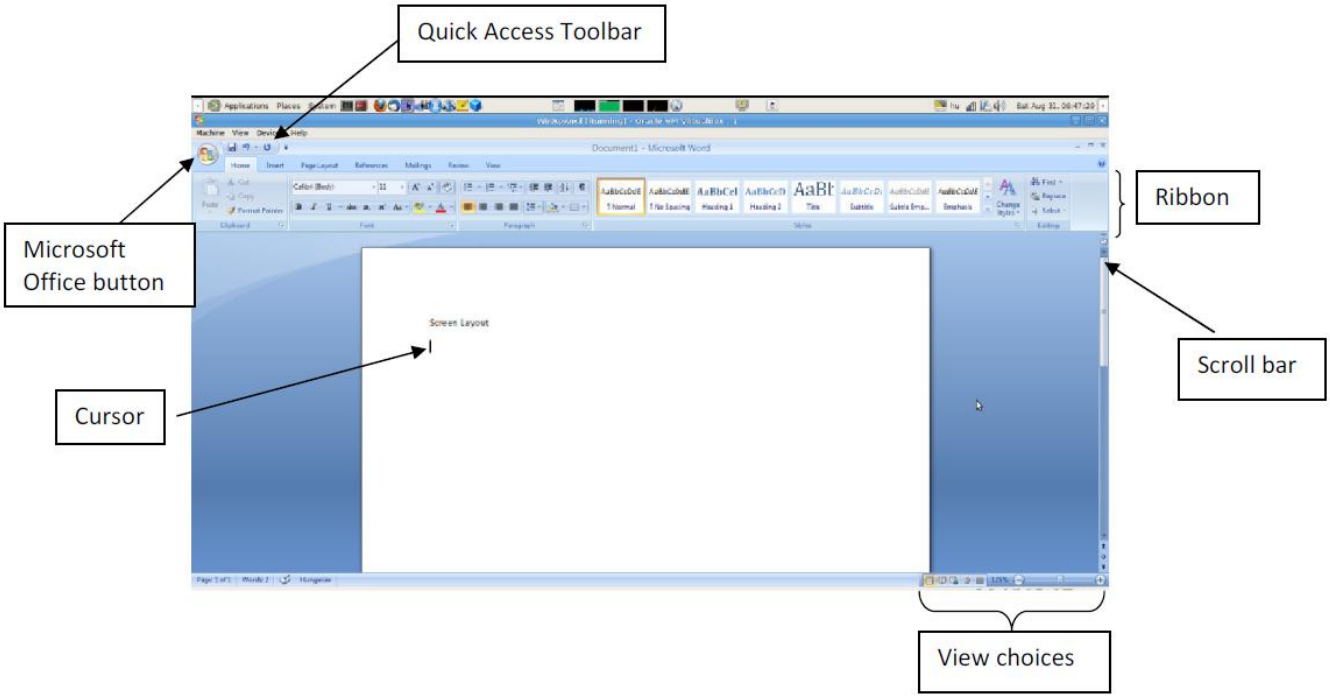
- **File management :** Many word processors contain file management capabilities that allow you to create, delete, move, and search for files.
- **Font specifications:** Allows you to change fonts within a document. For example, you can specify bold, italics, and underlining. Most word processors also let you change the font size and even the typeface.
- **Footnotes and cross-references:** Automates the numbering and placement of footnotes and enables you to easily cross-reference other sections of the document.
- **Graphics graphics:** Allows you to embed illustrations and graphs 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 :** A *macro* is 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.
- **merges:** 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.
- **spell checker**: A utility that allows you to check the spelling of words. It will highlight any words that it does not recognize.
- **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:** A built-in thesaurus that allows you to search for synonyms without leaving the word processor.
- **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.
- **WYSIWYG (what you see is what you get):** With WYSIWYG, a document appears on the display screen exactly as it will look when printed.

Opening Microsoft Word 2007 in the practical room

On Start button, choose all programs, find Microsoft office and click Ms office Word 2007 (from the list).

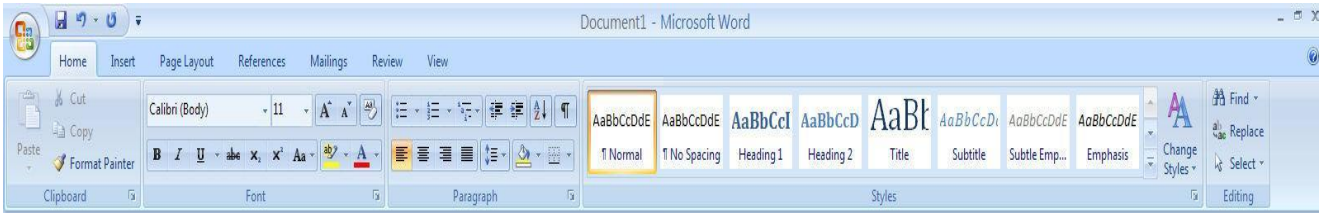
Screen Layout



The Microsoft Office Button

You click on it to see these options: New, Open, Save, Save As, Print, Prepare,
Send, Publish and Close.

The Ribbon



The Ribbon is the panel above the document. It has seven tabs: Home, Insert, Page Layout, References, Mailings, Review, and View. Each tab is divided into groups. The groups are collections of features designed to perform functions. Commonly used features are displayed on the Ribbon, to view additional features within each group, click on the arrow at the bottom right of each group. A blue information box will pop up just below where you stop your pointer.

Home: Clipboard, Fonts, Paragraph, Styles, and Editing.

Insert: Pages, Tables, Illustrations, Links, Header & Footer, Text, and Symbols Page Layout: Themes, Page Setup, Page Background, Paragraph, Arrange

References: Table of Contents, Footnote, Citation & Bibliography, Captions, Index, and Table of Authorities

Mailings: Create, Start Mail Merge, Write & Insert Fields, Preview Results, Finish Review: Proofing, Comments, Tracking, Changes, Compare, Protect

View: Document Views, Show/Hide, Zoom, Window, Macros

To remove the toolbar, right click on the blue section beside the Ribbon. Choose Minimize the Ribbon. To view again, do the same.

Quick Access Toolbar

The quick access toolbar is a customizable toolbar that contains commands that you may want to use frequently. You can add items to it. Right click on any item in the Office Button or the Ribbon and click on Add to Quick Access Toolbar and a shortcut will be added to the Quick Access Toolbar.

Moving in the text

The Cursor

The cursor is the short verical flashing line on your screen.

- The cursor shows you where you will start typing in a Word document.

- When you are using the Tools in Microsoft Word your cursor will change to an arrow. This is called a pointer.

Scrolling

- Your scroll bar is at the right-hand side of your screen.
- Click on the up/down arrow to go up/down the page.

Hold down the left mouse button to scroll up and down the screen more quickly.

Using the Keyboard in MS Word

- The arrow keys on your keyboard move your cursor around.
- To make a letter a capital letter:
- Hold down the Shift and the letter key at the same time.
- For the signs on your keyboard:
- Hold down the Shift and the number key at the same time.
- The Shift keys are on both sides of the keyboard.
- The Space bar makes spaces between words when typing. Tap the bar one time to make a space.
- Use the Enter key to move your cursor to finish the line and make a new one.
- The Backspace key deletes everything to the left of the cursor.
- The Delete key will erase everything to the right of the cursor.
- To make the cursor go to the end of the line press End.
- To make the cursor go to the start of a line press Home.
- To make the cursor go to one page up/down press Page Up/Page Down.
- To make the cursor go to the top/end of the document press Ctrl+Home/Ctrl+End.

Selecting text

- Put the cursor at the beginning or end of the words you want to select.
- Put your finger on the left mouse button.
- Hold down the left mouse button.
- Move the mouse across the words.
- Lift up your finger.
- The word will be highlighted in blue. When this is done, you can move words or change the size, the colour, and the style of the words on the computer.

Alternatives

To select a word, double click within the word.
To select a paragraph, triple-click within the paragraph.
To select the entire document: Home/Editing/Select/Select All or press Ctrl+A

To Deselect

Click your mouse on any WHITE part of the page to deselect.

Basic actions with documents

Create a New Document

There are several ways to create new documents, open existing documents, and save documents in Word:

Microsoft Office Button / New / Blank document

Opening an Existing Document

Microsoft Office Button -> Open -> Choose from the list

Saving a Document

Microsoft Office Button/ Save or Save as

or

Press Ctrl+S on the keyboard,

or

Click the File icon on the Quick Access Toolbar

Working on Multiple Documents

Several documents can be opened. All open documents will be listed in the View Tab of the Ribbon when you click on Switch Windows. The current document has a checkmark beside the file name. Select another open document to view it.

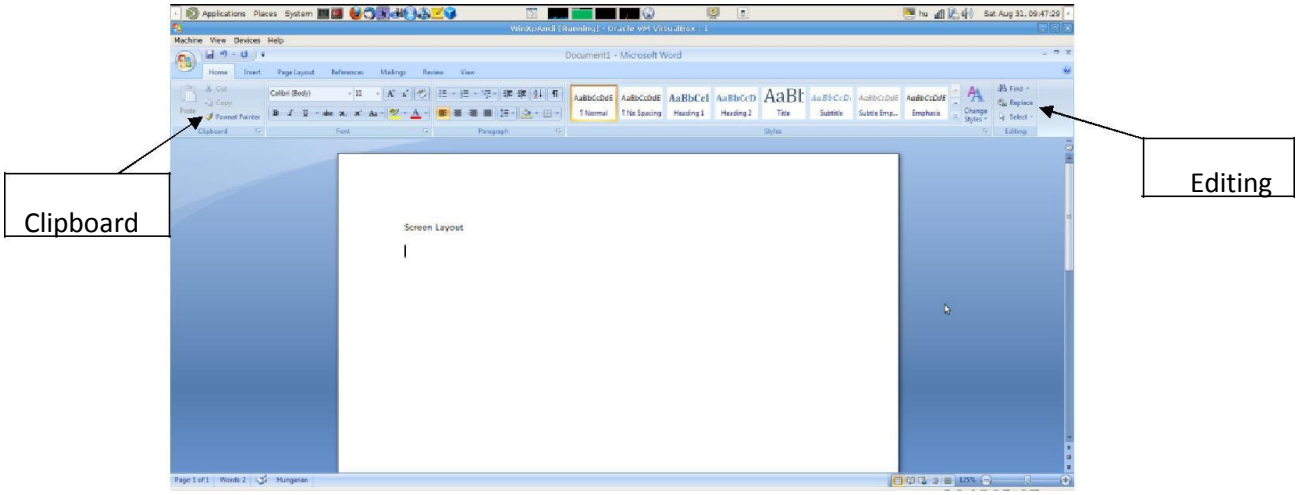
Document Views

- Print Layout: This is a view of the document as it would appear when printed. It includes all tables, text, graphics, and images.
- Full Screen Reading: This is a full view length view of a document. Good for viewing two pages at a time.
- Web Layout: This is a view of the document as it would appear in a web browser.
- Outline: This is an outline form of the document in the form of bullets.
- Draft: This view does not display pictures or layouts, just text.
- To view a document in different forms, click the document views shortcuts at the bottom of the screen or:
- Click the View Tab on the Ribbon
- Click on the appropriate document view.

Close a Document

Microsoft Office Button / Close

Editing document



Inserting Additional Text:

- Type Text: Put your cursor where you want to add the text and begin typing
- Copy and Paste Text: Highlight the text you wish to copy and right click and click Copy (or Ctrl+C), put your cursor where you want the text in the document and right click and click Paste (or Ctrl+V)
- Cut and Paste Text: Highlight the text you wish to cut and right click and click Cut (or Ctrl+X) , put your cursor where you want the text in the document and right click and click Paste (or Ctrl+V)
- Drag Text: Highlight the text you wish to move, click on it and drag it to the place where you want the text in the document.

You can also use the Clipboard group on the Ribbon (Home tag).

Search and Replace Text

To find a particular word or phrase in a document:

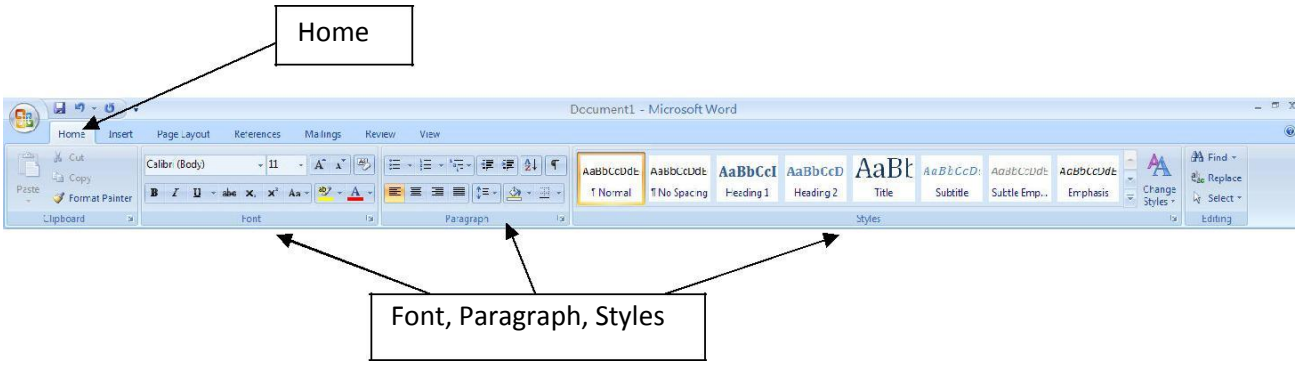
- Editing / Find

To find and replace a word or phrase in the document:

- Editing / Replace

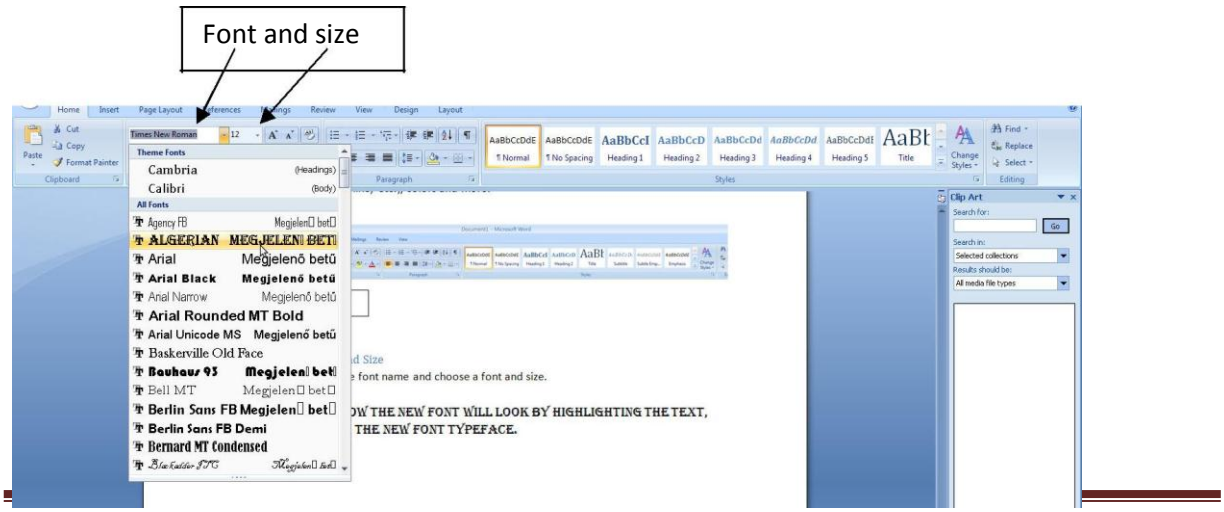
Undo Changes

Click the Undo Button on the Quick Access Toolbar.



Formatting text

On the Home Tab of the Ribbon, there are several areas controlling the style of the document: Font, Paragraph, and Styles. A style is a format enhancing tool that includes font typefaces, font size, effects (bold, italics, underline, etc.), colors and more.



Change Font Typeface and Size

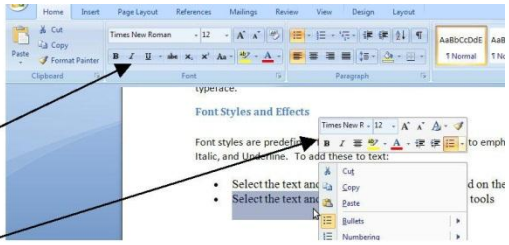
Click the arrow next to the font name and choose a font and size.

You can preview how the new font will look by highlighting the text, and hovering over the new font
typeface.

Font Styles and Effects

Font styles are predefined formatting options that are used to emphasize text: Bold, Italic, and Underline.

- Select the text and click the Font Styles on the Font Group of the Ribbon, or
- Select the text and right click to display the font tools



Change the spacing between characters

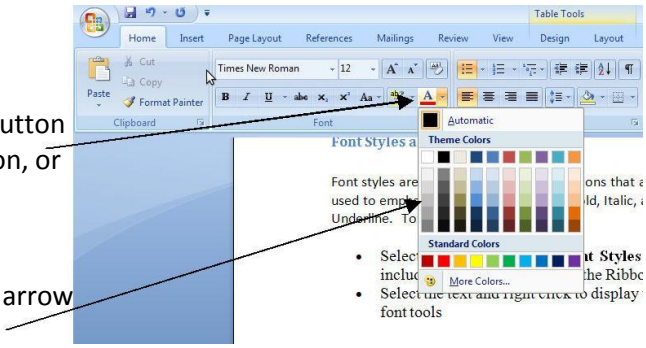
Selecting Expanded or Condensed alters the spacing between all selected letters by the same amount. Kerning alters the spacing between particular pairs of letters.

Expand or condense the space evenly between all the selected characters

- Select the text that you want to change.
- On the Home tab, click the Font Dialog Box Launcher, and then click the Character Spacing tab.
- In the Spacing box, click Expanded or Condensed, and then specify how much space you want in the By box.

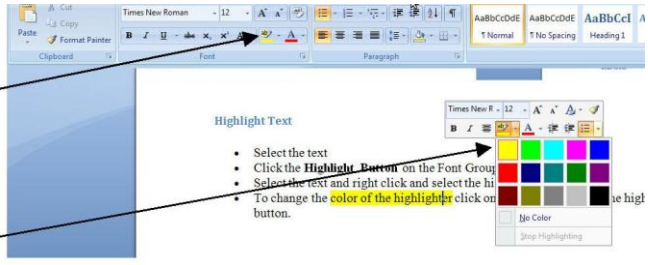
Change Text Color

- Select the text and click the Colors button included on the Font Group of the Ribbon, or
- Highlight the text and right click and choose the colors tool.
- Select the color by clicking the down arrow next to the font color button.



Highlight Text

- Select the text
- Click the Highlight Button on the Font Group of the Ribbon, or
- Select the text and right click and select the highlight tool
- To change the color of the click on down arrow next to the highlight button.



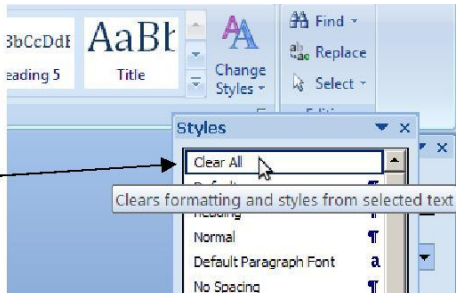
Copy Formatting

If you have already formatted text the way you want it and would like another portion of the document to have the same formatting, you can copy the formatting. To copy the formatting, do the following:

- Select the text with the formatting you want to copy.
- Copy the format of the text selected by clicking the Format Painter button on the Clipboard Group of the Home Tab
- Apply the copied format by selecting the text and clicking on it.

Clear Formatting

- Select the text you wish to clear the formatting.
- Click the Styles dialogue box on the Styles Group on the Home Tab.
- Click Clear All.

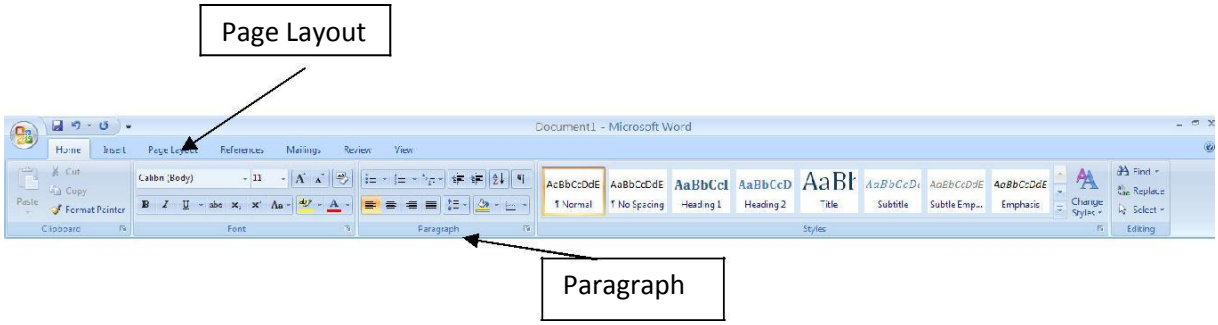


Make a Hyperlink

- Select the text you wish to by a hyperlink.
- Click the Insert tab.
- Click on Hyperlink and OK.

Insert current Date and Time

- Click the Insert tab.
- Click on Date & Time.
- Select the appropriate language and format.

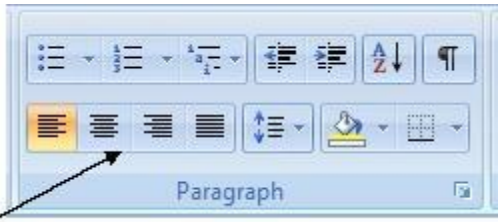


Formatting Paragraphs

Formatting paragraphs allows you to change the look of the overall document. You can access many of the tools of paragraph formatting by clicking the Page Layout Tab of the Ribbon or the Paragraph Group on the Home Tab of the Ribbon.

Change Paragraph Alignment

- Click the Home Tab
- Choose the appropriate button for alignment on the Paragraph Group.
  - Align Left: the text is aligned with your left margin
  - Center: The text is centered within your margins
  - Align Right: Aligns text with the right margin
  - Justify: Aligns text to both the left and right margins.



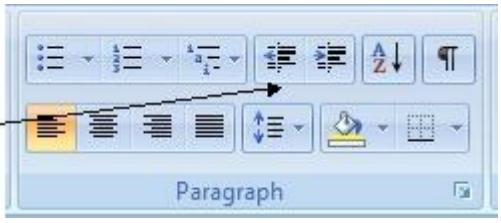
Indent Paragraphs

Indenting paragraphs allows you set text within a paragraph at different margins. There are several options for indenting:

- First Line: Controls the left boundary for the first line of a paragraph
- Hanging: Controls the left boundary of every line in a paragraph except the first one
- Left: Controls the left boundary for every line in a paragraph
- Right: Controls the right boundary for every line in a paragraph

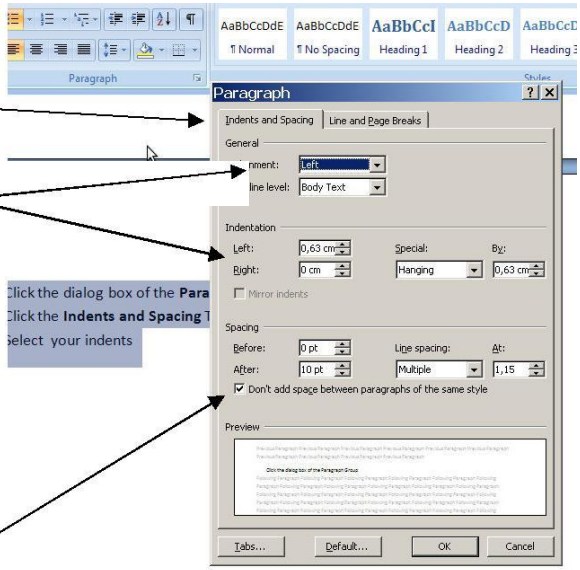
To indent paragraphs, you can do the following:

- Click the Indent buttons to control the indent.
- Click the Indent button repeated times to increase the size of the indent.



- Click the dialog box of the Paragraph Group
- Click the Indents and Spacing Tab
- Select your indents

Alignment also can be changed within this Tab.

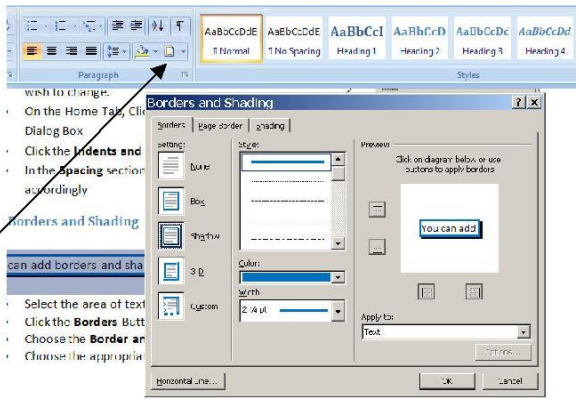


Change Spacing Between Paragraphs and Lines

- Select the paragraph or paragraphs you wish to change.
- On the Home Tab, Click the Paragraph Dialog Box
- Click the Indents and Spacing Tab
- In the Spacing section, adjust your spacing
- accordingly

Add Borders and Shading

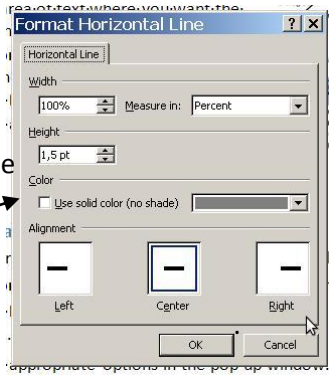
~~You can add borders and shading to paragraphs~~ and entire pages.



- Select the area of text where you want the border or shading.
- Click the Borders Button on the Group on the Home Tab
- Choose the Border and Shading
- Choose the appropriate options

Drawing horzontal line

- Put your cursor where you want to add the horizontal line.
- Click the Borders Button on the Paragraph Group on the Home Tab
- Choose the Horizontal line
- Click on the line
- Choose the appropriate options in the pop up window.



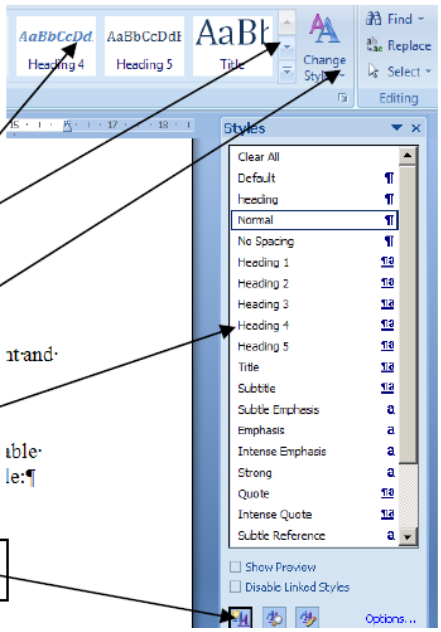
Styles

The use of Styles in Word will allow you to quickly format a document with a consistent and professional look. Styles can be saved for use in many documents.

Apply Styles

There are many styles that are already in Word ready for you to use. To view the available styles click the **Styles** dialog box on the Styles Group in the Home Tab. To apply a style:

1. Select the text
2. Click the **Styles** Dialog Box, or **Styles Drop Down menu**
3. Click the **Style** you choose



Creating New Styles

- Click the Styles Dialog Box
- Click the New Style Button
- Complete the New Style dialog box.

At the bottom of that dialog box, you can choose to add this to the Quick Style List or to make it available only in this document.

New Quick Style

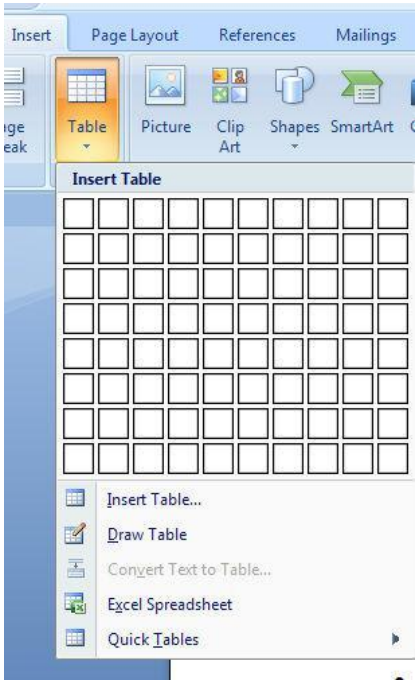
- Insert your cursor anywhere in the text formatted as the chosen style
- Click the Styles dialog box
- Click on New style and click on Add to Quick Style list and OK.

Style Inspector

To determine the style of a particular section of a document:

- Insert cursor anywhere in the text that you want to explain the style
- Click the Styles Drop Down Menu
- Put the arrow on the bordered style. The formatting options will appear in a text box.

Adding Tables



Create a Table:

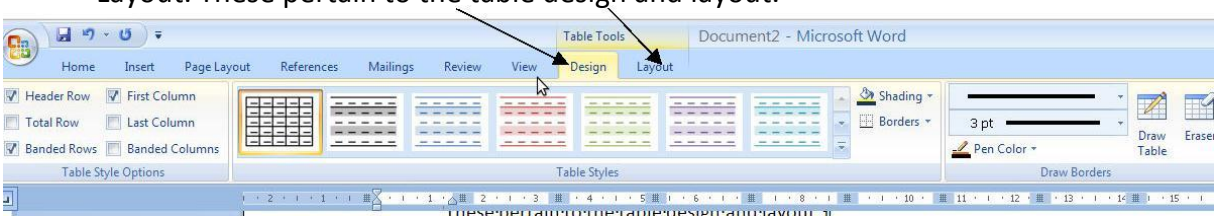
- Place the cursor on the page where you want the new table
- Click the Insert Tab of the Ribbon
- Click the Tables Button on the Tables Group. You can create a table one of four ways:
  - Highlight the number of row and columns
  - Click Insert Table and enter the number of rows and columns
  - Click the Draw Table, create your table by clicking and entering the rows and columns
  - Click Quick Tables and choose a table

Enter Data in a Table:

- Place the cursor in the cell where you wish to enter the information. Begin typing.

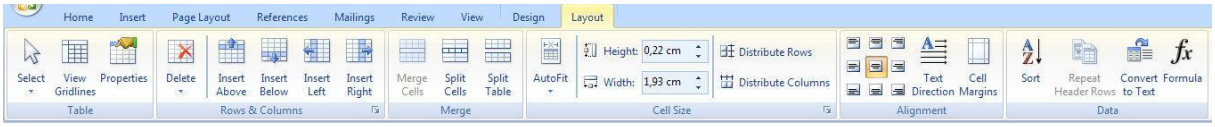
Modify the Table Structure and Format a Table

- Click the table and notice that you have two new tabs on the Ribbon: Design and Layout. These pertain to the table design and layout.



On the Design Tab, you can choose:

- Table Style Options
- Choose Table Styles
- Shading and Borders

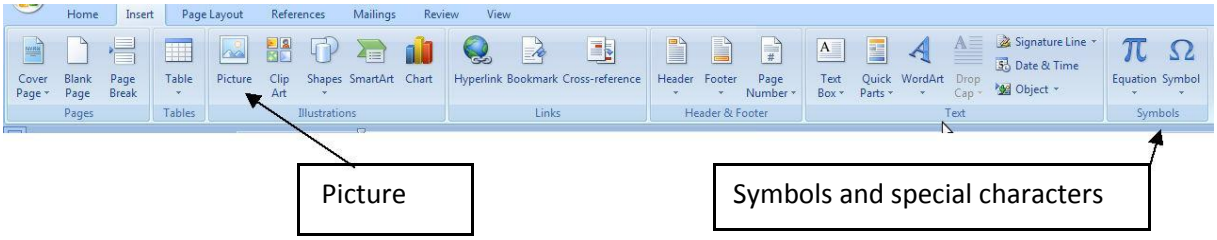


To format a table, click the table and then click the Layout Tab on the Ribbon. This Layout tab allows you to:

- View Gridlines and Properties (from the Table Group)
- Insert Rows and Columns (from the Rows & Columns Group)
- Delete the Table, Rows and/or Columns (from the Rows & Columns Group)
- Merge or Split Cells (from the Merge Group)
- Increase and Decrease cell Height and Width size (Cell Size Group)
- Align text within the cells and change text directions (Alignment Group)

Graphics

You can insert special characters, symbols, pictures, illustrations, and watermarks.



Symbols and Special Characters: punctuation, spacing, or typographical

- Place your cursor in the document where you want the symbol
- Click the Insert Tab on the Ribbon
- Click the Symbol button on the Symbols Group
- Choose the appropriate symbol.

Illustrations, Pictures, and SmartArt

To insert illustrations:

- Place your cursor in the document where you want the illustration/picture
- Click the Insert Tab on the Ribbon
- Click the Clip Art/ Picture /Smart Art Button
- The dialog box will open on the screen and you can search for clip art / picture / smart art.
- Choose the illustration you wish to include

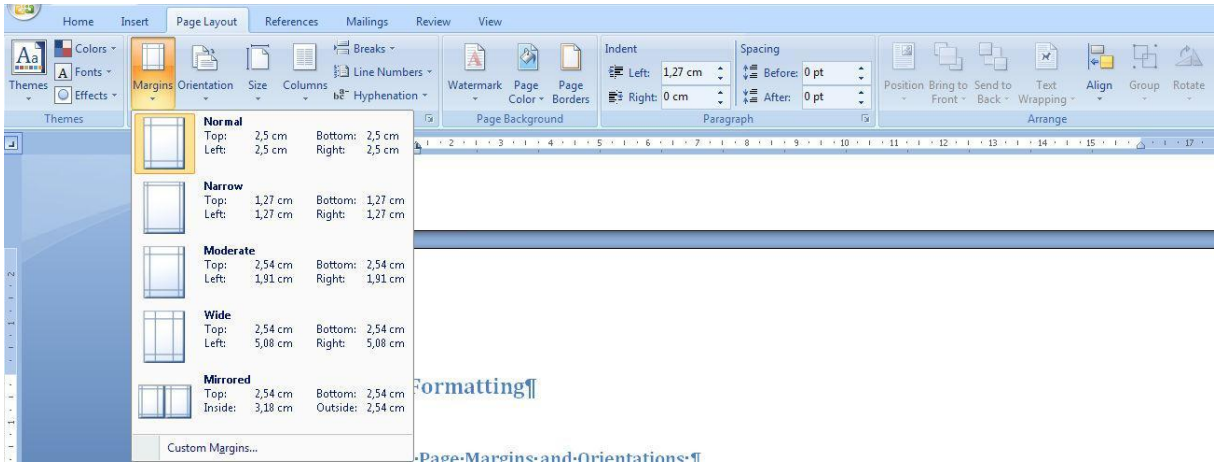
To insert a picture:

- Place your cursor in the document where you want the illustration/picture
- Click the Insert Tab on the Ribbon
- Click the Picture Button
- Browse to the picture you wish to include
- Click the Picture
- Click Insert

Resize Graphics

All graphics can be resized by clicking the image and clicking one corner of the image and dragging the cursor to the size you want the picture.

Page Formatting



Modify Page Margins:

- Click the Page Layout Tab on the Ribbon
- On the Page Setup Group, Click Margins
- Click a Default Margin, or
- Click Custom Margins and complete the dialog box.

Orientation, Size of the Page, or Columns:

- Click the Page Layout Tab on the Ribbon
- On the Page Setup Group, Click the Orientation, Size, or Columns drop down menus
- Click the appropriate choice

Page Border and Color

- Click the Page Layout Tab on the Ribbon
- On the Page Background Group, click the Page Colors or Page Borders drop down menus

Insert Common Header and Footer Information

To insert Header and Footer information such as page numbers, date, or title, first, decide if you want the information in the header (at the top of the page) or in the Footer (at the bottom of the page), then:

- Click the Insert Tab on the Ribbon
- Click Header or Footer
- Choose a style

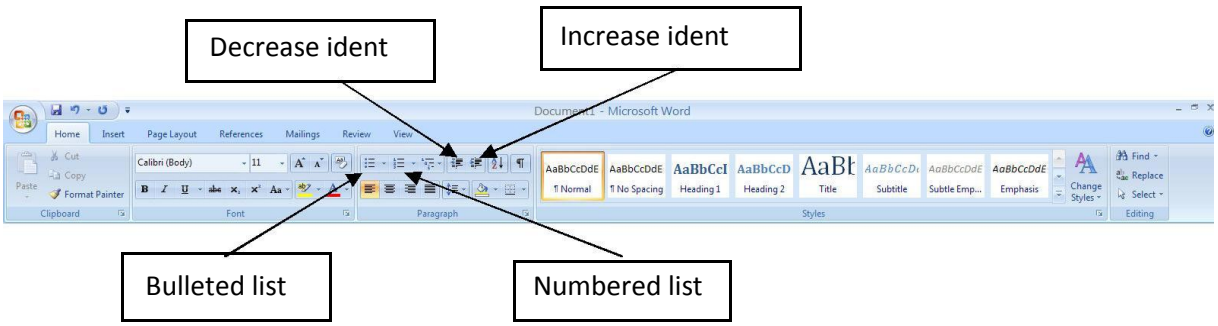
Footnotes

Footnotes are sometimes necessary for providing additional information in your document. They normally use a superscript number as a marker, making it easy for the reader to simply look down from the text to the notes at the bottom to gather further information. Word automatically keeps track of the numbering and placement of the footnotes for you, making this a painless task to perform when writing that thesis, book, or scientific paper. To insert footnotes into your Word document, do the following…

- Click the place in your document that you wish to place the insertion point for the reference mark to the footnote.
- In the Ribbon, click the References tab.
- In the Footnotes section, click Insert Footnote. Word will insert the reference mark at the point you selected and then take you to the bottom of the page.
- Type your footnote.
- When you are done, right-click the footnote and select Go to Footnote to take you back to the insertion point in the main body so you can continue working on your document.

Bulleted and Numbered Lists

Lists allow you to format and organize text with numbers, bullets, or in an outline. Bulleted lists have bullet points, numbered lists have numbers, and outline lists combine numbers and letters depending on the organization of the list.



<u>To create a list from an existing text:</u>

- Select the text you wish to make a list
- From the Paragraph Group on the Home Tab, Click the Bulleted or Numbered Lists button

New list

- Place your cursor where you want the list in the document
- Click the Bulleted or Numbered Lists button
- Begin typing

Nested Lists

A nested list is list with several levels of indented text. To create a nested list:

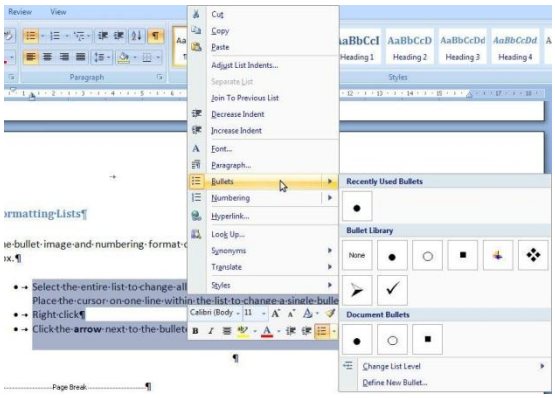
- Create your list following the directions above
- Click the Increase or Decrease Indent button

Formatting Lists

The bullet image and numbering format can be changed by using the Bullets or Numbering dialog box.

- Select the entire list to change all the bullets or numbers, or

  Place the cursor on one line within the list to change a single bullet
- Right click
- Click the arrow next to the bulleted or numbered list and choose a bullet or numbering style.



Proofing a Whole Word 2007 Document

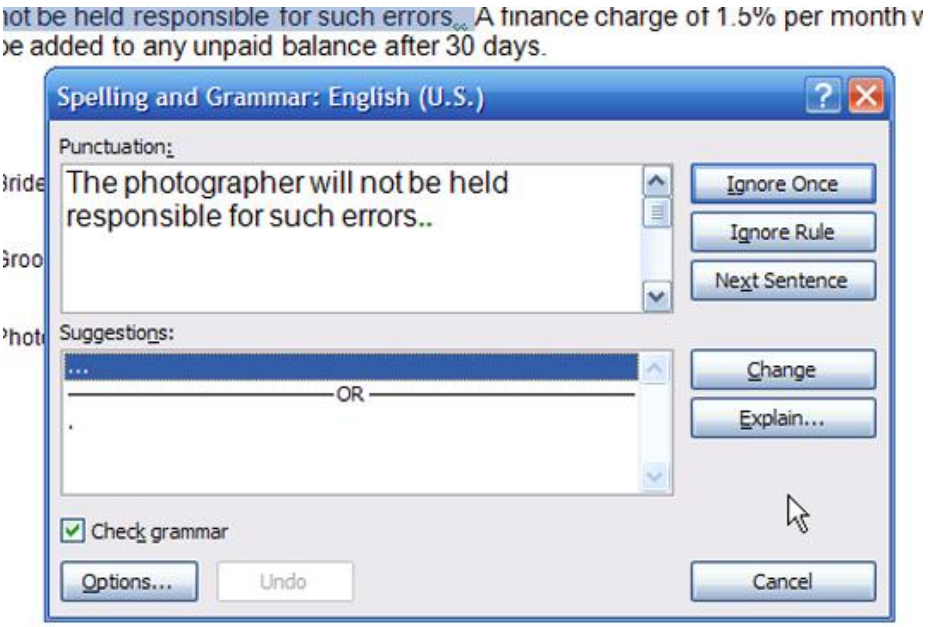
When finalizing your Word 2007 document, proof it to catch text or formatting errors. Word offers a numbers of proofing tools, including a spelling and grammar check, viewing styles, and using Print Preview.

Check spelling and grammar

1. Click the Spelling & Grammar button (Review tab).

The Spelling and Grammar dialog box opens and takes you to what Word 2007 sees as misspelled or a grammar error.

2. Using the buttons of the Spelling and Grammar dialog box, review each suggestion.

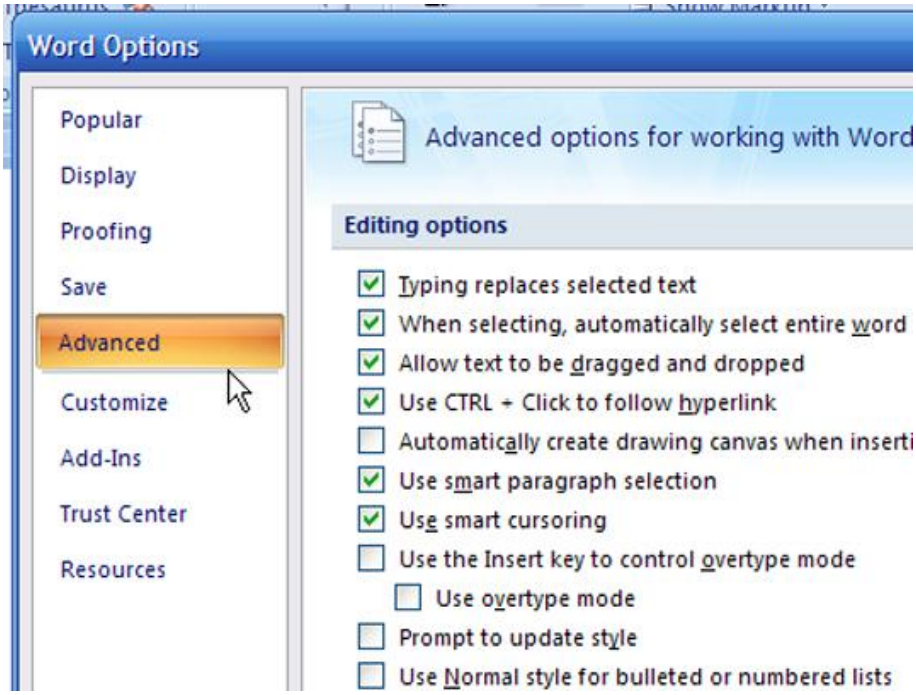


Accept or deny each suggested correction.

Review Word document styles

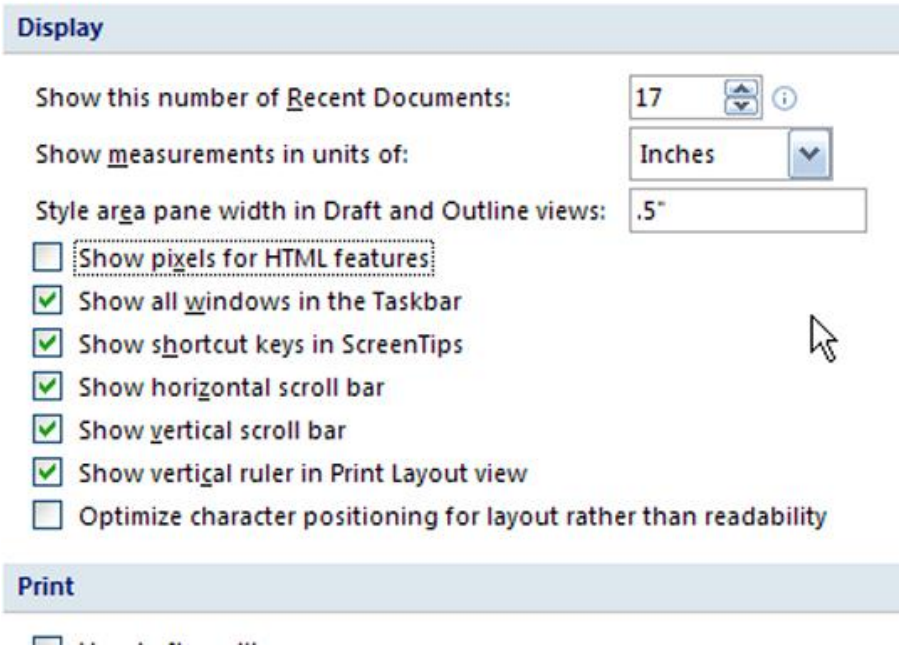
Starting at the document's beginning, page/scroll down and review document styles, such as headings and bullets. With the style area pane enabled, view style names in Draft or Outline view.

1. Click the Office button, click the Word Options button, and click the Advanced button (Word Options).



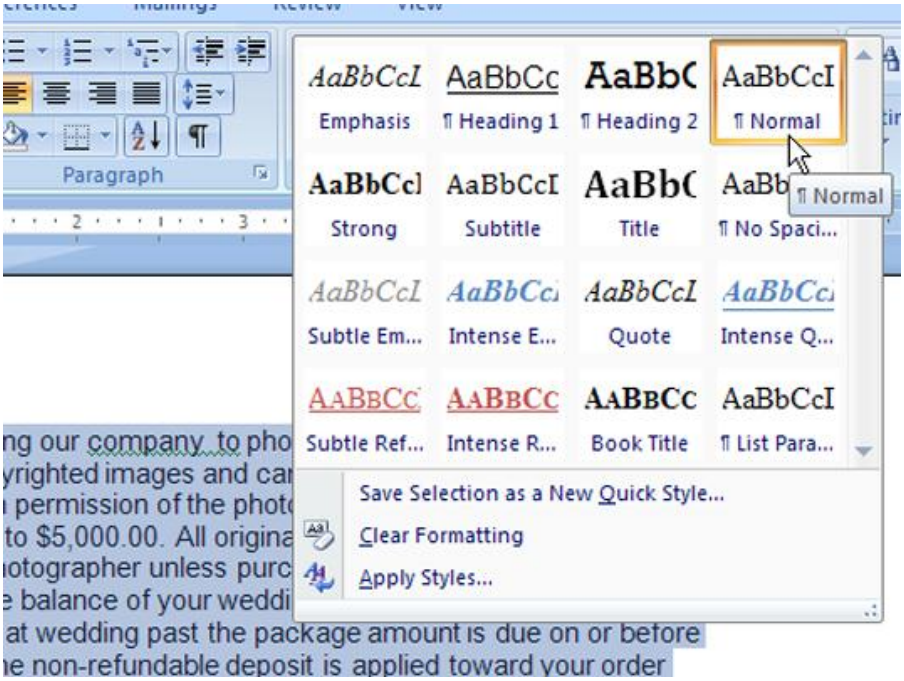
   Open the style area pane.

2. Scroll to the Display section. Then set



- **Show Measurements in Units Of:** Choose a measurement standard here, such as picas or inches.
- **Style Area Pane Width in Draft and Outline Views:** Enter a number relative to the measurement unit. For example, if you chose Inches, enter .5 for one-half inch.

3. Exit Word Options.

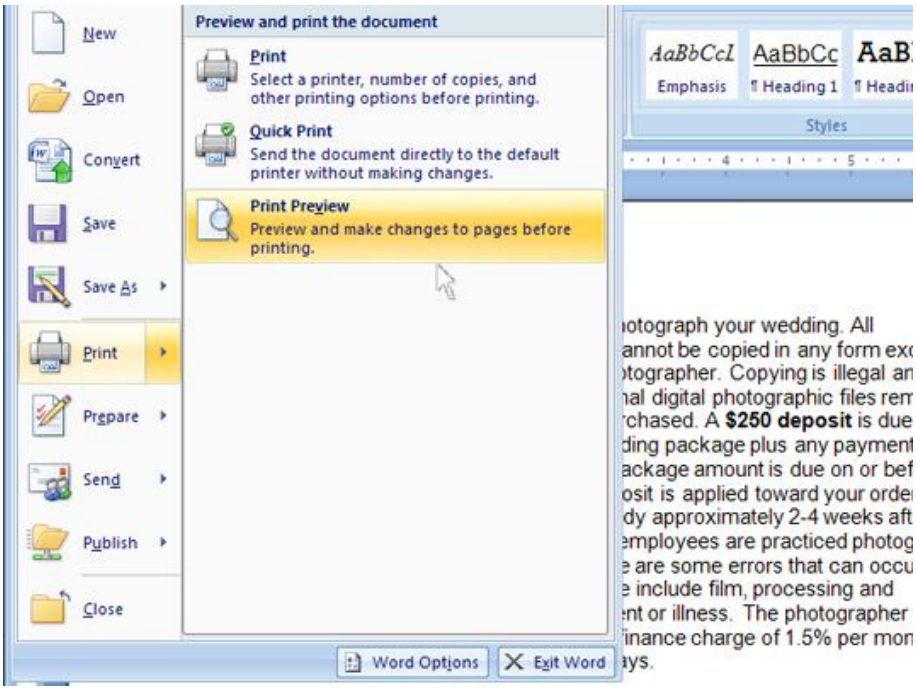


In Outline or Draft view, the style area pane appears on the left.

Using Print Preview in Word 2007

Even if you don't print your document, use Print Preview to see how your document looks from a bird's-eye view.

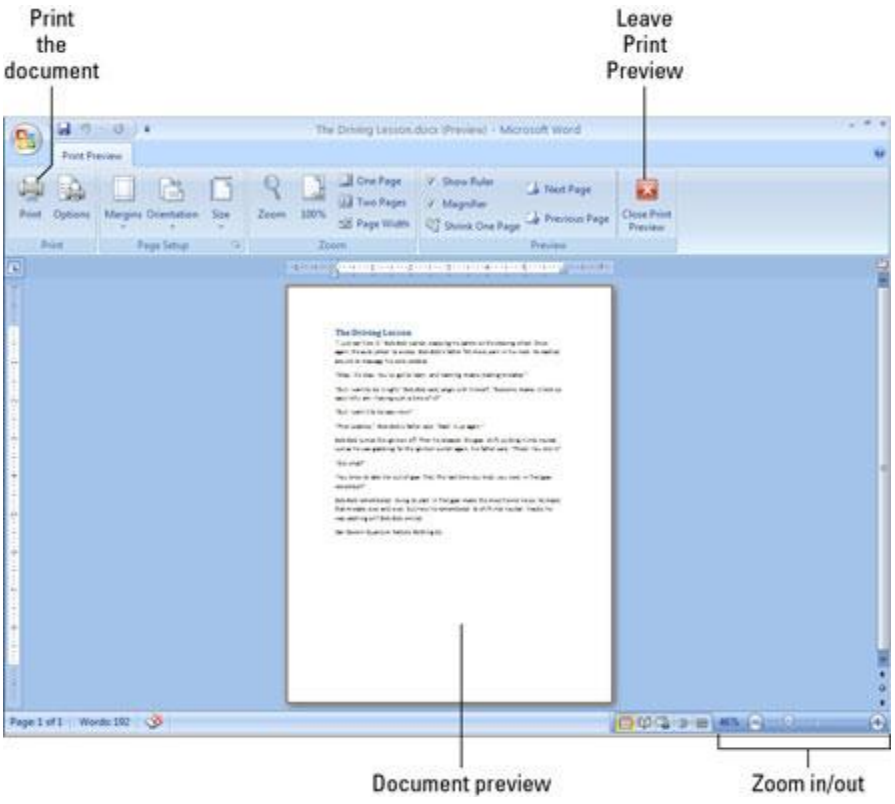
1. Click the Office button, hover your mouse over Print (don't click), and click Print Preview.



   Open Print Preview.

2. In the Print Preview window that opens, review the formatting. Press the Page Up and Page Down keys navigate the document.

   Exit Print Preview (click the Close Print Preview button, upper right).

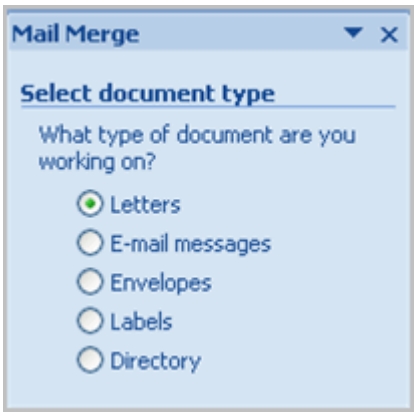


Mail merge

Mail merge is used to create multiple documents at once. These documents have identical layout, formatting, text, and graphics. Only specific sections of each document vary and are personalized. The documents Word can create with mail merge include bulk labels, letters, envelopes, and emails. There are three documents involved in the mail merge process:

- Your main document (common document to be merged)
- Your data source (list of merge addressing)
- Your merged document (the final merge document)

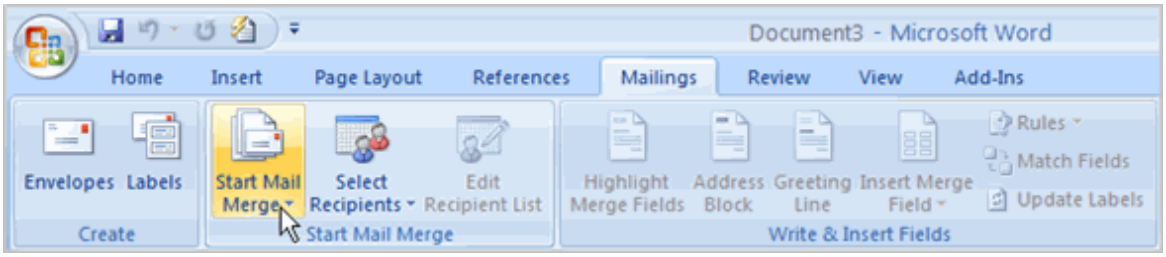
Introduction



Mail Merge is a useful tool that will allow you to easily produce multiple letters, labels, envelopes, and more using information stored in a list, database, or spreadsheet. In this lesson, you will learn how to use the **Mail Merge Wizard** to create a **data source** and a form **letter**, and explore other wizard features. Additionally, you will learn how to use the Ribbon commands to access Mail Merge tools outside of the wizard.

To use Mail Merge:

- Select the **Mailings** on the Ribbon.
- Select the **Start Mail Merge** command.



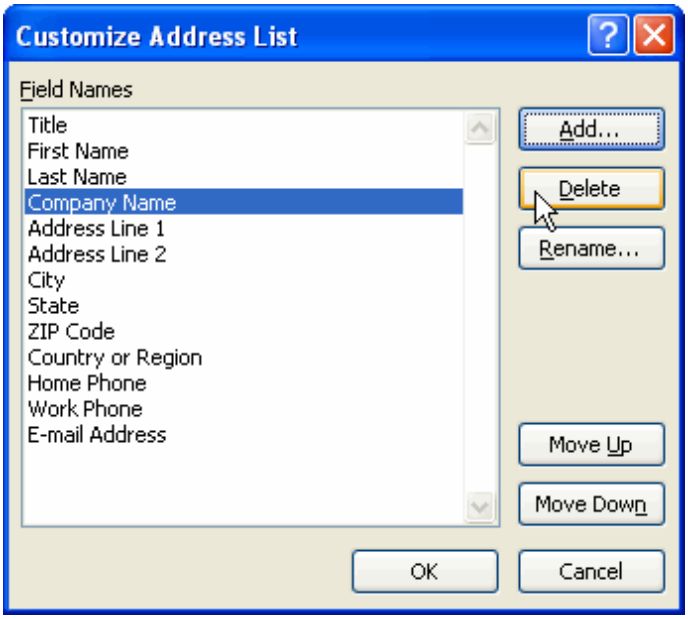
- Select **Step by Step Mail Merge Wizard**.

The Mail Merge task pane appears and will guide you through the **six main steps** to complete a merge. You will have several decisions to make during the process. The following is an example of how to create a form letter and merge the letter with a data list.

Steps 1-3

- Choose the type of document you want to create. In this example, select **Letters**.
- Click **Next:Starting document** to move to Step 2.
- Select **Use the current document**.
- Click **Next:Select recipients** to move to Step 3.
- Select the **Type a new list** button.
- Click **Create** to create a data source. The **New Address List** dialog box appears.
    - Click **Customize** in the dialog box. The Customize Address List dialog box appears.
    - Select any field you do not need, and click **Delete**.
    - Click **Yes** to confirm that you want to delete the field.
    - Continue to delete any unnecessary fields.
    - Click **Add**. The Add Field dialog box appears.
    - Enter the new field name.
    - Click OK.
    - Continue to add any fields necessary.
    - Click **OK** to close the Customize Address List dialog box.

To customize the new address list:



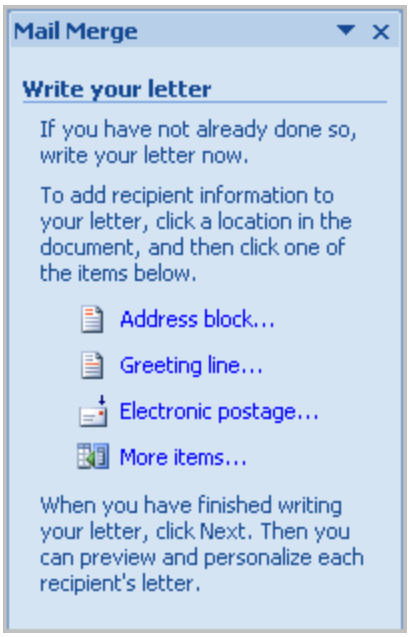
- Enter the necessary data in the New Address List dialog box.
- Click **New Entry** to enter another record.
- Click **Close** when you have entered all of your data records.
- Enter the file name you want to save the data list as.
- Choose the location where you want to save the file.
- Click **Save**. The Mail Merge Recipients dialog box appears and displays all of the data records in the list.
- Confirm that the data list is correct, and click **OK**.
- Click **Next:Write your letter** to move to Step 4.

Steps 4-6

- Write a letter in the current Word document, or use an open existing document.

To insert recipient data from the list:

- Place the insertion point in the document where you want the information to appear.
- Select Address block, Greeting line, or Electronic postage from the task pane. A dialog box with options will appear based on your selection.



OR

  - Select More Items. The Insert Merge Field dialog box will appear.
  - Select the field you want to insert in the document.
  - Click **Insert**. Notice that a placeholder appears where information from the data record will eventually appear.
  - Repeat these steps each time you need to enter information from your data record.
- Click **Next: Preview your letters** in the task pane once you have completed your letter.
- Preview the letters to make sure the information from the data record appears correctly in the letter.
- Click **Next: Complete the merge**.
- Click **Print** to print the letters.
- Click **All**.
- Click **OK** in the Merge to Printer dialog box.
- Click **OK** to send the letters to the printer.

The Mail Merge Wizard allows you to complete the merge process in a variety of ways. The **best** way to learn how to use the different functions in Mail Merge is to try to develop several of the different documents—letters, labels, and envelopes—using the different types of data sources.

Challenge!

Use the report or any Word document you choose to complete this challenge.

- Open a **new blank Word document**.
- Open the **Mail Merge** task pane.
- Create a **data list**, and practice adding and removing fields.
- Explore the different **Mail Merge features** until you are familiar with them.

Show or hide comments or tracked changes

To prevent you from inadvertently distributing documents that contain tracked changes and comments, Word displays tracked changes and comments by default. **Final Showing Markup** is the default option in the **Display for Review** box.

You can display all changes in a document in different ways. For example, you can set Microsoft Office Word to display tracked changes by type of edit — such as insertions and deletions or formatting changes. You can also display only the comments. You can turn off balloons for comments and tracked changes to display all comments and changes inline. You can even display only the changes made by the author or by a specific reviewer.

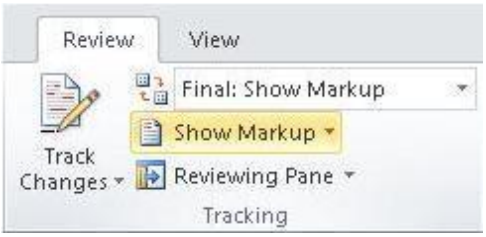
To quickly display tracked changes and comments, click **Show Markup** in the **Tracking** group on the **Review** tab.

Note: Clicking **Show Markup** displays or hides all of the markup for selected reviewers in the document. When you display all markup, all types of markup are selected on the **Show Markup** menu.

Display all changes inline

The default in Word is to display deletions and comments in balloons in the margins of the document. However, you can change the display to show comments inline and all deletions with strikethroughs instead of inside balloons.

1. On the **Review** tab, in the **Tracking** group, click **Show Markup**.

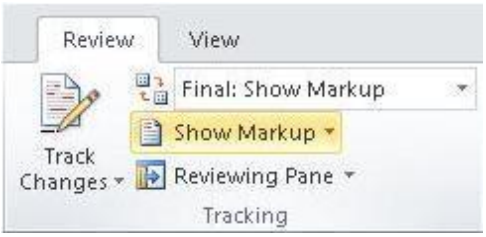


2. Point to **Balloons**, and then click **Show All Revisions Inline** to show deletions with strikethroughs and comments inline.

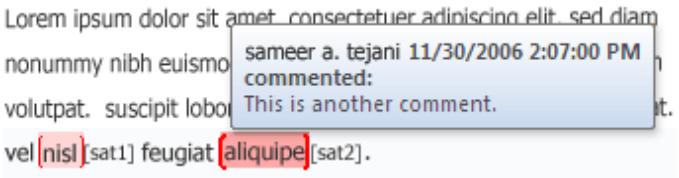
Display comments in ScreenTips instead of balloons

The default in Word is to display deletions and comments in balloons in the margins of the document. However, you can change the display to show comments inline. Inline comments can be viewed when you rest your pointer on the comment indicator.

1. On the **Review** tab, in the **Tracking** group, click **Show Markup.**

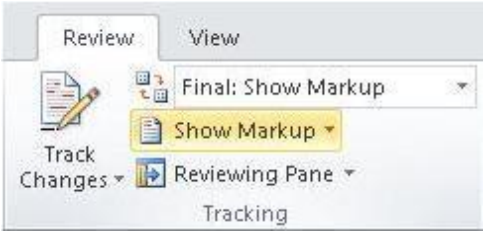


2. Point to **Balloons**, and then click **Show All Revisions Inline** to show deletions with strikethroughs and comments inline.
3. Rest the pointer on a comment in the document. The comment appears in a ScreenTip.



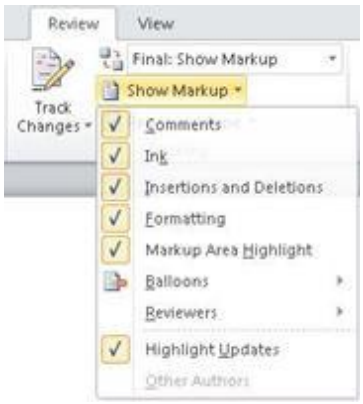
Display changes by type of edit or by reviewer

1. On the **Review** tab, in the **Tracking** group, click **Show Markup.**



2. Do one of the following:
   - Click to select the type of change that you want to display.

     For example, click Comments or Insertions and Deletions. The check mark next to the item indicates that the item is selected.



Important: Even if you hide a type of markup by clearing it on the **Show Markup** menu, the markup automatically appears each time the document is opened by you or a reviewer.

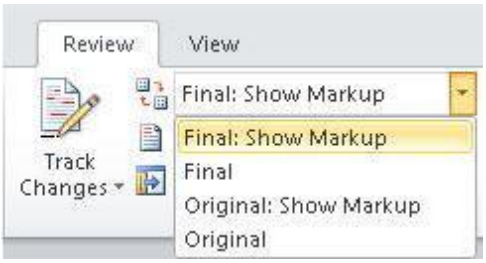
- Point to **Reviewers**, and then click to clear all check boxes except the ones next to the names of the reviewers whose changes and comments you want to show.

  Note: To select or clear all check boxes for all reviewers in the list, click **All Reviewers**.

Display changes and comments for specific reviewers

An editor or reviewer usually wants to view a document as it will appear after their changes are incorporated. This procedure gives an editor or reviewer the opportunity to see how the document will look with the changes.

- On the **Review** tab, in the **Tracking** group, click the arrow in the **Display for Review** box, and then choose the option that you want.



  - **Final Showing Markup** This view displays the final document with all tracked changes and comments showing. This is the default view for all documents opened in Word.
  - **Final** This view displays the document with all changes incorporated into the text and without tracked changes showing. However, any tracked changes or

comments that have not been accepted, rejected, or deleted remain in the document.

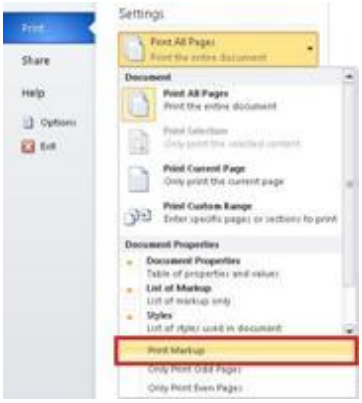
- **Original Showing Markup** This view displays the original text with tracked changes and comments.
- **Original** This view displays the original document without tracked changes and comments showing. However, any tracked changes or comments in the document that have not been accepted, rejected, or deleted remain in the document.

Note: If you want to see comments and tracked changes in balloons, you must be in Print Layout view or Web Layout view.

Hide tracked changes and comments when printing

Hiding changes does not remove changes from the document. You must use the **Accept** and **Reject** commands in the **Changes** group to remove markup from your document.

1. Click the **File** tab.
2. Click **Print**.
3. Under **Settings**, click the arrow next to **Print All Pages**.
4. Click **Print Markup** to clear the check mark.



Automating Common Word Tasks

Repeatedly entering the same information in document after document, over and over…there has to be a quicker way, right? Word macros can save you time (and potentially, some sanity) by automating repetitive tasks.

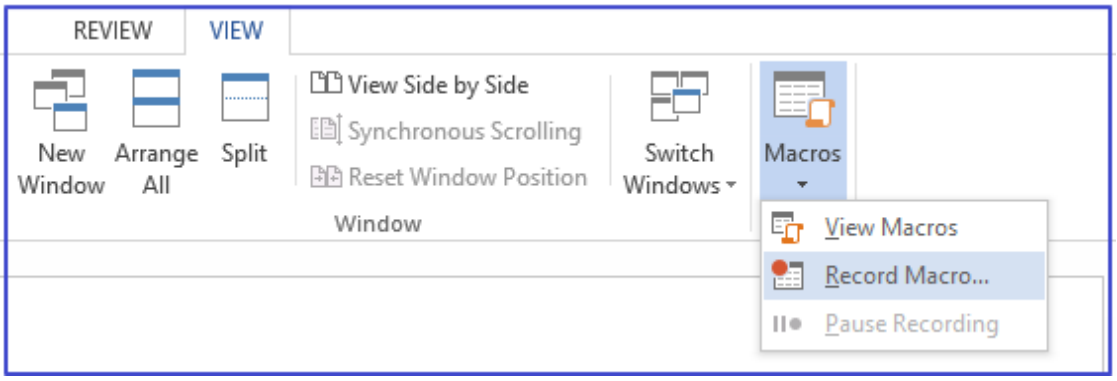
Let's say you're a real estate agent. Every time you sell a house you have to add a client's name and address to multiple documents. Creating a macro automates adding all of a client's contact information wherever you need to.

Setting up the macro

Creating a macro is straightforward and doesn't require any coding knowledge. You simply tell Word when to start and stop recording a series of steps; for example, from when you start typing a client's name to when you finish. Then Word will perform all of those steps automatically when you click a button or enter a keyboard shortcut that you assigned to that macro.

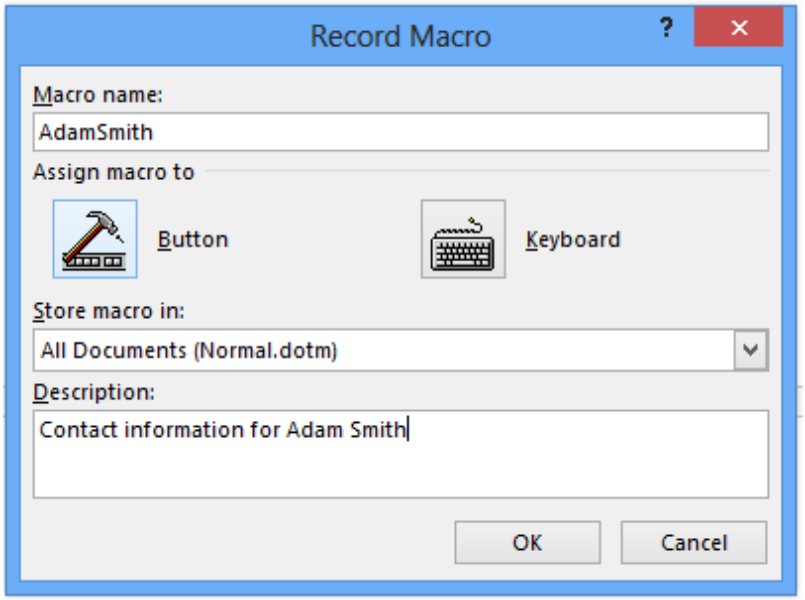
Here's a step-by-step:

1. Go to the **View** tab, click the **Macros** dropdown and select **Record Macro**.



In the **Record Macro** dialog box, you're going to to name and describe your macro, and then choose whether you want to run it via a button or keyboard shortcut.

2. In the **Macro name** field dialog box, give your Macro a name that has no spaces in it, e.g.,AdamSmith instead of Adam Smith.



3. The **Description** field is for you. Over time you might create dozens of macros and might have trouble remembering which is which. Enter a description that will help you out.

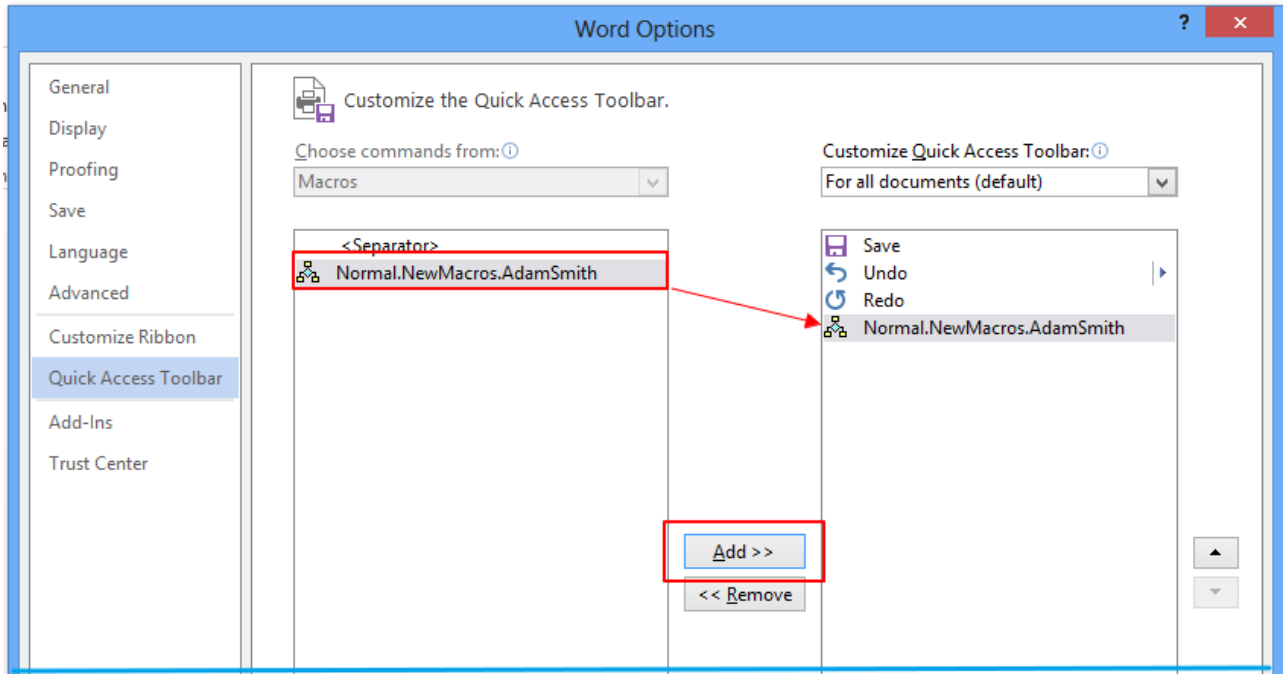
4. In **Store macro in** field, define whether the macro will run in your current document or in all documents. Choose the option–**All Documents–**to run it in all documents.

5. Decide whether you'll use a shortcut or button to run the macro by clicking the **Button** or **Keyboard** icons. For this exercise, click **Button**.

Adding the macro button to the Quick Access Toolbar

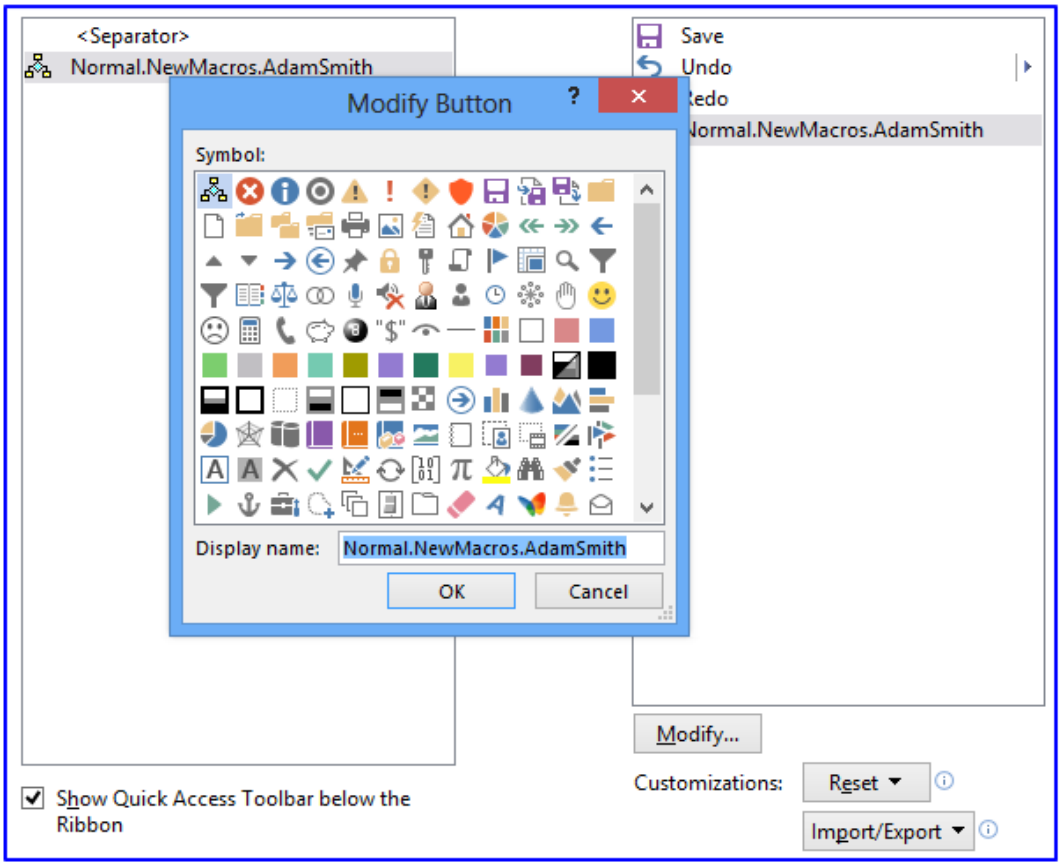
After you click **Button**, Word lets you add your button to a place where you can easily find it–the **Quick Access Toolbar**.

1. In the **Word Options/Quick Access Toolbar** box, click the name of your macro, and then click **Add** to include it on the list of other commands on the **Quick Access Toolbar**.



To make sure you can identify the button on the toolbar, you need to choose a type of button.

2. Click **Modify**, and then choose a button from the dozens available.



Recording your macro

As soon as you choose your button and then click OK, the macro starts running, recording your keyboard strokes until you stop the recording. For example, I chose the button of a guy wearing a tie, clicked OK, and the macro started recording the address I typed of a fictitious client named Adam Smith who lived in Lincoln, Nebraska. When I finished typing, I clicked **Stop Recording** in the **Macro** dropdown.

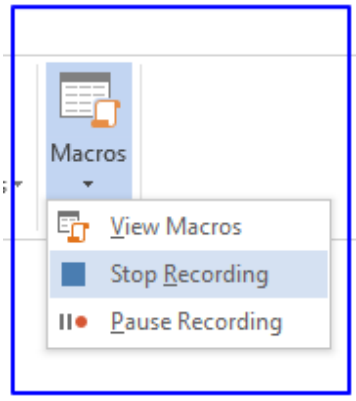
Here's how you can do that yourself:

1. In the **Modify Button dialog** box, choose a button and then click OK .

2. Click OK again in the **Word Options** box , and the macro starts running.

3. Perform the actions you want to include in your macro.

4. Once you've completed the actions, go to the **View** tab, select the **Macro** tab and click **Stop Recording**.



5. You'll now see that a button for your macro now appears on the **Quick Access Toolbar**. Just click it, and the same actions that you recorded will happen again wherever you put your cursor in a document. You'll see this button on the **Quick Access Toolbar** in all of your Word documents–unless you chose that it only appear in your current one.

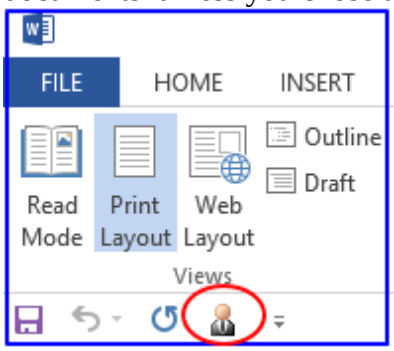


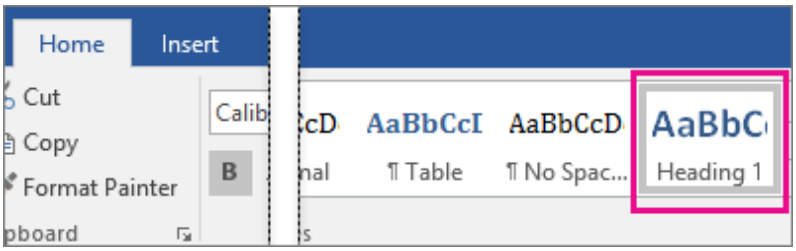
Table of content, Figures and tables

Create a table of contents

To create a table of contents that's easy to keep up-to-date, apply heading styles to the text you want to include in the table of contents. After that, Word will build it automatically, from those headings.

Apply heading styles

Select the text you want to include in the table of contents, and then on the **Home** tab, click a heading style, such as **Heading 1**.



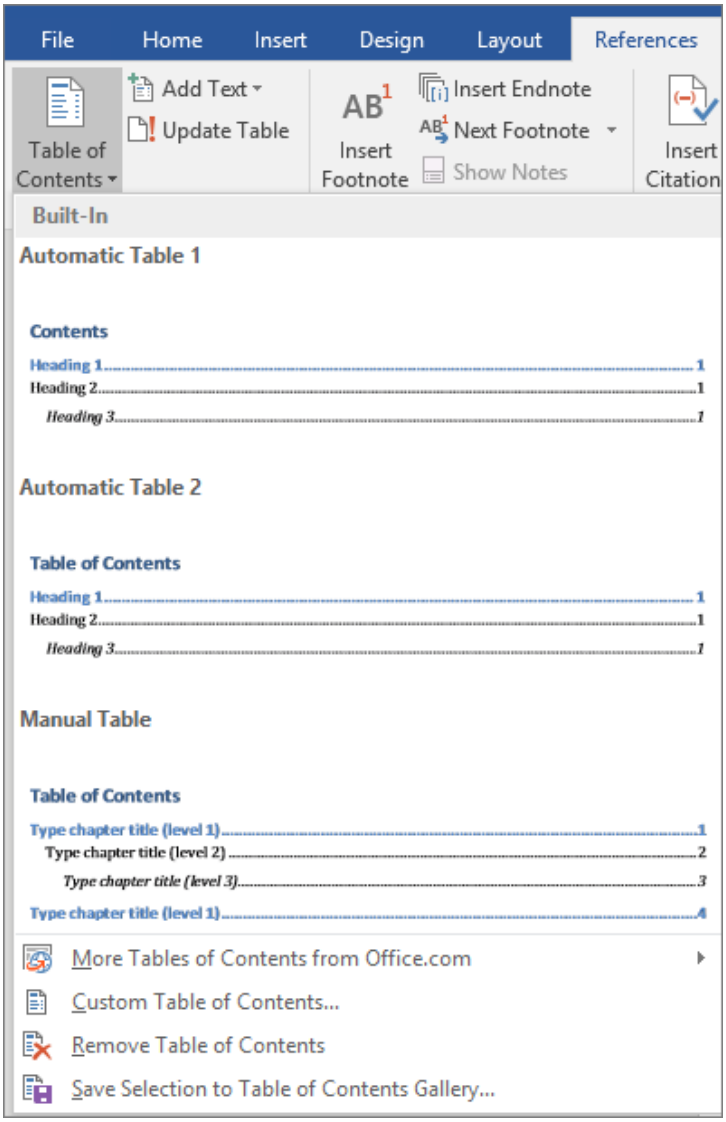
Do this for all of the text you want to show up in the table of contents. For example: If you are writing a book with chapters you could apply the **Heading 1** style to each of your chapter titles. You might apply the **Heading 2** style to each of your sections within those chapters.

Add the table of contents

Word uses the headings in your document to build an automatic table of contents that can be updated when you change the heading text, sequence, or level.

1. Click where you want to insert the table of contents – usually near the beginning of a document.
2. Click **References** > **Table of Contents**, and then choose an **Automatic Table of Contents** style from the list.

   Note: If you use a **Manual Table of Contents** style, Word won't use your headings to create a table of contents and won't be able to update it automatically. Instead, Word will use placeholder text to create a dummy table of contents, and you'll need to manually type each entry into it.



If you want to format or customize a table of contents, you can. For example, you can change the font, the number of heading levels, and whether to show dotted lines between entries and page numbers.

CREATING A LIST OF FIGURES AND/OR A LIST OF TABLES

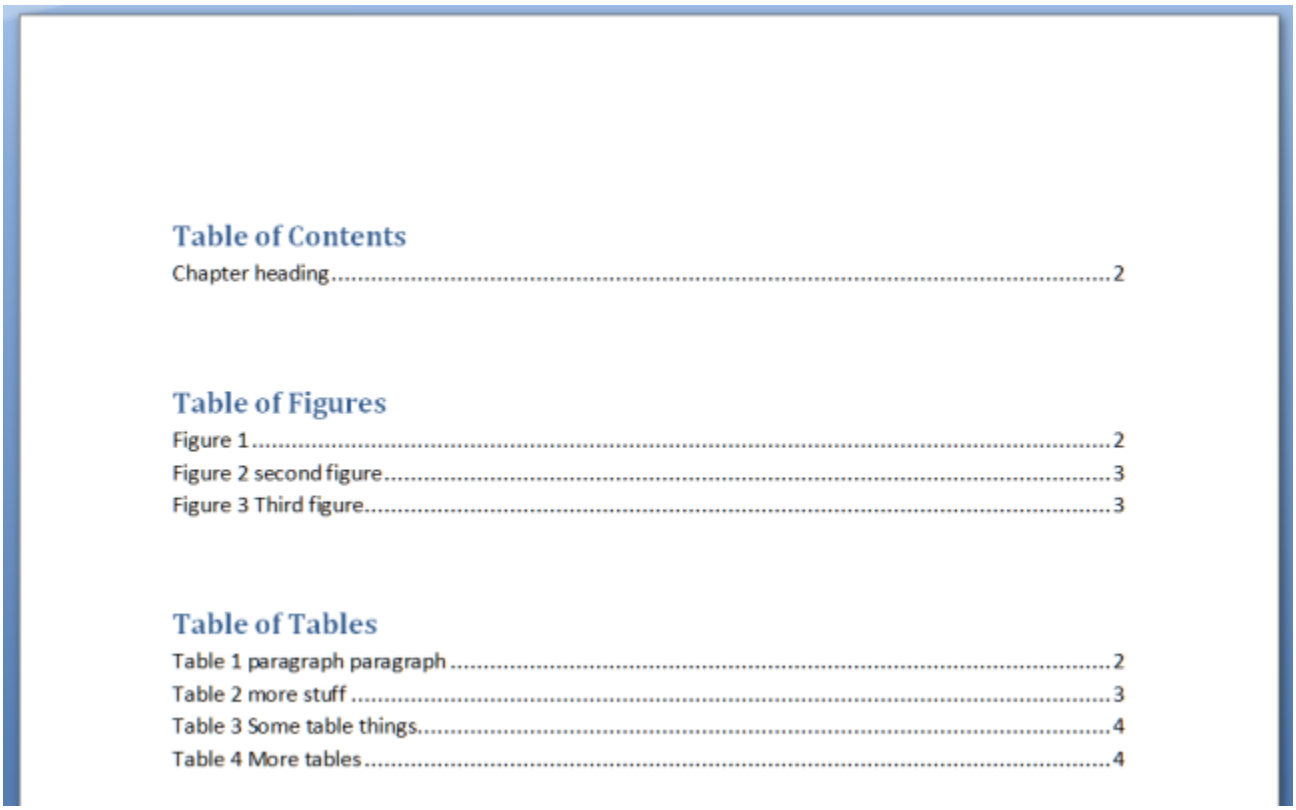
A List of Figures and/or a List of Tables will show all of the graphics, equations, and tables in a document. However, for an element to be recognized, it must have a caption.
(NOTE: any diagram, drawing, graph, chart, map, photograph or other type of illustration in a thesis or dissertation is presented as a "figure.")

How do I create a list of figures and a list of tables?

We're going to take a few basic steps here. They boil down to:

- Mark all your figures as Figures and all your tables as Tables
- Create a Table of Figures (References - Insert Table of Figures)
- Create a Table of Tables (References - Insert Caption)

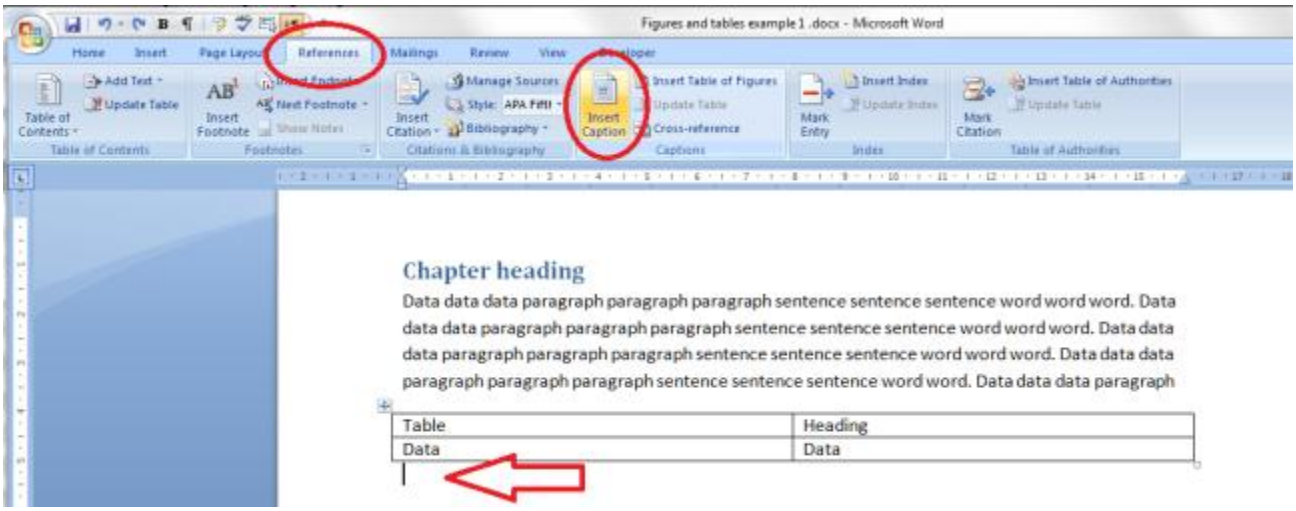
Once you've done that, you'll end up with something like this:



How to apply captions to tables and figures

I know what you've done … you've inserted your figure or table then typed its caption underneath, haven't you? Like everyone else in the world. But let's make life easier for you.

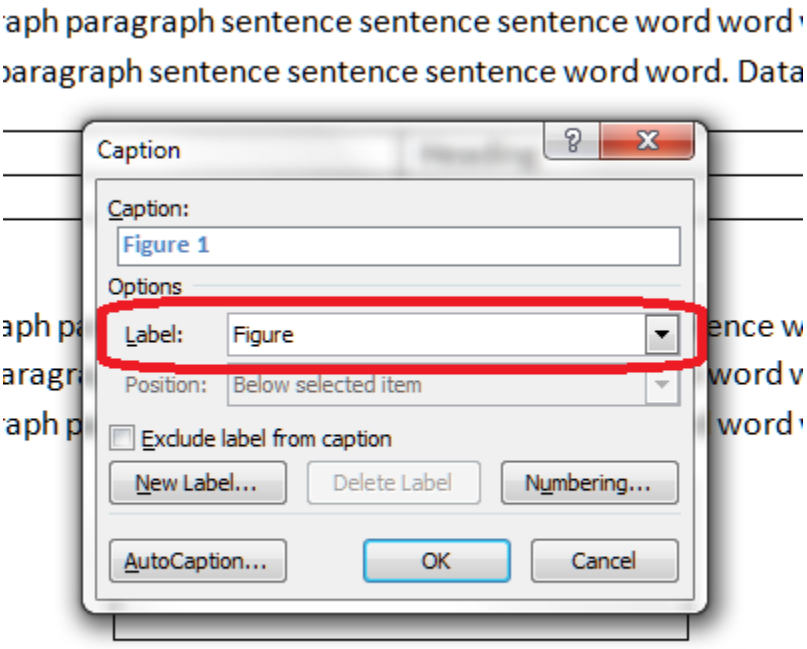
It doesn't matter if you've already typed in all the caption names just as straight text – let's do this the proper way and we can move those typed captions into the correct place as we go!



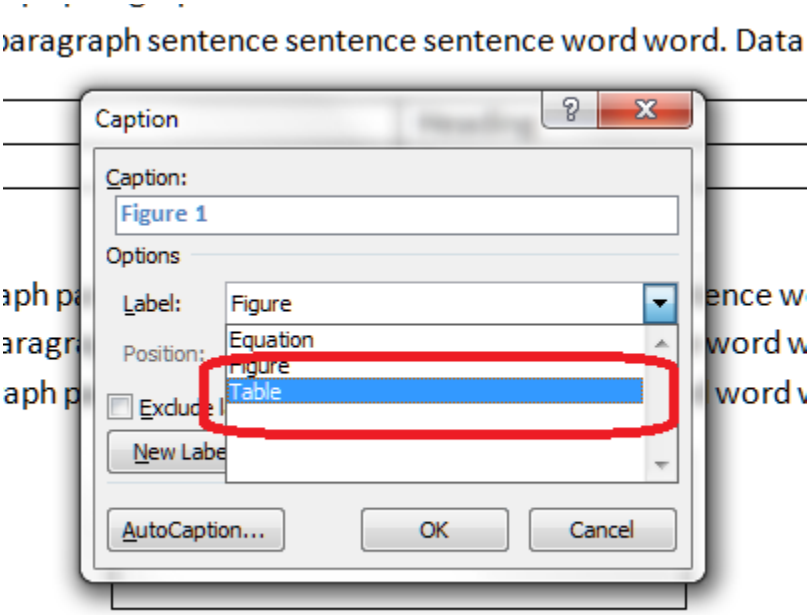
Click on the **References tab**. Find the **Captions section**. Put your cursor where you want the caption to go (arrow), Click on the **Insert Caption** button.

Let's start off with a table caption. Remember, we want to mark a difference between tables and figures so that Word can create automatic lists.

Don't worry if you've already got caption text in there at the moment: do this on a new line. We can tidy things up afterwards. You might want to **copy your caption text** so it's available to paste.

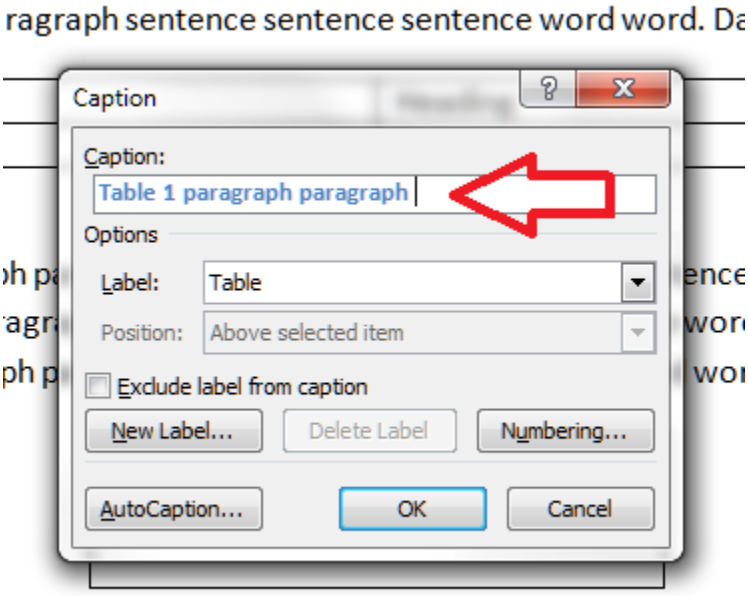


You can see a drop down list which says **Figure** at the moment. But we want to **differentiate between figures and tables**, so click on the **arrow on the right** to drop down the list.



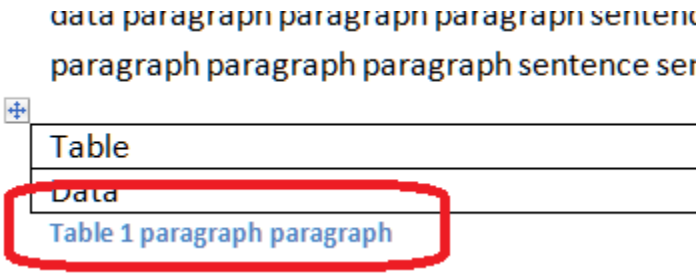
… and choose **Table**. Once you've clicked, the **Caption section** above it will also change to read **Table 1**.

Now you can **type the caption text straight into this box**.



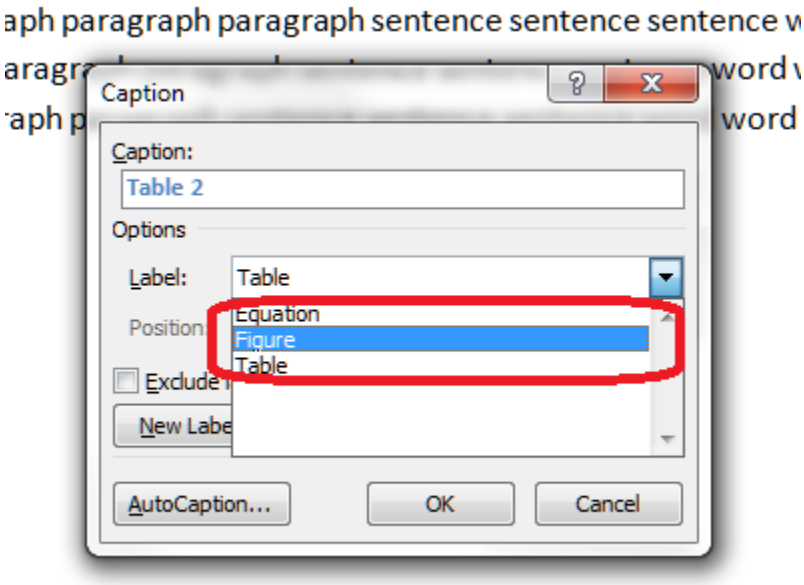
If you've copied the caption text you had previously entered, you can use Control-V to paste it into this box. **Note: right-click and paste won't work here, but Control-V will work**.

If you haven't copied the caption text, and you haven't typed it in the box, don't worry, as you will have another opportunity to insert it in a moment. Press the **OK button** and Table 1 and any text you've entered will appear below your table.



Now we're going to add a figure caption.

Put your cursor below the figure and click on the same **Insert Caption** button. This time, choose **Figure** rather than Table:



This time, just leave the **Caption box** blank apart from the words **Figure 1**.

Then they forced me to make these weird contents pages – help me!

Figure 1 

Now you can **type the caption text in here**, or even paste it in – just make sure it goes blue like the words Figure 1 (we can change that later) to ensure it's all included as part of the caption.

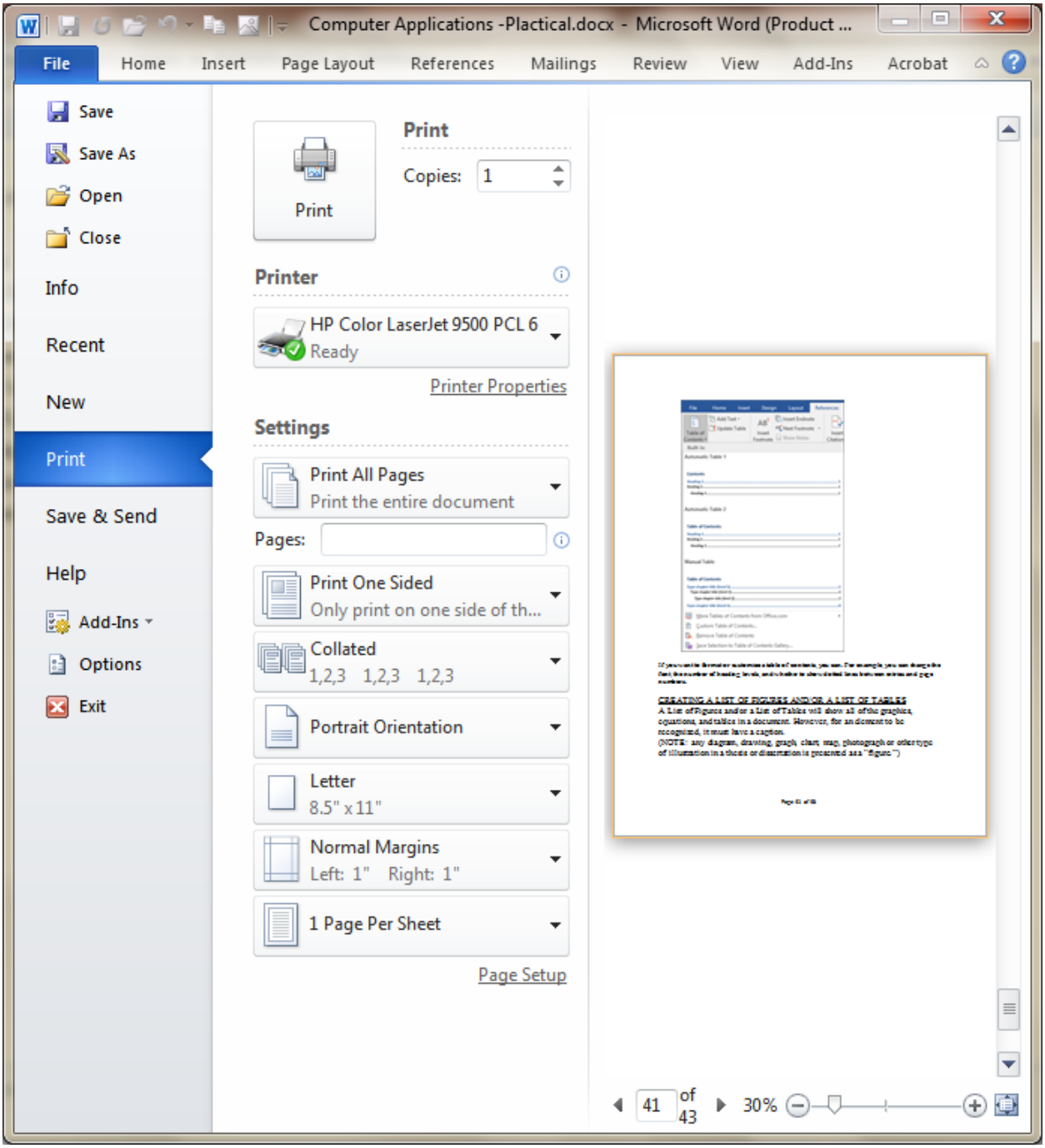
Now you can go through and **mark all of your figure and table captions using this method**.

Print an MS Word document

To print a worksheet in **MS Word document**, execute the following steps.

1. On the File tab (Office button), click Print.

2. To preview the other pages that will be printed, click 'Next Page' or 'Previous Page' at the bottom of the window.



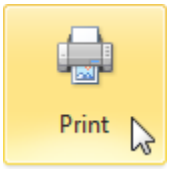
What to Print

Instead of **printing** the entire worksheet, you can also only print the current selection.

1. First, select the range of cells you want to print.

2. Next, under Settings, select Print Selection.

3. To print the selection, click the big Print button.



To print multiple copies, execute the following steps.

1. Use the arrows next to the Copies box.

2. If one copy contains multiple pages, you can switch between Collated and Uncollated. For example, if you print 6 copies, Collated prints the entire first copy, then the entire second copy, etc. Uncollated prints 6 copies of page 1, 6 copies of page 2, etc.

Orientation

You can switch between Portrait Orientation (more rows but fewer columns) and Landscape Orientation (more columns but fewer rows)

CHAPTER 4: SPREADSHEET

Introduction to Spreadsheets

A spreadsheet is used to carry out everything from simple addition to complex financial and statistical analyses. Spreadsheet programs can also help you create charts and graphs based on the data you've entered.

A *spreadsheet* is a computer program (or a document produced by such a program) that we can use for arithmetic computations. A spreadsheet offers major advantages over the use of a hand calculator (just as a word processing program offers many advantages over typewriting). Among the advantages of a spreadsheet over a hand calculator:

- A spreadsheet produces a document that can be read, printed, and stored and retrieved.
- A spreadsheet can have its calculations done in a fashion by which they may be redone automatically if any of the data values upon which they depend, are changed.
- The numbers that appear in a spreadsheet are easily used as the foundation of "charts" or "graphs" that may be used to illustrate the relationships among these numbers. We can build bar charts, pie charts, line charts, etc.
- Etc.

The Main Spreadsheets

Numerous spreadsheets have been produced by the main software companies. The main spreadsheets are:

- Microsoft Excel, in the *Microsoft Office* office suite
- Sun *StarOffice Calc*, in the *StarOffice* suite
- *OpenCalc*, in the *OpenOffice* suite
- *IBM/Lotus 1-2-3* in the *SmartSuite* suite
- *Corel Quattro Pro* in the *WordPerfect* suite
- *KSpread* in the *KOffice* free suite from Linux

Examples and the notes in this document bases on the *Microsoft Excel* spreadsheet, but the other spreadsheets contain the same functionalities.

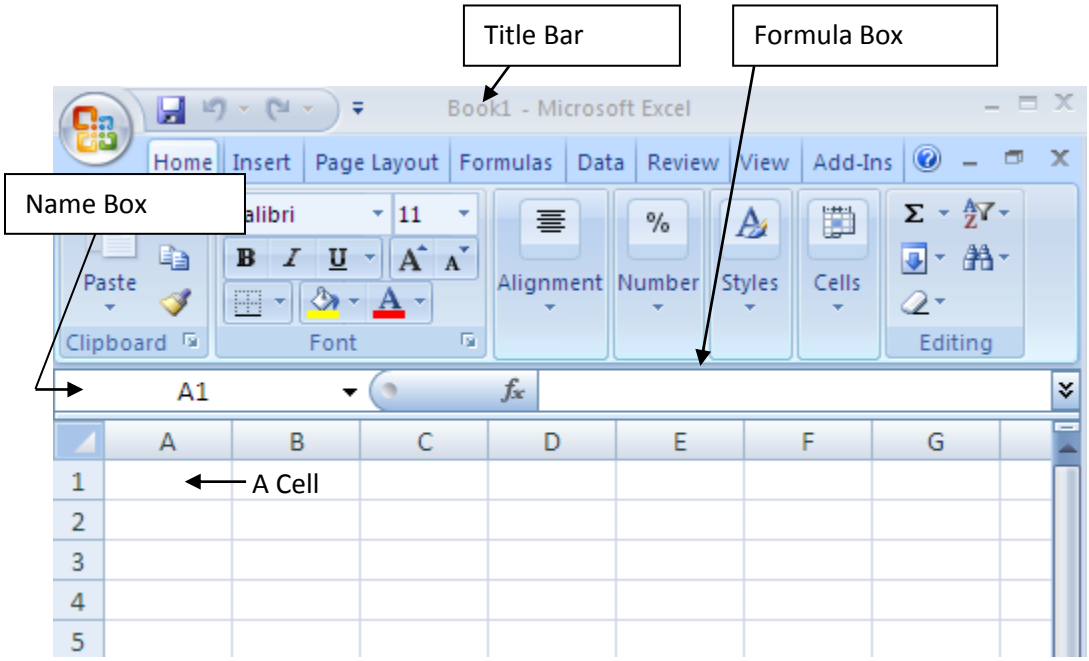
Basic MS Excel Skills

Starting Up Microsoft Excel

1. Click on START, choose PROGRAMS and click on Microsoft Excel
2. You will see a white grid in front of you with rows of menus and icons at the top of the screen.

The Key Components of a Spreadsheet

1. *Title Bar:* The bar that displays the name of the spreadsheet you currently have open.
2. *Name Box*: The box that displays the address of the cell that you are presently on.
3. *Formula Box:* The bar where the contents of the cell are displayed.
4. *Worksheet Tabs:* These tabs allow you to switch from one worksheet to another. The standard spreadsheet contains three worksheets.



Note: <u>Terms</u>

Cell – a single worksheet division

Header – identities/addresses to column, rows and cells

- Column[A,B,…], Rows[1,2,…] and Cell [A1]
- Cells – headers are in terms of cell position within a column and a row [A1 is a cell within column A and row 1 and A5 is a cell within column A and row 5]

Reference – the act of accessing/using cell addresses especially in formulas and functions

Types of references

a) Single cell – addressing a single cell [i.e. A1]
b) Range of cell – addressing a group of cells [i.e. A1:A5- vertical,A1:F1 - horizontal]

Ways of referencing

a) Relative – in a formulae, reference to cells(s) are based on their position relative to the cell that contain the formulae
b) Absolute - the cell referred to is the same no matter which cell refers to it

Functions and formulas

Function – readymade/ predefined mathematical procedures, built into the program library to perform a series of operations on a specified range of values (i.e. average, sum, if etc. – Average(A1:A5))

Formulae – user defined formulae (i.e. =A1+A2+A3)

Entering Data into a Spreadsheet

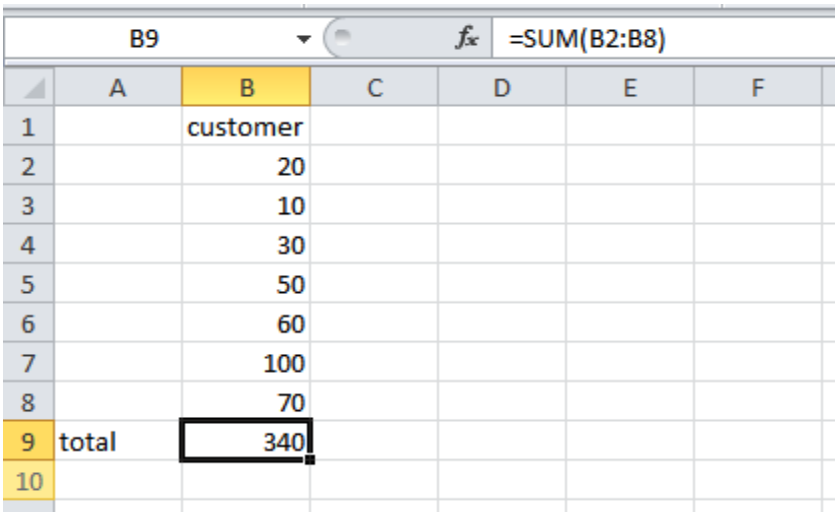
1. To enter data into a cell, simply click into the cell and type.
2. **ACTIVITY**:
    - **a.** Start in cell A1, and type "Day of the Week". Press Enter, or click your mouse into cell A2 and type "Monday". Continue down Column A until you've typed Monday through Sunday.
    - **b.** Click on cell B1 and type "Customers". Proceed to cells B2-B8 begin typing in the numbers: 20, 10, 30, 50, 60, 100, and 70.

Excel Formula and Functions

Entering a Formula into a Spreadsheet

1. *What is a formula?* It is a command that instructs Excel to carry out a calculation. Addition, subtraction and averaging are all examples.

3. **ACTIVITY:**
    - **a.** In cell A9, type "Total", then,
    - **b.** Move to cell B9 and type "=SUM(B2:B8)" and then press ENTER. You should see a total appear in cell B9.



Calculating Four Basic Math Operations

Addition:

1. Use the SUM command, which is =SUM(beginning cell address**:** ending cell address) and press ENTER. OR,

2. If the numbers are not adjacent to each other, you can use the "+" operator as follows: = first cell to be added + second cell to be added + third cell to be added, and so on. Then press ENTER.

Subtraction

1. Use the – operator = first cell – second cell and then press ENTER

Multiplication

1. Use the * operator = first cell * second cell and then press ENTER

Division

1. Use the / operator = first cell / second cell and then press ENTER.

Functions

Excel can perform a very large number of functions, which are formulas that perform a specific calculation beyond standard arithmetic. If you go to INSERT and choose FUNCTIONS, you will see a large menu of functions.

1. If you want to use a certain function, first click in the cell on your spreadsheet you want that function performed in. Then go to INSERT and choose FUNCTION and select the function you want to perform.
2. Specify the cell or block of cells that you want the function to consider.
3. Click OK.
4. To insert functions in Excel 2007, you would choose the FORMULAS tab, then select the function you would like to perform from the function library and follow steps 2 and 3.

ACTIVITY: The AVERAGE function is useful.

1. Click into cell A10 and type, "Daily Average"
2. Click into cell B10 and click on INSERT and then FUNCTION
3. Click on ALL, click on the AVERAGE function, and then click OK.
4. In the "Number1" field, type in the cells you would like to average

NOTE If the dialog box is blocking your view of the spreadsheet and you can't remember the location of the cells you'd like to average, click on the symbol at the end of the "Number1" field. Your spreadsheet will pop up and you'll get a chance to highlight the block of cells you'd like to average. Then press ENTER.

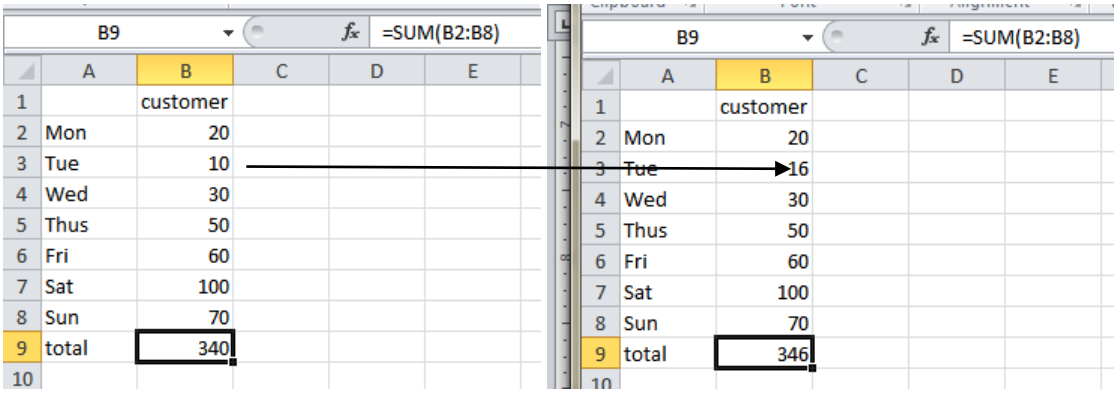
5. Click on OK.

ACTIVITY: To practice functions, try to apply the MAX function to have Excel determine the highest daily Customer total

Making Changes to the Contents of a Spreadsheet Cell

ACTIVITY: We made a mistake calculating Tuesday's customers. There were actually 16 customers, not 10!

1. Click on the cell whose contents you would like to change
2. See the present contents of the cell appear in the FORMULA Bar and change the data.
3. Notice that the TOTAL was automatically recalculated (It now reads 346 instead of 340!)



Saving Your Spreadsheet

1. Click on FILE and choose SAVE AS if you are saving the spreadsheet for the first time, otherwise, choose SAVE.
2. Choose what location you would like to save your spreadsheet in and click ok.

Printing a Spreadsheet

1. Click on File and choose PRINT.
2. If you'd like to only print certain pages then use the "Print Range" section of the Print dialog box and choose which pages you would like to print.

Fitting a Spreadsheet onto One Printed Page

1. If you want your spreadsheet printed on one page instead of spanning two pages, follow these steps:
2. Highlight all the cells of your spreadsheet then click on FILE and choose PRINT AREA. (in Excel 2007, you would select PAGE LAYOUT from the main menu, then select PRINT AREA)
3. Click on SET PRINT AREA and see that a dotted line appears around your spreadsheet cells.
4. Click on FILE and PRINT PREVIEW.
5. Click on SETUP and click on the radio button beside (under the heading SCALING) FIT TO 1 PAGE WIDE BY 1 PAGE TALL. (in Excel 2007, click the small arrow in the bottom right corner of the SCALE TO FIT shortcut box to access this option)
6. Click on OK, Click on PRINT and Click OK.

Editing a Spreadsheet

Inserting Columns

ACTIVITY: The regional manager says we need to start tracking the number of *visitors* to our story each day. She wants us to insert a new "Visitors" column BETWEEN the current "Days of the Week" column and the "Customers" column in order to track this data.

1. Click into any cell within the column that will become the first column to the *right* of the new column. Which column is that for us??
2. Now click on INSERT and choose COLUMN. You will see a new column appear. (in Excel 2007, in the CELL quick menu, click the word INSERT, select INSERT SHEET COLUMNS)

ACTIVITY: Starting in B2, type the following number of visitors for each day: 30, 32, 45, 90, 65, 200, 130.

Inserting Rows

1. Click into any cell within the row that will become the first row below the new row.
2. Click on INSERT and choose ROW. (in Excel 2007, in the CELL quick menu, click the word INSERT, select INSERT SHEET ROWS)
3. You will see a new row appear.

Inserting Cells

1. Click into the cell where a new cell needs to be inserted.
2. Click on INSERT and click on CELLS (in Excel 2007, in the CELL quick menu, click the word INSERT, select INSERT CELLS)
3. Choose one of the four choices that appear:
    a. SHIFT CELLS RIGHT means that when you insert the new cell, the existing cell will be shifted to the right.

b. SHIFT CELLS DOWN means that when you insert the new cell, the existing cell will be shifted down.
c. The other two choices, ENTIRE ROW, and ENTIRE column are alternative ways to inserting rows and columns.

Copy and Pasting

In Excel, you use the Copy and Paste feature when you want to duplicate a cell or block of cells in another location within the spreadsheet. The original cell will remain in the original location, but a second copy is found at the new location.

ACTIVITY: The regional manager wants a total number of visitors for the week. We can copy the formula from C9 into box B9.

1. Click on C9 (the source cell).
2. Click on EDIT and choose COPY.
3. Click on cell B9 (the destination cell) and click on EDIT and choose PASTE.
4. See the total appear.
5. *NOTE* Excel converts the formula's column "C" references into column "B" references. To prevent this automatic adjustment, which is called Relative Cell Referencing, place $ signs in front of the column and/or row reference that you don't want Excel to adjust when that cell is copied to another location. For example, if C9 contained "=SUM($C$2:$C$8)", when it is copied to B9, it will still read "=SUM($C$2:$C$8)". When Excel's relative cell referencing is blocked by $ signs, it is known as Absolute Cell Referencing.
6. With Excel 2007, use the CLIPBOARD quick menu to access copy and paste features. You may access the copy and paste options by clicking the right mouse button to bring up the quick menu.

Cutting and Pasting

Use this function when you want to move a cell or block of cells from one location to another. No trace of the cell(s) will remain in the original location.

1. Click on the cell(s) you would like to cut (the source cell).
2. Click on EDIT and choose CUT.
3. Click on the cell where you want this cell to reappear (the destination cell) and click on EDIT and PASTE.
4. See the cut-cell reappear in the new location.
5. With Excel 2007, use the CLIPBOARD quick menu to access copy and paste features. You may access the copy and paste options by clicking the right mouse button to bring up the quick menu.

Formatting a Spreadsheet

Formatting a Cell

1. You must highlight the cell or block of cells you want to format.
2. After you highlight the cells, choose FORMAT from the menu and select CELLS to see your choices.
    a. *Number*: Allows you to select the format for the type of data within the cells. For example, choose CURRENCY if you are using dollar values, and Excel will add a $ sign in front of the cells.
    b. *Alignment*: Allows you to control the positioning of the text or number in your cell. If you have a lot of text in one cell, and you don't want to expand the cell's width, you can choose WRAP TEXT.
    c. *Font*: You can change the style and size of the highlighted text or numbers, including making them bold, underlined or italic. This is the same as the Microsoft Word formatting.
    d. *Border*: Allows you to add vertical or horizontal lines to different parts of the worksheet. You can choose where you'd like the grid lines to print out, the line style, and even the line color.
    e. *Patterns*: Allows you to control the background color of the highlighted cells and to add patterns. Use this to visually isolate data.
    f. *Protection*: Allows you to lock cells and hide formulae from careless or unauthorized users. Remember, if you password protect your spreadsheet, make sure you remember the password!
    g. In Excel 2007, you can access most of these features from the quick menus under the HOME tab. To access the features for border, pattern, and protection, click the small arrow from the FONT, ALIGNMENT, or NUMBER quick menus to access these and other formatting features.

ACTIVITY: Give row A the following characteristics: bold, underlined and 16 font.

Format the Height of a Row

1. Click on any cell in that row and click on FORMAT and choose ROW.
2. Click on HEIGHT and type in a new number for the Row Height.
3. In Excel 2007, select a row and right click to access the quick menu where you will find the row height feature or under the CELLS quick menu click the word FORMAT

Note: The standard setting is 12.75.

Format the Width of a Column

1. Click on any cell in that column and click on FORMAT and choose COLUMN.
2. Click on WIDTH and type a new number for the Column Width.
3. In Excel 2007, select a row and right click to access the quick menu where you will find the column width feature or under the CELLS quick menu click the word FORMAT

Note: The standard setting is 8.43.

ACTIVITY: Adjust the column width so that cell A1's "Days of the Week" label is entirely viewable. If you don't want to guess at the appropriate Column Width, then select AUTOFIT SELECTION instead and Excel will decide for you.

Format A Sheet

Formatting a sheet lets you do two things:

1. Change the name of the sheet:
    a. Click on the tab you would like to rename.
    b. Click FORMAT select SHEET (in and click on RENAME.
    c. You will see the name of the sheet darken. Type in a new name and press Enter.
    d. In Excel 2007, click FORMAT under the CELLS quick menu, then select RENAME SHEET
2. Change the Background Image
    a. Click on the tab whose background you would like to change.
    b. Click FORMAT, select SHEET and click on BACKGROUND.
    c. Locate the image file and click INSERT.
    d. In Excel 207, select the PAGE LAYOUT tab, then click on the BACKGROUND option to access this feature

Adding and Deleting Comments to the Spreadsheet

1. Click on the cell that you would like to add a comment to. Click on INSERT and then COMMENT
2. In Excel 2007, click on the cell where you want to add the comment and right click for the quick menu, then select INSERT COMMENT.
3. Type your comment in the box that appears and then click in a cell outside the comment.
4. A small red tag appears at the top right corner of the cell that contains the comment.

ACTIVITY: Add a comment to cell B7 that says, "This was the Saturday before Christmas so sales were particularly strong that day"

5. To delete a comment, click EDIT, the select CLEAR, and then select COMMENT.
6. In Excel 2007, to perform these functions right click the cell again for the quick menu and access the option this way.

Sorting Filtering and Data Validation

Sorting Data

ACTIVITY: The regional manager would like us to sort our data in a way that ranks the "Days of the Week" from the busiest day to the least busy day based on the number of "Visitors".

1. Highlight the data, including the titles, but *excluding* the "Total" and "Daily Averages" rows.
2. Click on DATA and then SORT.
3. Click on the drop-down arrow below the "Sort By" header and select the criteria by which you want to re-sort your data.
4. Click either "Ascending" or "Descending".
5. Click OK.
6. For Excel 2007, click the DATA tab, and use the SORT quick menu options to perform various sort types

NOTE re-sorting the data by "Days of the Week" in ascending order will not return the data to a Monday – Friday order. It will re-sort the data based on the *alphabetical order*!! To get it back to Monday-Sunday, click on EDIT and UNDO SORT.

To Keep Row and Column Labels Visible As You Scroll

1. To freeze the tope horizontal pane, select the row below where you want the split to appear.
2. To freeze the left vertical pane, select the column to the right of where you want the split to appear.
3. Click on WINDOWS menu and choose FREEZE PANES.
4. To UNDO, return to the WINDOWS menu and choose U NFREEZE PANES.
5. For Excel 2007, to freeze panes you would choose the VIEW tab, and then click on word FREEZE PANES.

Filtering Out Data

ACTIVITY: The regional manager wants just the data for Saturdays.

1. Click anywhere within your data.
2. Click on DATA FILTER and then AUTOFILTER
3. Click on one of the drop-down arrows and select the criteria you would like to filter the data through.
4. Excel pulls out just the data you requested.
5. To get rid of the filter,
    a. Click on DATA, click on FILTER and choose AUTOFILTER.
6. With Excel 2007, the easiest way to perform filtering is by selecting the data to be filtered, clicking on the DATA tab, then click FILTER under the SORT and FILTER option

Charts

ACTIVITY: We want to impress our regional manager with graphically displayed data.

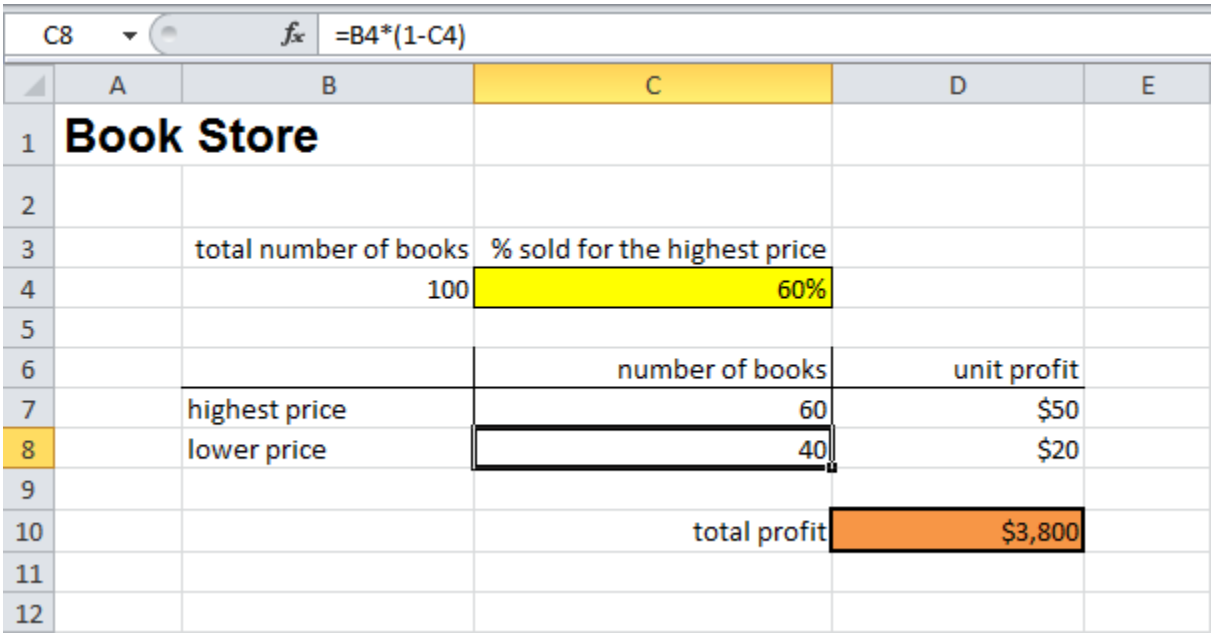
1. Highlight your spreadsheet, including the column headers. (Days of the Week, Visitors, etc.)
2. Click on INSERT and choose CHART. (In Excel 2007, click on the INSERT tab, and then select the type of chart you would like to create from the options provided – the rest of the instructions below are ONLY for Excel 2000 and 2003) – For Excel 2007, to make various chart edits it is easiest to right click on the portion of the chart you would like to change and right click
3. Click on the Type of Chart you would like and click NEXT.
4. You'll be presented with a draft of what your new chart will look like. Click on Next.
5. The dialog box that appears will allow you to add some text labels to your Chart, such as a Title, and labels for the X and Y axes. Then click NEXT
6. This dialog box asks you where you would like your chart to appear—in a new worksheet, or as an object in your current sheet.
7. Click on FINISH.

What if analysis

What-If Analysis is the process of changing the values in cells to see how those changes will affect the outcome of formulas on the worksheet. Three kinds of What-If Analysis tools come with Excel: Scenarios, Goal Seek, and Data Tables. Scenarios and Data tables take sets of input values and determine possible results.

What-If Analysis in **Excel** allows you to try out different values (scenarios) for formulas. The following example helps you master what-if analysis quickly and easily.

Assume you own a book store and have 100 books in storage. You sell a certain % for the highest price of $50 and a certain % for the lower price of $20.



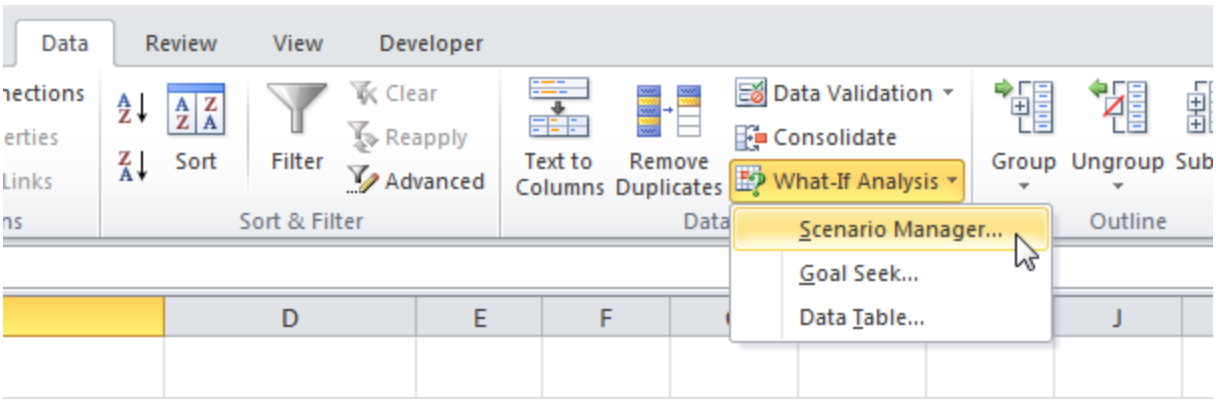
If you sell 60% for the highest price, cell D10 calculates a total profit of 60 * $50 + 40 * $20 = $3800.

Create Different Scenarios

But what if you sell 70% for the highest price? And what if you sell 80% for the highest price? Or 90%, or even 100%? Each different percentage is a different **scenario**. You can use the Scenario Manager to create these scenarios.

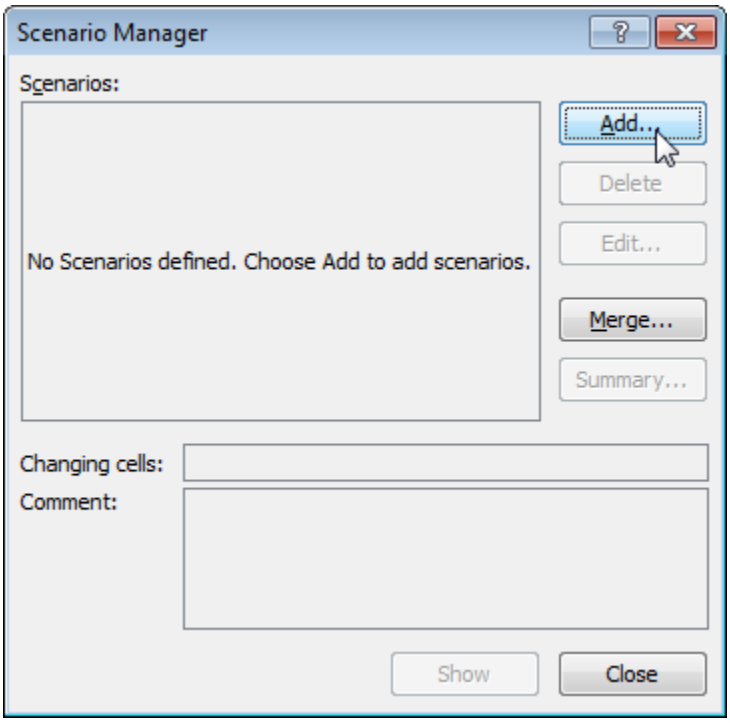
Note: You can simply type in a different percentage into cell C4 to see the corresponding result of a scenario in cell D10. However, what-if analysis enables you to easily compare the results of different scenarios. Read on.

1. On the Data tab, click What-If Analysis and select Scenario Manager from the list.

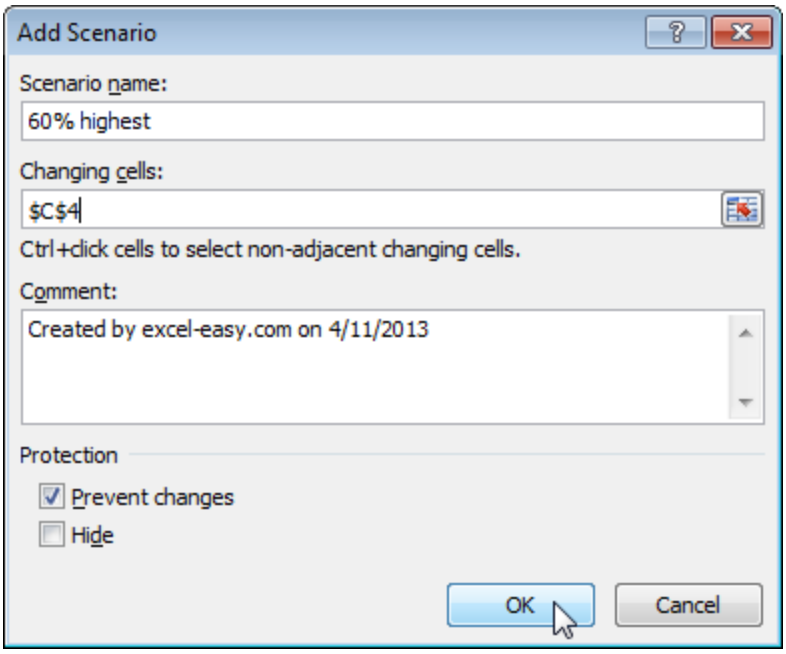


The Scenario Manager dialog box appears.

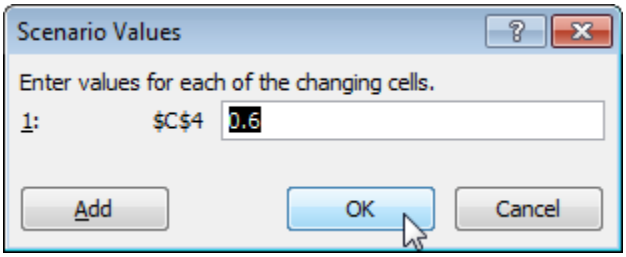
2. Add a scenario by clicking on Add.



3. Type a name (60% highest), select cell C4 (% sold for the highest price) for the Changing cells and click on OK.

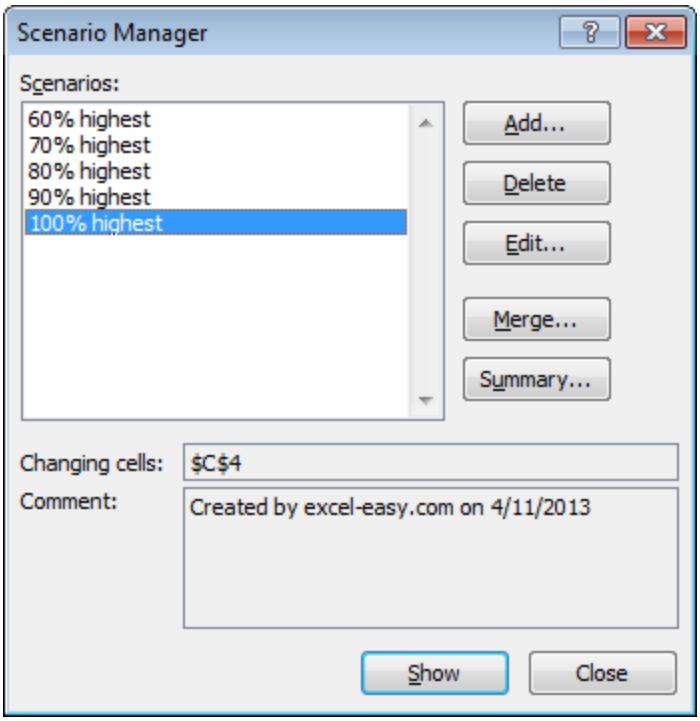


4. Enter the corresponding value 0.6 and click on OK again.



5. Next, add 4 other scenarios (70%, 80%, 90% and 100%).

Finally, your Scenario Manager should be consistent with the picture below:



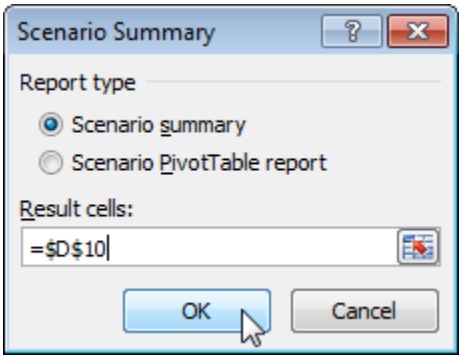
Note: to see the result of a scenario, select the scenario and click on the Show button. Excel will change the value of cell C4 accordingly for you to see the corresponding result on the sheet.

Scenario Summary

To easily compare the results of these scenarios, execute the following steps.

1. Click the Summary button in the Scenario Manager.

2. Next, select cell D10 (total profit) for the result cell and click on OK.



Result:

Scenario Summary						
	Current Values:	60% highest	70% highest	80% highest	90% highest	100% highest
Changing Cells:						
$C$4	60%	60%	70%	80%	90%	100%
Result Cells:						
$D$10	$3,800	$3,800	$4,100	$4,400	$4,700	$5,000

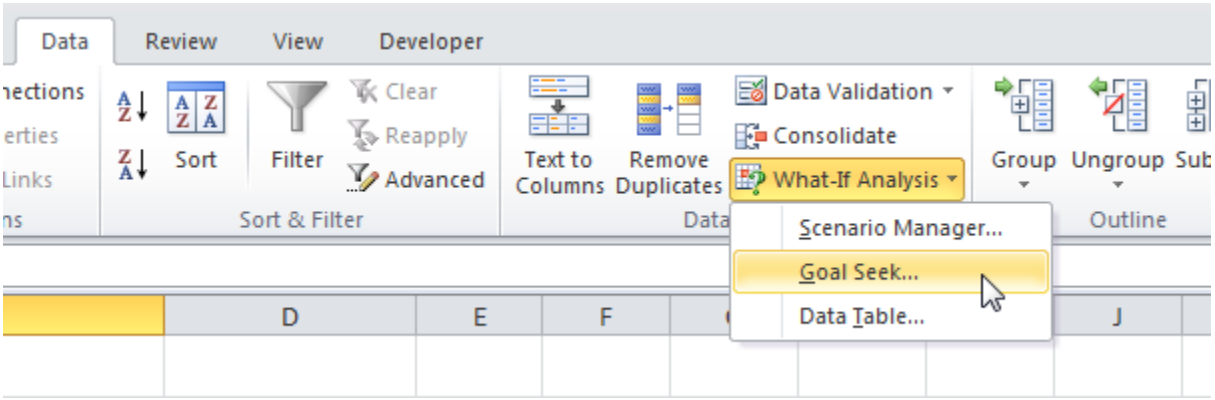
Notes: Current Values column represents values of changing cells at time Scenario Summary Report was created. Changing cells for each scenario are highlighted in gray.

Conclusion: if you sell 70% for the highest price, you obtain a total profit of $4100, if you sell 80% for the highest price, you obtain a total profit of $4400, etc. That's how easy what-if analysis in Excel can be.

Goal Seek

What if you want to know how many books you need to sell for the highest price, to obtain a total profit of exactly $4700? You can use **Excel's Goal Seek** feature to find the answer.

1. On the Data tab, click What-If Analysis, Goal Seek.



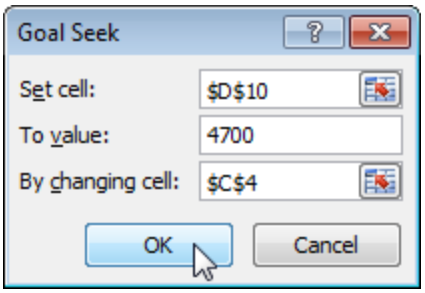
The Goal Seek dialog box appears.

2. Select cell D10.

3. Click in the 'To value' box and type 4700.

4. Click in the 'By changing cell' box and select cell C4.

5. Click OK.



Result. You need to sell 90% of the books for the highest price to obtain a total profit of exactly $4700.

C8 =B4*(1-C4)

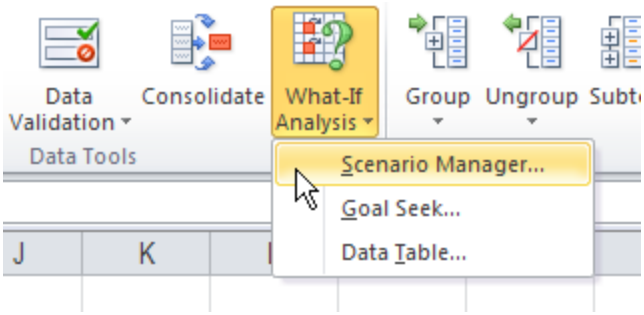
	A	B	C	D	E
1	**Book Store**				
2					
3		total number of books	% sold for the highest price		
4		100	90%		
5					
6			number of books	unit profit	
7		highest price	90	$50	
8		lower price	10	$20	
9					
10			total profit	$4,700	
11					
12					

Create a Scenario PivotTable Report

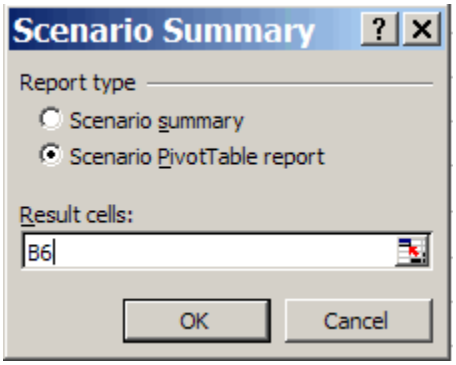
For a different view of the Scenario data, you can create a pivot table report:

Warning: This is a static report that does not change if the Scenario data changes. Delete this report after printing it, and create a new Summary when necessary.

1. On the Ribbon's Data tab, click What-If Analysis
2. Click the drop down arrow, and click Scenario Manager



3. Click the Summary button
4. In the Scenario Summary dialog box, for Report type, select **Scenario PivotTable report**
5. Press the Tab key, to move to the Result cells box
6. On the worksheet, click on cell B6.This is the Profit cell, and it changes, based on the sales and expense amounts.

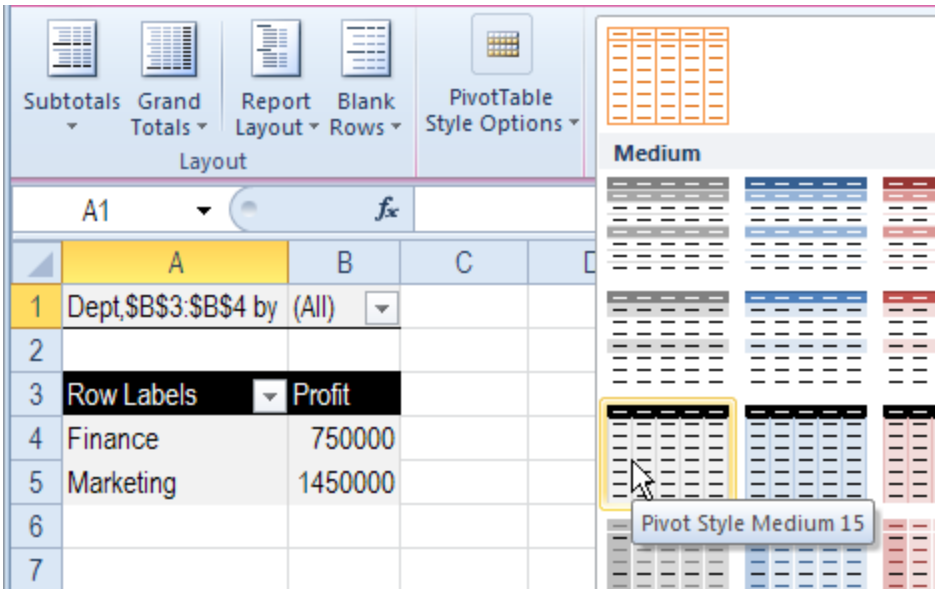


7. Click the *OK* button.
8. A **Scenario PivotTable** sheet is added to the workbook ▲

View the Scenario PivotTable Report

1. Select the **Scenario PivotTable** worksheet
2. To rearrange the data, drag the field buttons to a different area of the Pivot Table. For example, drag the Dept,$B$3:$B$4 button from cell A4 (row area) to cell B3 (column area)

There is no option for formatting the Scenario PivotTable Report when you create it. You can change the formatting in the completed pivot table, by selecting a different PivotTable Style. ▲

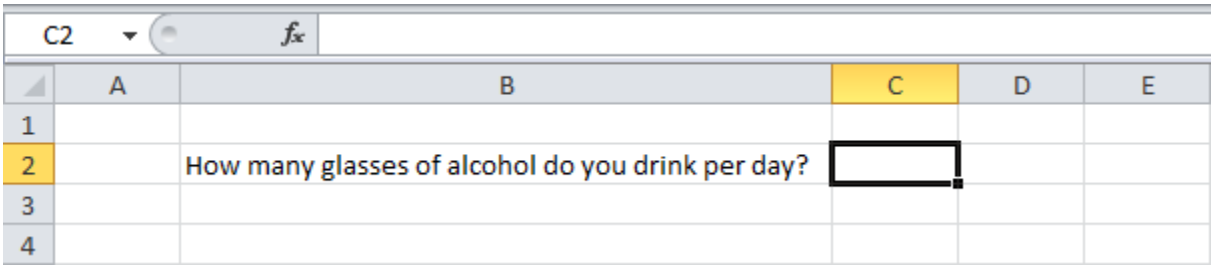


Data validation

Use **data validation** in Excel to make sure that users enter certain values into a cell.

Data Validation Example

In this example, we restrict users to enter a whole number between 0 and 10.

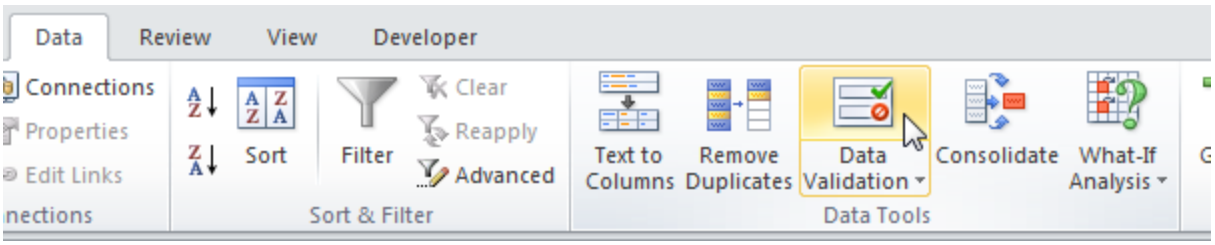


Create Data Validation Rule

To create the **data validation rule**, execute the following steps.

1. Select cell C2.

2. On the Data tab, click Data Validation.

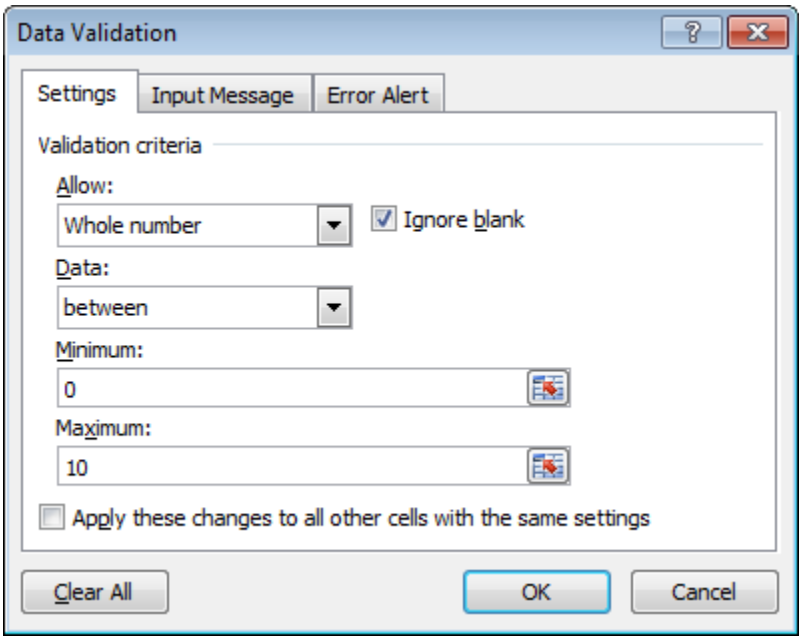


On the Settings tab:

3. In the Allow list, click Whole number.

4. In the Data list, click between.

5. Enter the Minimum and Maximum values.



Input Message

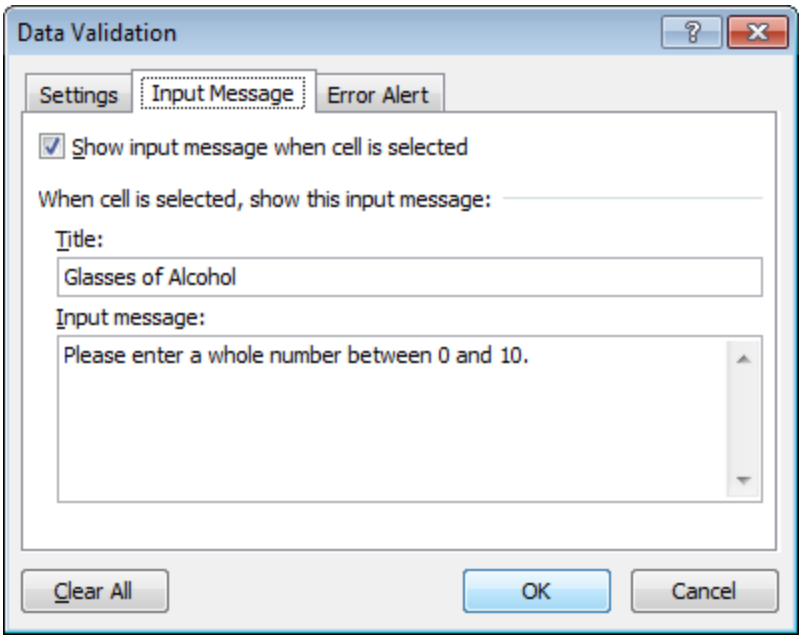
Input messages appear when the user selects the cell and tell the user what to enter.

On the Input Message tab:

1. Check 'Show input message when cell is selected'.

2. Enter a title.

3. Enter an input message.



Error Alert

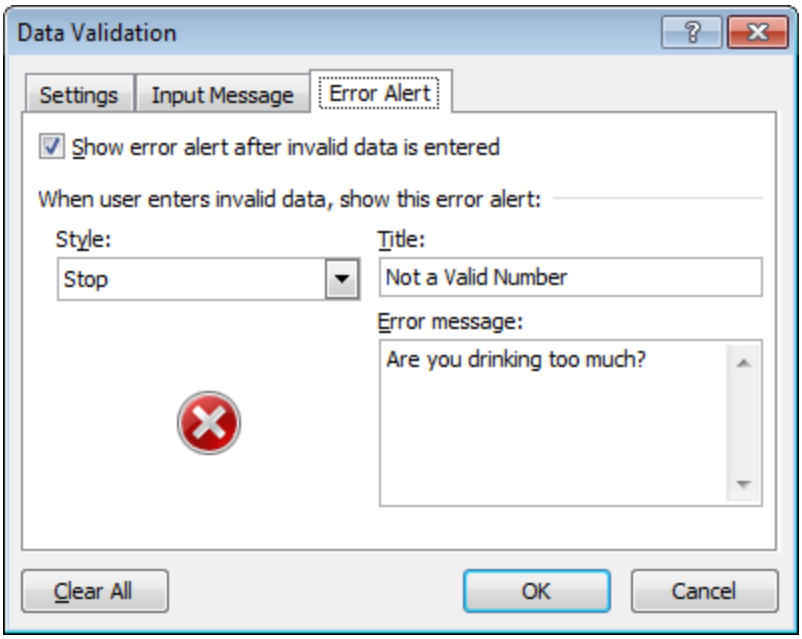
If users ignore the input message and enter a number that is not valid, you can show them an error alert.

On the Error Alert tab:

1. Check 'Show error alert after invalid data is entered'.

2. Enter a title.

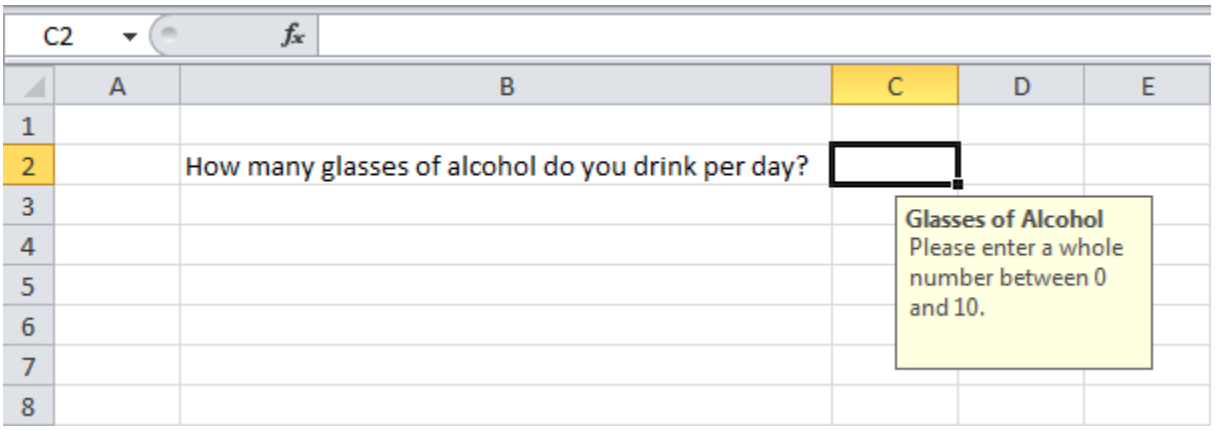
3. Enter an error message.



4. Click OK.

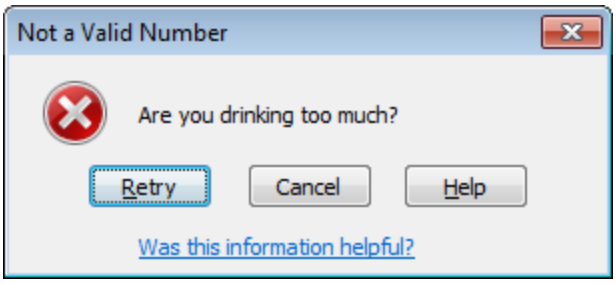
Data Validation Result

1. Select cell C2.



2. Try to enter a number higher than 10.

Result:

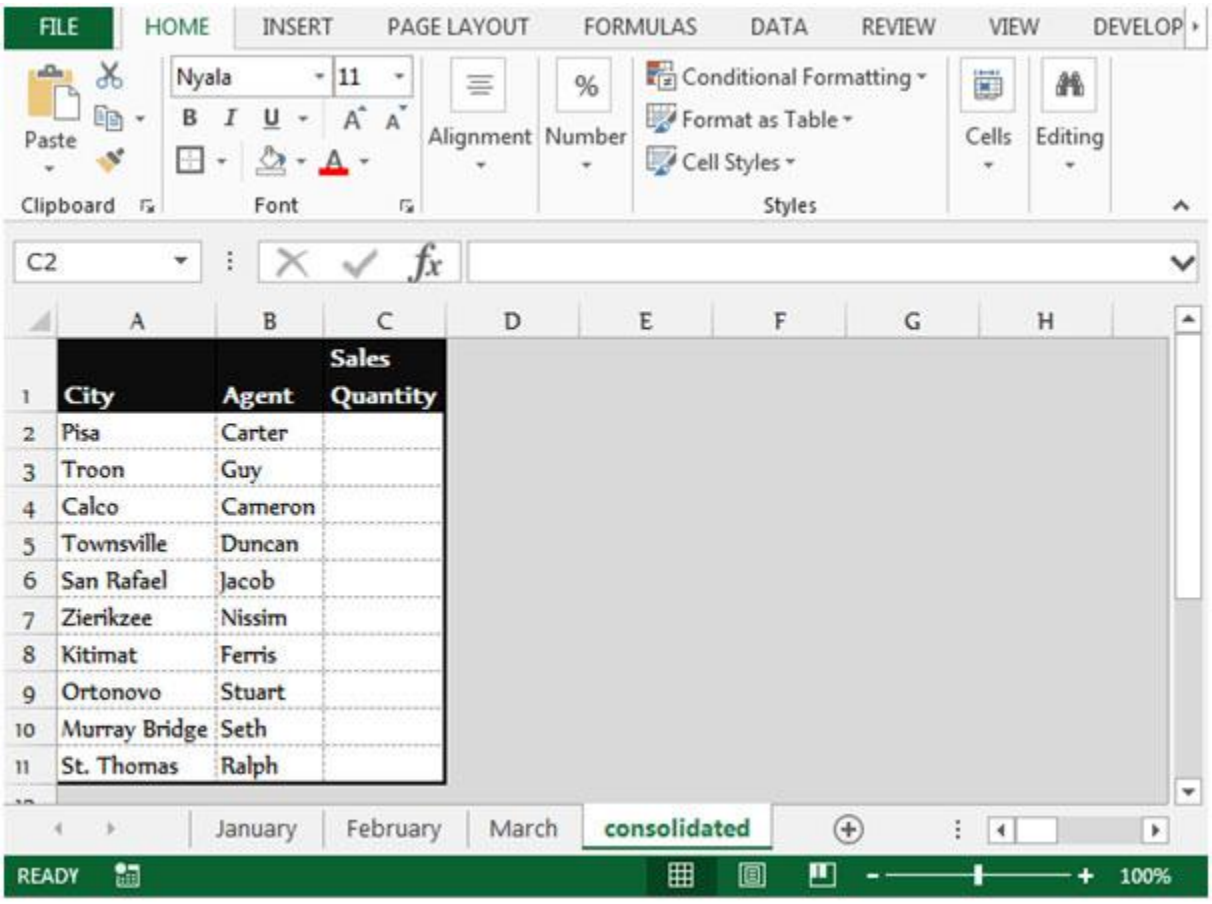


Note: to remove data validation from a cell, select the cell, on the Data tab, click Data Validation, and then click Clear All.

Summarizing, consolidating and outlining data

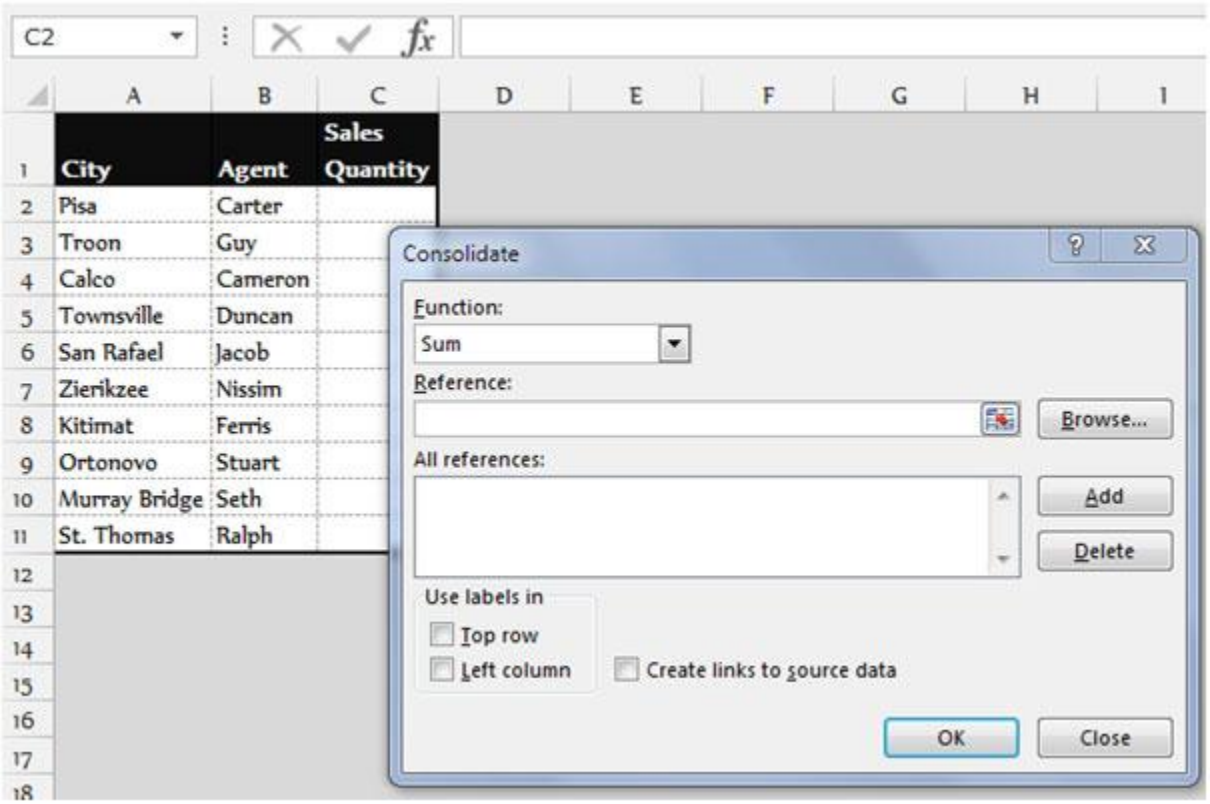
To group and summarize the data, we can create an outline up to eight levels in the data list. To expose the detail for each group, use an outline to quickly display. If you have data in the same cells in multiple sheets which need to be average up together, you can do this using Consolidate option in Microsoft Excel.

Let's take an example.We have 3 months sales data in 3 different sheets in an Excel workbook, and in one sheet, we have to return the average quantity of all month's agent wise.

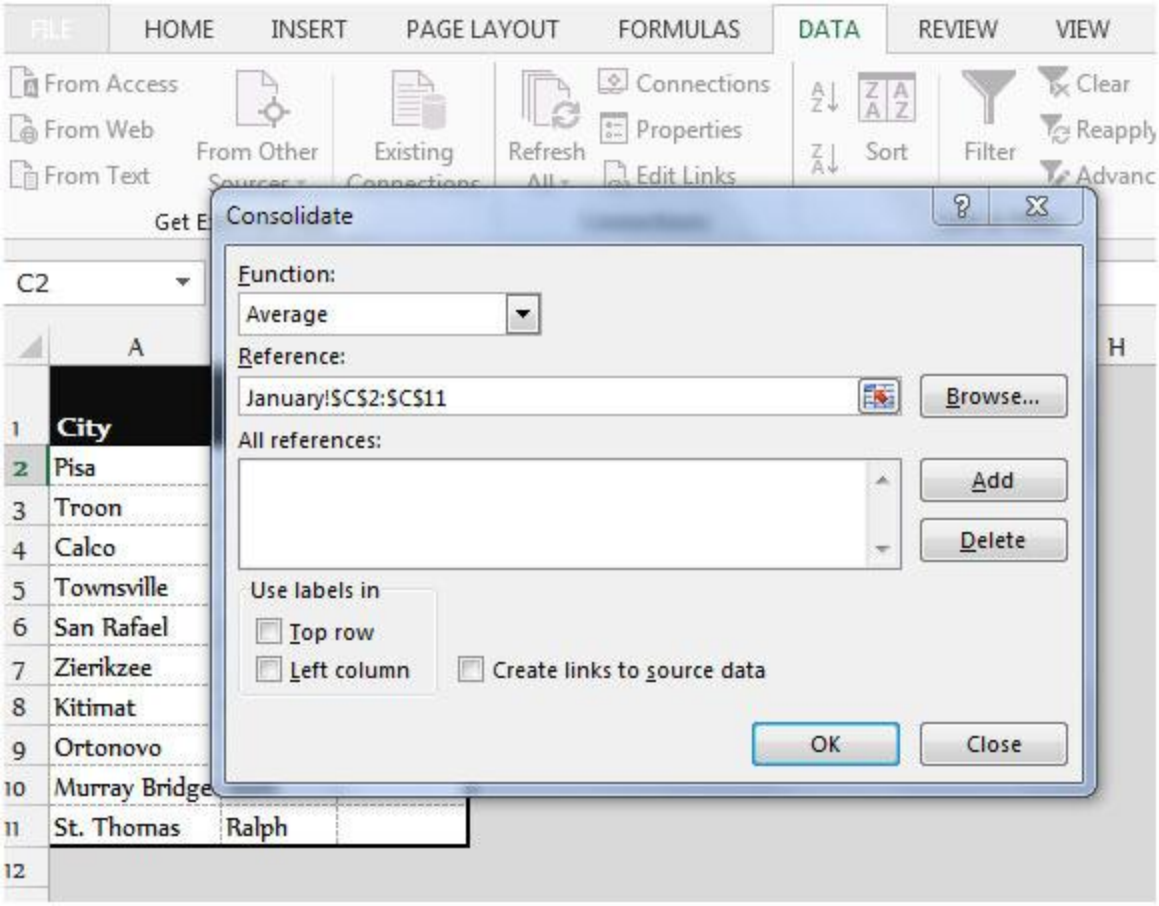


Follow below given steps to Average the values from the cells in different sheets:-

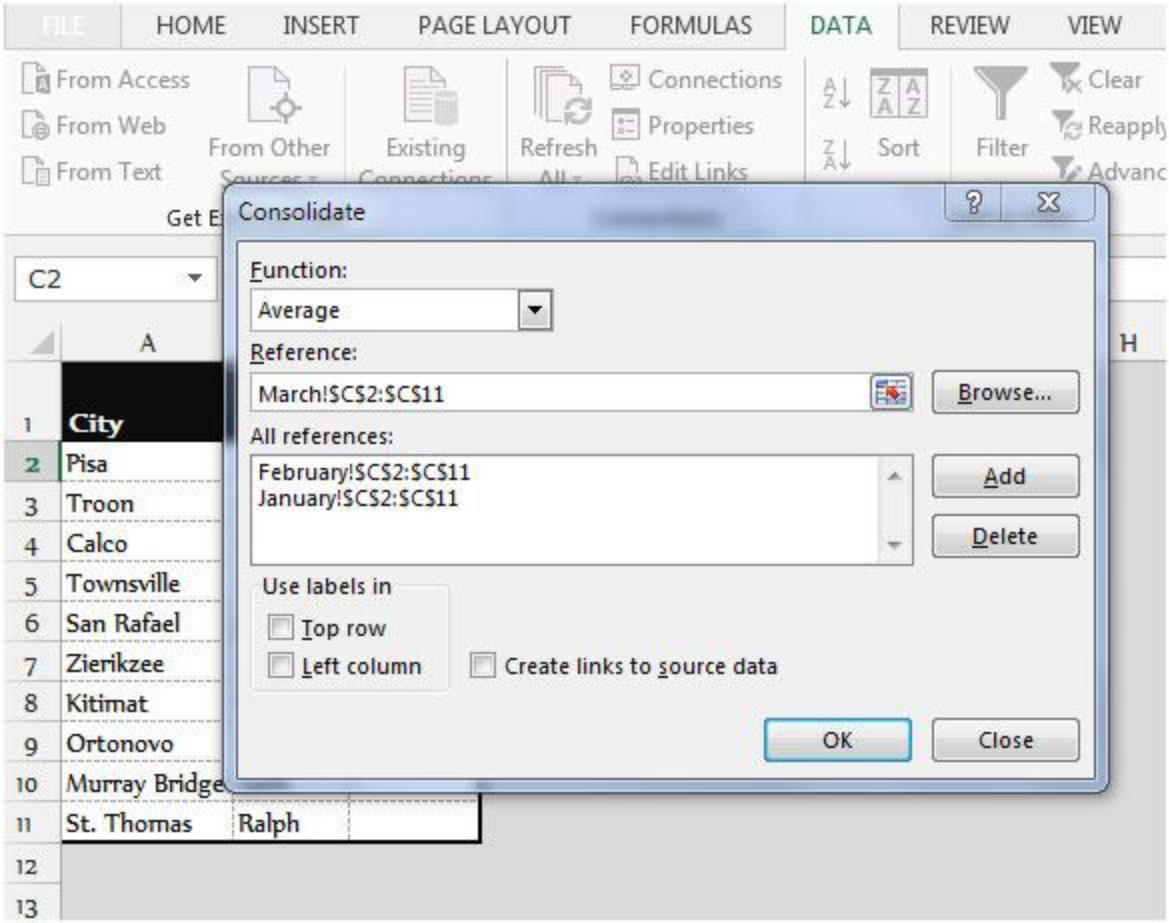
- Select the cell C2 in consolidated sheet.
- Go to Data tab, and select Consolidate from the Data tools group.
- Consolidate dialog box will appear.



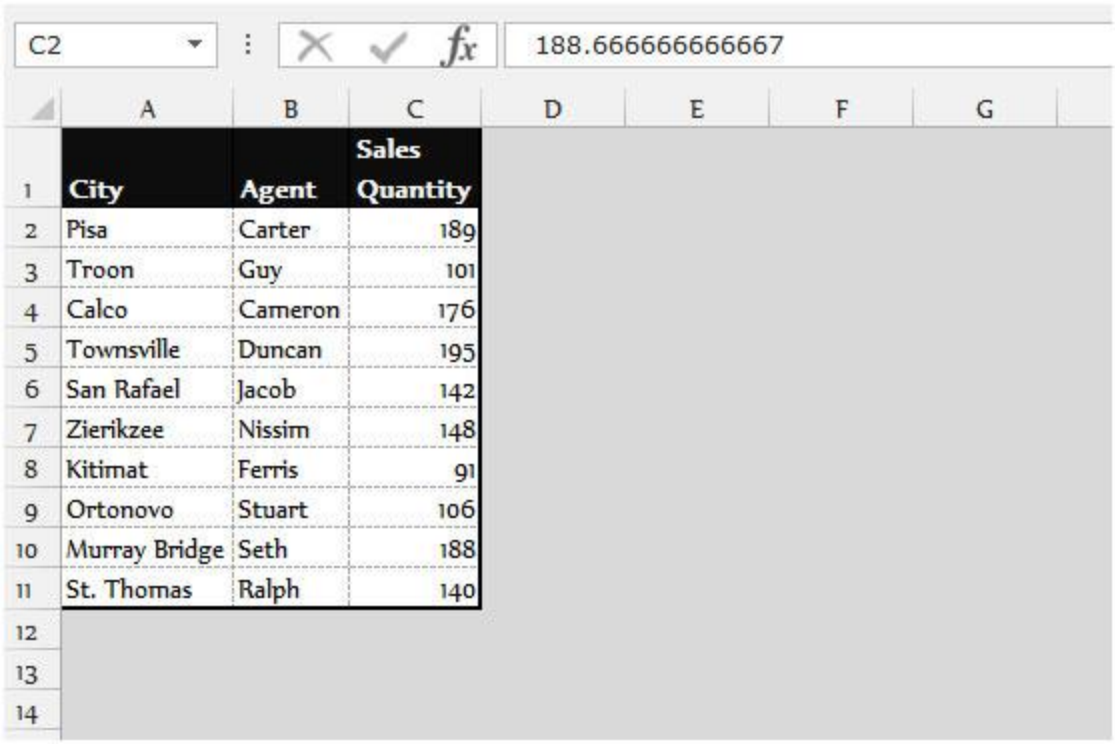
- Select Sum from the function drop down list.
- Click on Reference, and go to January sheet and select the range C2:C11.



- Click on add button and then select the range C2:C11 in February sheet.
- Click on add button and then select the range C2:C11 in March sheet.


HOME
INSERT
PAGE LAYOUT
FORMULAS
DATA
REVIEW
VIEW
From Access
From Web
From Text
From Other Sources
Existing Connections
Refresh All
Connections
Properties
Edit Links
Sort
Filter
Clear
Reapply
Advanc
Get E
C2
A
H
City
Pisa
Troon
Calco
Townsville
San Rafael
Zierikzee
Kitimat
Ortonovo
Murray Bridge
St. Thomas
Ralph
Consolidate
Function:
Average
Reference:
March!$C$2:$C$11
Browse...
All references:
February!$C$2:$C$11
January!$C$2:$C$11
Add
Delete
Use labels in
Top row
Left column
Create links to source data
OK
Close

- Click on OK.



- The Average sales quantity will appear in the range C2:C11 to all the agents.

Automating simple task

A Microsoft Office Macro (as this functionality applies to several of the MS Office Applications) is simply Visual Basic for Applications (VBA) code saved inside a document. For a comparable analogy, think of a document as HTML and a macro as Javascript. In much of the same way that Javascript can manipulate HTML on a webpage, a macro can manipulate a document.

Macros are incredibly powerful and can do pretty much anything your imagination can conjure. As a (very) short list of functions you can do with a macro:

- Apply style and formatting.
- Manipulate data and text.
- Communicate with data sources (database, text files, etc.).
- Create entirely new documents.
- Any combination, in any order, of any of the above.

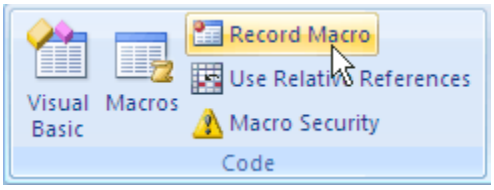
Create Macros using Record Macro Button

If you have a task that you perform repeatedly, then you can record all the events to achieve that task (keystrokes, mouse clicks … etc.) in a macro.

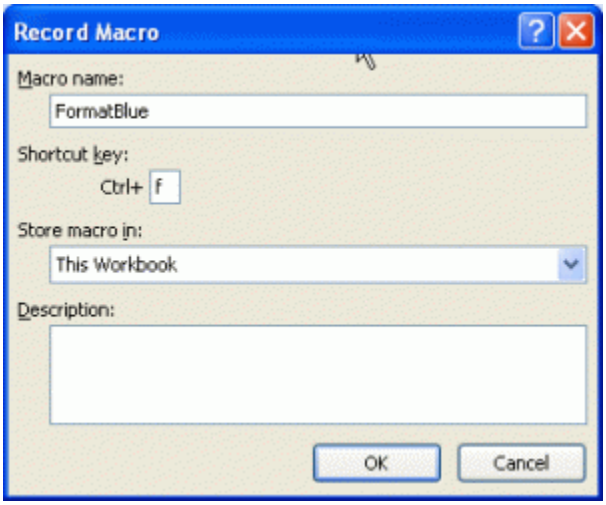
To record a macro in Excel 2007 follow these steps.

1. Click View tab and choose macro from the macro group.

2. In the Code group Click Record Macro.



3. The Record Macro window will open.



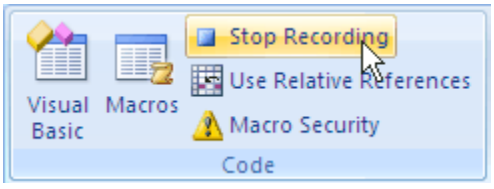
4. Give a name to your macro.

5. Specify a shortcut key(optional).

6. Specify where you want to save the macro.

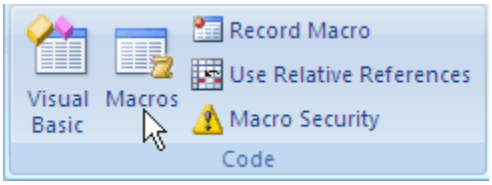
7. Click OK.

8. Now start performing the task which you want to record. When you are done click Stop Recording.

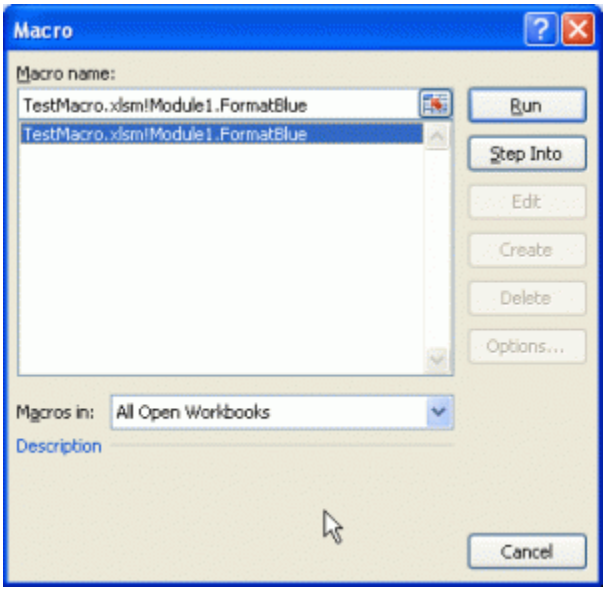


9. Your macro is now created and is ready to be used. To run the macro:

1. Click Macros.



2. The Macros window will open.



3. Select the macro then click run.

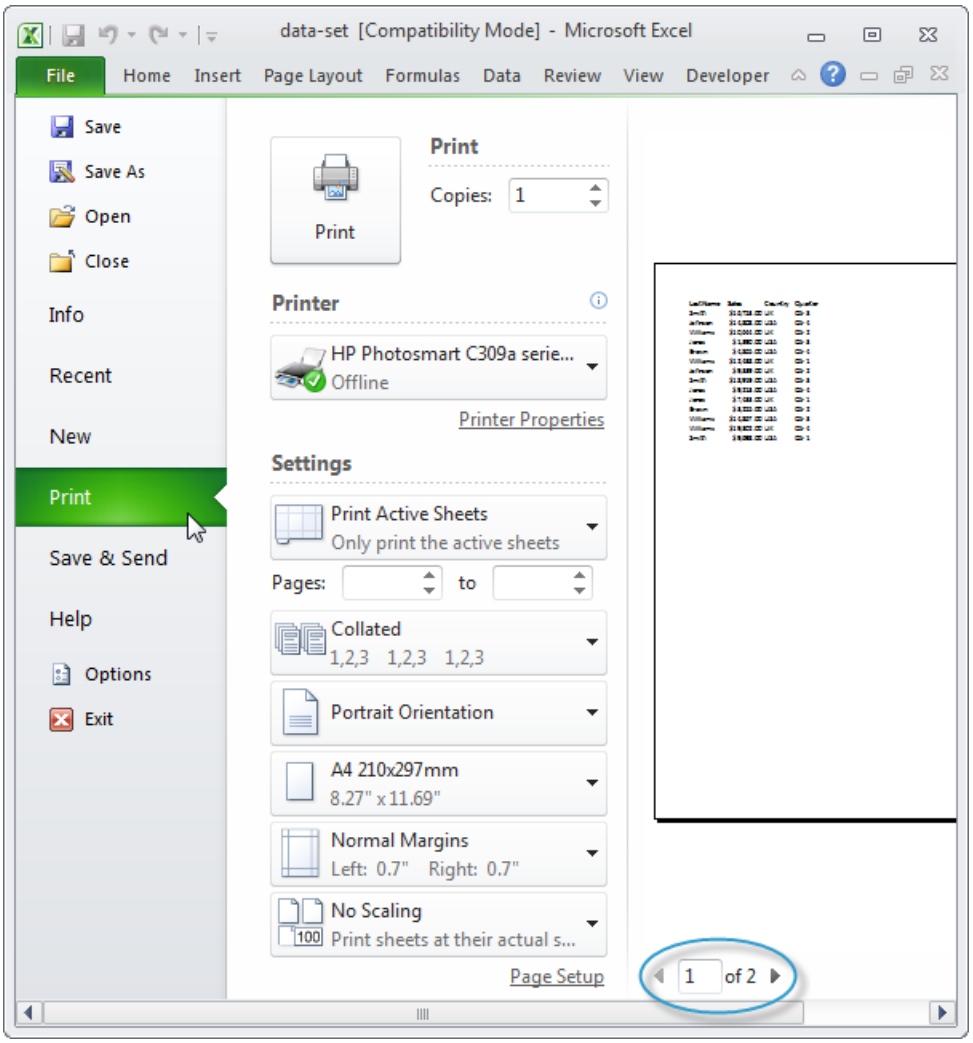
10. You can also run the macro by simply clicking the shortcut key combination.

Print a Worksheet

To print a worksheet in **Excel** 2010, execute the following steps.

1. On the File tab, click Print.

2. To preview the other pages that will be printed, click 'Next Page' or 'Previous Page' at the bottom of the window.



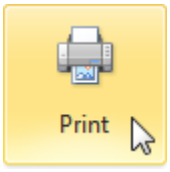
What to Print

Instead of **printing** the entire worksheet, you can also only print the current selection.

1. First, select the range of cells you want to print.

2. Next, under Settings, select Print Selection.

3. To print the selection, click the big Print button.



To print multiple copies, execute the following steps.

1. Use the arrows next to the Copies box.

2. If one copy contains multiple pages, you can switch between Collated and Uncollated. For example, if you print 6 copies, Collated prints the entire first copy, then the entire second copy, etc. Uncollated prints 6 copies of page 1, 6 copies of page 2, etc.

Orientation

You can switch between Portrait Orientation (more rows but fewer columns) and Landscape Orientation (more columns but fewer rows)

CHAPTER 5: DATABASE

Introduction to Databases

A **database** is an organized collection of data. It is the collection of tables, queries, reports, views, and other objects. The data are typically organized to model aspects of reality in a way that supports processes requiring information, such as modelling the availability of rooms in hotels in a way that supports finding a hotel with vacancies.

A **database management system** (**DBMS**) is a computer software application that interacts with the user, other applications, and the database itself to capture and analyze data. A general-purpose DBMS is designed to allow the definition, creation, querying, update, and administration of databases. Well-known DBMSs include MySQL, Oracle and MS Access

Traditional File Organization

Traditional file organization refers to an approach to organizing computer-based or electronic files. Prior to computer databases, many businesses simply organized files by creating folder structures and placed documents and files into folders based on category or type. This method has given way to database systems in many cases. However, traditional filing is sometimes advantageous if you have a relatively small number of files.

Simple to Use

The traditional filing system is very simple to set up and use, assuming the number of files you maintain is small. If you have five basic categories of documents and a limited number of files in each, for instance, you don't need a database system to easily store, maintain and retrieve your files. You also don't have to worry about learning a software system and training employees to use it.

Minimal Investment

If you're using a traditional filing system, you also don't have to make an investment in a software database that may include an upfront purchase and ongoing licensing fees. Naturally, you need a computer, which is fairly commonplace in business whether you store files or not. Your basic file structure is maintained right in your computer's hard drive. Alternatively, you can purchase a very inexpensive external hard drive that allows you to transport files from one computer to another.

Poor Data Integration

A major deficiency of the traditional filing system is that it doesn't enable cross-file data integration or data sharing. With a software-based filing system, you can maintain various folders but you can cross-match searches to retrieve documents in multiple files. Additionally, you can enable multiple employees to search through shared data files. This integration reduces time to search through all individual files, a benefit that's especially important if you maintain a large amount of files or have a large client base.

Duplication and Lack of Security

You also risk duplication of data if you don't integrate your files through a database. In a traditional system, your computer doesn't recognize that you create similar documents and store them in different file locations. Additionally, your traditional filing system doesn't offer nearly the level of security that a carefully crafted database filing system does. Encrypted data and current security are key features as company's regularly develop enhanced database systems.

What are Data Models? Type of Data Models.

A model is a representation of reality, 'real world' objects and events, associations. It is an abstraction that concentrates on the essential, inherent aspects an organization and ignores the accidental properties. A data model represents the organization itself. It should provide the basic concepts and notations that will allow database designers and end users unambiguously and accurately to communicate their understanding of the organizational data.

Data Model can be defined as an integrated collection of concepts for describing and manipulating data, relationships between data, and constraints on the data in an organization.

A data model comprises of three components:

- ✓ A structural part, consisting of a set of rules according to which databases can be constructed.
- ✓ A manipulative part, defining the types of operation that are allowed on the data (this includes the operations that are used for updating or retrieving data from the database and for changing the structure of the database).
- ✓ Possibly a set of integrity rules, which ensures that the data is accurate.

The purpose of a data model is to represent data and to make the data understandable. There have been many data models proposed in the literature. They fall into three broad categories:

- Object Based Data Models
- Physical Data Models
- Record Based Data Models

The object based and record based data models are used to describe data at the conceptual and external levels, the physical data model is used to· describe data at the internal level.

Object Based Data Models

Object based data models use concepts such as entities, attributes, and relationships. An entity is a distinct object (a person, place, concept, and event) in the organization that is to be represented in the database. An attribute is a property that describes some aspect of the object that we wish to record, and a relationship is an association between entities.

Some of the more common types of object based data model are:

• Entity-Relationship
• Object Oriented
• Semantic
• Functional

The Entity-Relationship model has emerged as one of the main techniques for modeling database design and forms the basis for the database design methodology. The object oriented data model extends the definition of an entity to include, not only the attributes that describe the state of the object but also the actions that are associated with the object, that is, its behavior. The object is said to encapsulate both state and behavior. Entities in semantic systems represent the equivalent of a record in a relational system or an object in an OO system but they do not include behaviour (methods). They are abstractions 'used to represent real world (e.g. customer) or conceptual (e.g. bank account) objects. The functional data model is now almost twenty years old. The original idea was to' view the database as a collection of extensionally defined functions and to use a functional language for querying the database.

Physical Data Models

Physical data models describe how data is stored in the computer, representing information such as record structures, record ordering, and access paths. There are not as many physical data models as logical data models, the most common one being the Unifying Model.

Record Based Logical Models

Record based logical models are used in describing data at the logical and view levels. In contrast to object based data models, they are used to specify the overall logical structure of the database and to provide a higher-level description of the implementation. Record based models are so named because the database is structured in fixed format records of several types. Each record type defines a fixed number of fields, or attributes, and each field is usually of a fixed length.

The three most widely accepted record based data models are:

- Hierarchical Model
- Network Model
- Relational Model

The relational model has gained favor over the other two in recent years. The network and hierarchical models are still used in a large number of older databases.

Introduction to Microsoft Access

MS Access is a database management tool that enables one to have good command of data collected. The programme enables one to retrieve, sort, summarize and report results speedily and effectively. It can combine data from various files through creating relationships, and can make data entry more efficient and accurate.
Microsoft Access (MS Access) enables one to manage all important information from a single database file. Within the file, one can use:

- ✓ Tables to store your data.
- ✓ Queries to find and retrieve specific data of interest.
- ✓ Forms to view, add, and update data in tables.
- ✓ Reports to analyze or print data in a specific layout.
- ✓ Data access pages to view or update, the data.

In MS Access, data is stored once in one table, but can be viewed from multiple locations. When the data is updated in a Table, Query or Form, it is automatically updated everywhere it appears

Microsoft Access is a relational database management system for windows. Using this package, following tasks can be performed.

- Organize data into manageable related units Enter, modify and locate data
- Extract subsets of data based on specific criteria Create custom forms and reports
- Automate common database tasks Graph database relationships
- Add clipart to forms and reports
- Create macros for automating various functions
- Create database applications, consisting of modules linked through menus, dialog boxes, and command buttons.
- In Access, the term Database refers to a single file that contains a collection of information. Each Access Database consists of tables, queries ,forms reports, macros and modules

Database Concepts

Field Names

These should be meaningful, without spaces or punctuation, such as SNAME (surname), FNAME (first name), DOB (date of birth), ADDRESS1 (first line of address), TOWN, PCODE, PHONE etc. You cannot have two fields with the same name.

Field Types

- Text for text and whole numbers that aren't going to be used in calculations(e.g., age, phone number)
- Date/Time for dates and time
- Numbers for decimals and numbers that are going to be used in calculations, e.g. sales figures
- Currency for money
- Yes/No for true/false logical values, e.g. a "married" field, field could be logical.

Field length

This has to be fixed, so you need to plan your database structure beforehand (although you can alter the length later).

Required Fields

This box is for when you want to force the user to enter data in a field

Primary keys

These are used to sort the records to allow fast access. Access encourages you choose one field as the primary key field, and then sorts the records on this field. However, only one record with

the same value is allowed in the primary key field, for example if you choose surname for the primary key, you can only have one Smith, Jones etc. For this reason, you should always choose a numeric or a counter field for the primary key: do not use surname as the primary key field.

Introduction to Access 2007

Microsoft Office Access is enabling information workers to perform data-tracking tasks that otherwise would require the time and expertise of professional programmers and database administrators. Even professional developers have found that Office Access can save time and meet business requirements for many applications. In addition to this, Microsoft has made significant changes and has redesigned the user interface and design tools to make them even more approachable to entry level Access users.

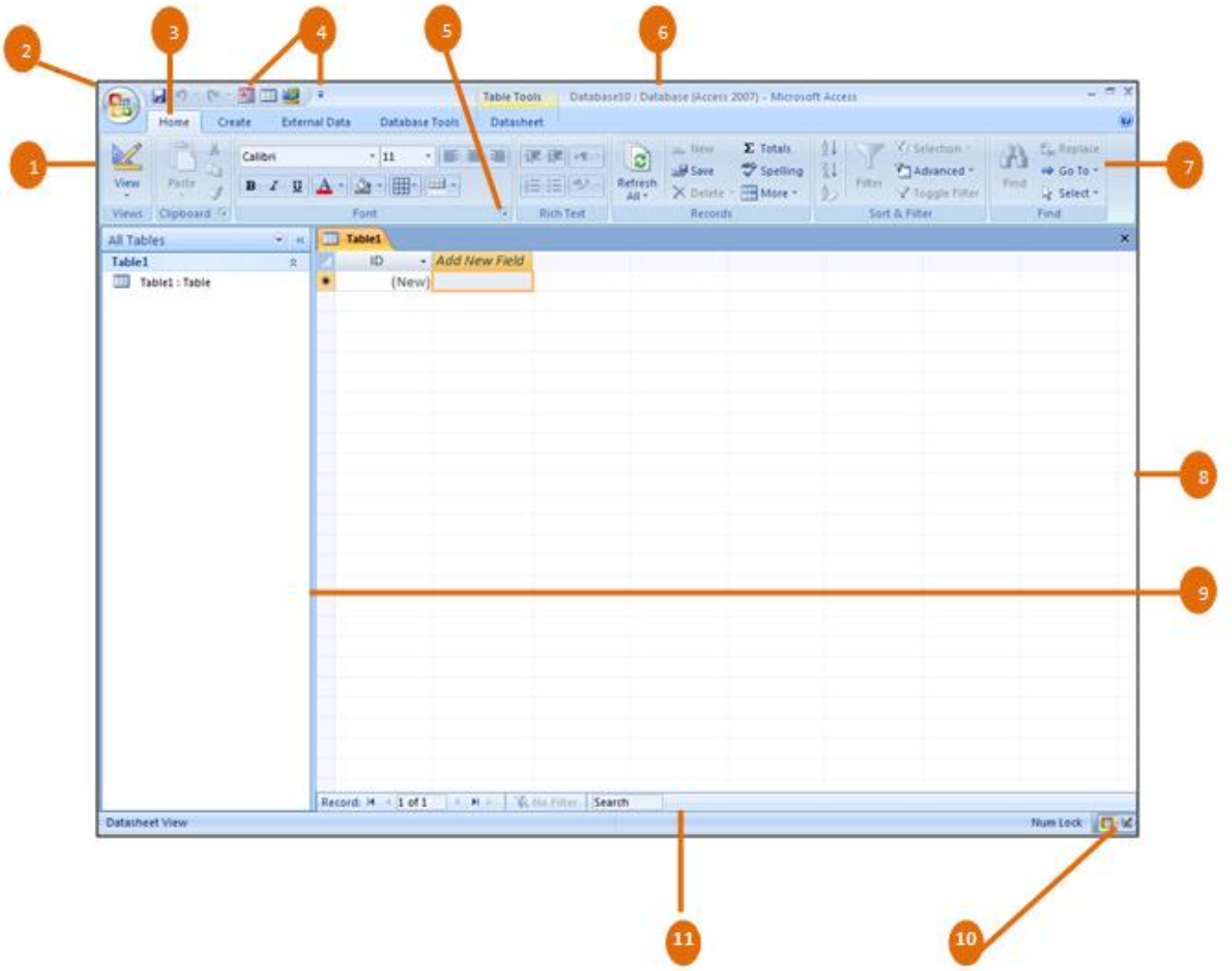
What's New in Microsoft Access 2007

Access 2007 has gone through an extensive redesign which becomes apparent as soon as you start the program. The program opens up to the Getting Started Page where you can either open an existing or a new database or even down-load a professionally built data-base. And that is not the only change you will notice, the top bar has a completely new look called the Ribbon and some great new features have also been added. All of which we will cover in further detail in this document.

Help and How To in Access 2007

Access 2007 looks very different from the previous versions of Access, and many of the common features have been re-categorized. Therefore, it is strongly suggested that you use the Help Files within Access if challenges arise. The Help Files are assessable by clicking the question mark in the blue circle at the end of the Ribbon. The blue question mark replaces the Office Assistant in previous versions. Help also offers a Super Tooltips, which are screen tips or pop-ups to learn more information about the commands function in just a few lines. To activate, rest your mouse over a command. Diagrams and pictures may also appear if they apply.

If you are unable to find your question in the Help Files, search the Microsoft Knowledge Base at www.support.microsoft.com or contact your local Help Desk.



1 **Ribbon**: An area across the top of the screen that makes almost all the capabilities of Excel available in a single area. The Ribbon replaces the menus and toolbars in previous versions. The Ribbon exposes most of the features that were hidden in the drop-down Menus. The Ribbon makes it easier to see and find commands to format your document.

2 **Microsoft Office Button**: A button that provides access to menu commands in Excel. The Microsoft Office Button replaces the File menu in previous versions. Here is where you will find commonly known features such as New, Open, Save, Print and Recent Documents.

3 **Tab**: An area on the Ribbon that contains commands organized in groups. The default tabs are Home, Create, External Data, and Database Tools.

4 **Quick Access Tool Bar**: A customizable toolbar located right above the default tabs. By default the Quick Access Tool Bar displays the Save, Undo, and Repeat buttons and is used for easy access to frequently used commands.

5 **Dialog Box Launcher**: A button that launches a dialog box containing options for refining a command.

6 **Title Bar**: A horizontal bar at the top of an active document. This bar displays the name of the document and application. At the right end of the Title Bar, as in previous versions is the Minimize, Restore and Close buttons.

7 **Groups Categories**: A Group of buttons on a tab that are exposed and easily accessible. These buttons were formally embedded in menus on the Menu Bar in the previous versions.

8 **Database Window**: Workspace for creating, editing and formatting objects in your database.

9 **Navigation Pane:** From this pane you can create tables, forms, reports and queries. Easy access to any object within your database.

10 **View Toolbar**: A toolbar that enables, adjusts, and displays different views of a database.

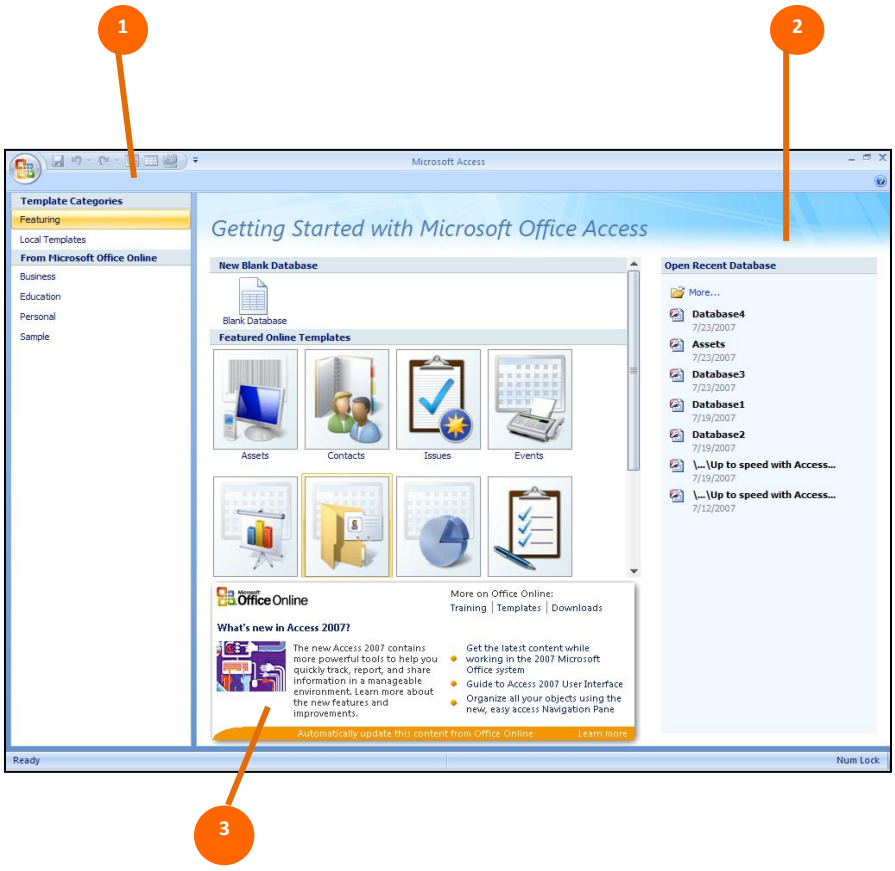
11 **Status Bar**: A horizontal bar at the bottom of an active window that gives details about the active document.

Exploring Access 2007

Starting Up Access 2007

1. **Click Start** button, located in the lower left corner of the Windows task bar.
2. **Point to All programs**, **click Microsoft Office**.
3. **Click Microsoft Office Access 2007**.

4. Access 2007 will open displaying an empty database. This will happen for the first time you open Access. (After that, Access has set the Getting Started Page as the default page.) **Click** the **Microsoft Office Button** and then **click Close Database**. The **Getting Started Page will now display.**



The Getting Started Page

1 Professionally designed database templates grouped by category. Here you can choose a template category; your options under that category are displayed in the center of the screen. From there you can choose to create a blank database or download a pre-built database.

2 Access to your most recently opened databases.

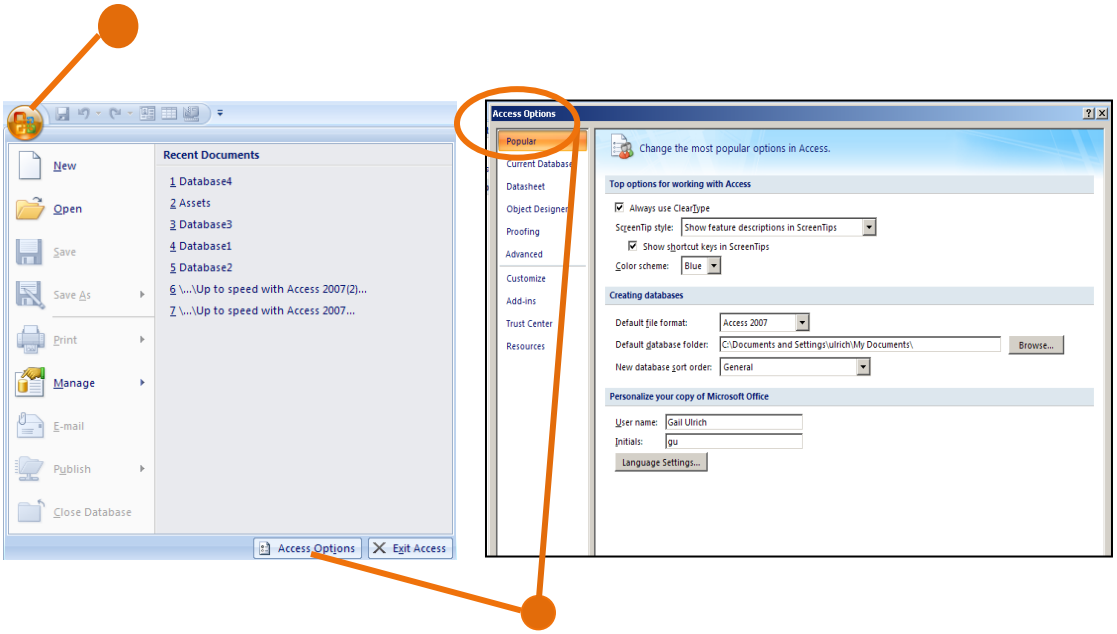
3 Direct link to Microsoft Office Online Help.

The New Access Environment

The new Access environment has been designed so that its powerful features are easier to find when you need them. This design reflects the way in which people generally work within the program. In previous versions, commands were primarily located in a Menu list. In Access 2007 the commands are displayed on the Ribbon for easy access.

- **Commands** are arranged on tabs, grouped according to the task you want to accomplish. Commands are arranged on background tabs that become visible only when they are needed.
- **Tabs** are designed to be task-oriented.
- **Contextual Tabs** are designed to appear on the Ribbon when certain objects or commands are selected. These tabs provide easy access to options specific to the selected object or command.
- **Groups** within each tab break a task into subtasks.
- When you point to certain types of formatting options on a **tab**, the text of that command changes to show a **Live Preview** of the effects of that option. This means you can do a trial run without actually applying changes that you might later need to undo.

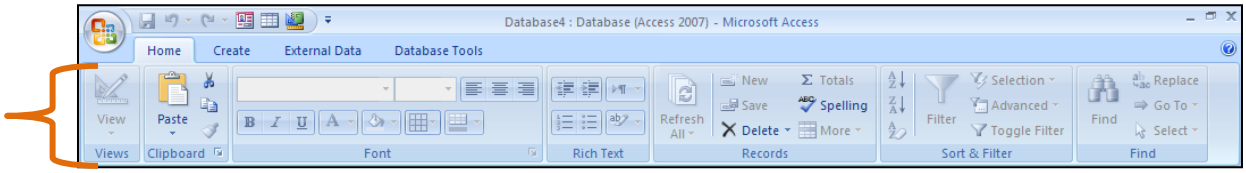
Microsoft Office Button  is located in the upper-left corner of the window. This button manages the following Access commands: Open, Save, Print, Recent Documents, and replaces the File menu in previous versions. At the bottom of the menu are buttons for changing Access Options and Exiting Access. Many of the options available in the Access Options menu are located in the Tools menu in previous Versions



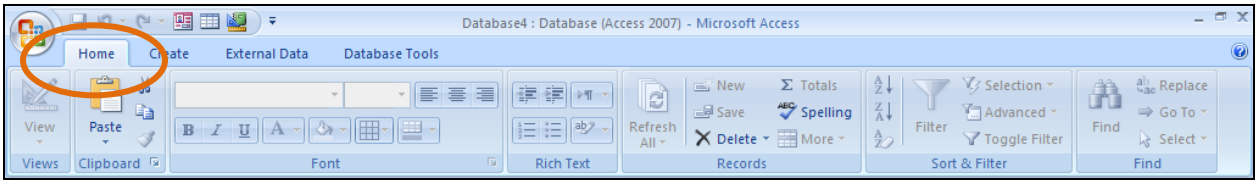
Tip: Press the escape key or click away from menu to close.

The **Quick Access Toolbar** is located to the right of the Microsoft Office Button and was designed for **easy access** to **frequently used commands**. The Quick Access Toolbar **can be customized** to add such commands as Print and Spell Check.

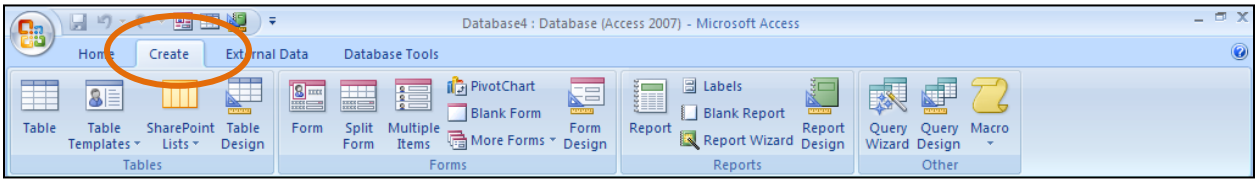
The Ribbon is the area across the top of the screen and **exposes most of the features** that **use to be hidden in file menus.** The Ribbon makes it easier to see and find the commands to format your document. The Ribbon can be reduced to a single line of tabs by pressing CTRL + F1.



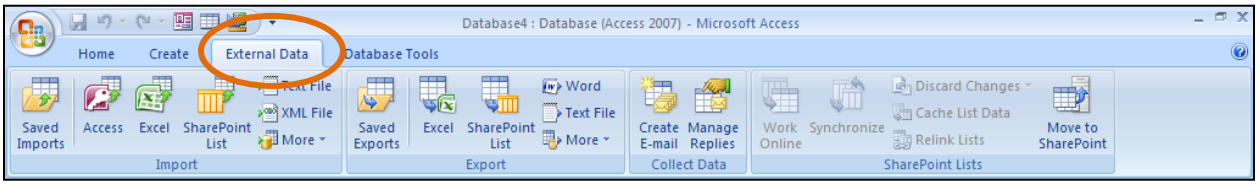
The **Home tab** is organized into seven groups related to working with data: **Views, Clipboard, Font, Rich Text, Records, Sort & Filter, and Find.**



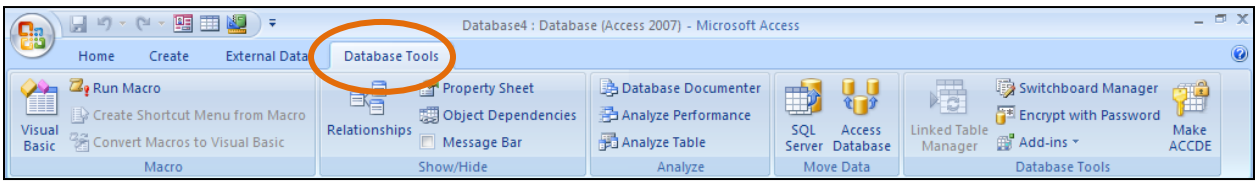
The **Create Tab** is organized in <u>four groups</u>: **Tables, Forms, Reports, Other**. Here you will find **quick create commands to help build forms and reports with the click of a button**. These enhanced commands create new data entry forms and reports complete with controls and graphics.



The **External Data tab** is organized in <u>four groups</u>: **Imports, Export, Collect Data, and SharePoint Lists**. Here you will find the commands to import data from other programs or even through e-mail.



The **Database Tools tab** is organized in <u>five groups</u>: **Macro, Show/Hide, Analyze, Move Data, and Database Tools.** Here you find the commands to build relationships between the many tables/queries in a database. Build macros, Launch Visual Basic Editor and so on.



Contextual Tabs appear on the Ribbon **when certain objects or commands are selected**. These tabs provide easy access to options specific to the selected object or command.

Creating a New Database

1. Click the Microsoft Office Button, and then click New.
2. Click on Blank Database or Click on a Pre-built Database located in the center of the screen
3. Your choice will appear in the download field, there you will click on Create

Opening an Existing Database

1. Click the Microsoft Office Button, and then click Open.
2. In the Open dialogue box, navigate to the folder that contains the file you want to open, and then double-click the file.

Navigating in a Database

This table list ways to navigate in a database using your Keyboard to move the insertion point in an active database

To do this:	Press……
Select the active tab of the ribbon and Activate the access keys	Alt or F10. Press either of these keys again to move back to the document and cancel the access keys.
Move to another tab of the ribbon	Alt or F10 to select the active tab, and then Left arrow or Right Arrow.
Minimize or Restore the Ribbon	Ctrl +F1
Display the shortcut menu for the selected Command	Shift + F10
Move the focus to select each of the following areas of the window • Active tab of the Ribbon • View status bar at the bottom of the window • Your document	F6
Move the focus to each command in the Ribbon forward or backward	Alt or F10 and then Tab or Shift-Tab
Move down, up, left or right among the Items in the Ribbon	Down Arrow, Up Arrow, Left Arrow or Right Arrow
Activate the selected command or control in the Ribbon	the Ribbon

Open the selected menu or gallery in the Ribbon	Space Bar or Enter
Activate a command or control in the Ribbon so you can modify a value	Enter
Finish modifying a value in a control in the Riboon, and move focus back to the document	Enter

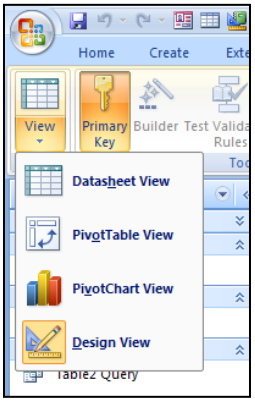
Displaying Different Views

Note - Access offers different View Options depending on the object you are working with, see View Options by Object Below. Access allows different functions and commands to be performed while in the different view formats.

Table: View Options

The two views you will use most often when working with a Table will be:

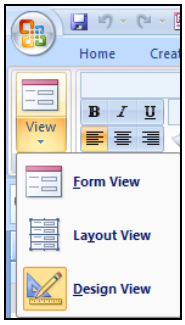
1. **Datasheet View**: this is your **data entry screen**
2. **Design View:** this is where you **define your data type**



Form: View Options

The two views you will work in most often when working with a form will be:

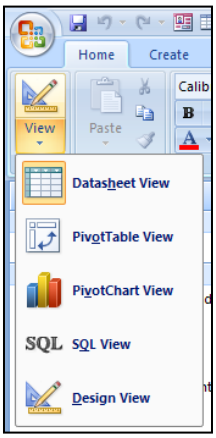
1. **Layout View**: here you **design forms** and see **changes as you apply them**
2. **Design View:** this is where you would **actually design your form**, although some changes can be done in layout view, many are more easily done here and some changes can only be made here.



Query: View Options

The two views you will work in most often when working with Queries will be:

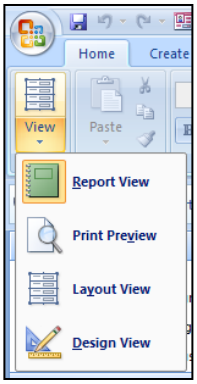
1. **Datasheet View:** here you would **filter data** in a Query
2. **Design View**: here you have **access to the tools** to make changes to your query



Report: View Options

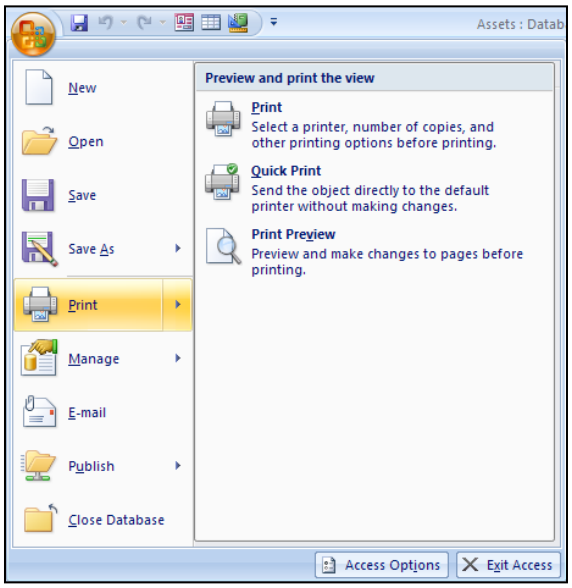
The three views you will work with most often when working with Reports will be:

1. **Report View**: here you can **filter the data** and **drilldown to print only what you need**. Just right-click inside a control and select a filtering option from a contextual shortcut menu
2. **Layout View:** here you **design reports and see changes as you apply them**
3. **Design View:** this is where you would actually **design your report**, although some changes can be done in layout view, many are more easily done here and some changes can only be made her



Previewing and Printing an Object

Click the Microsoft Office Button, point to Print.



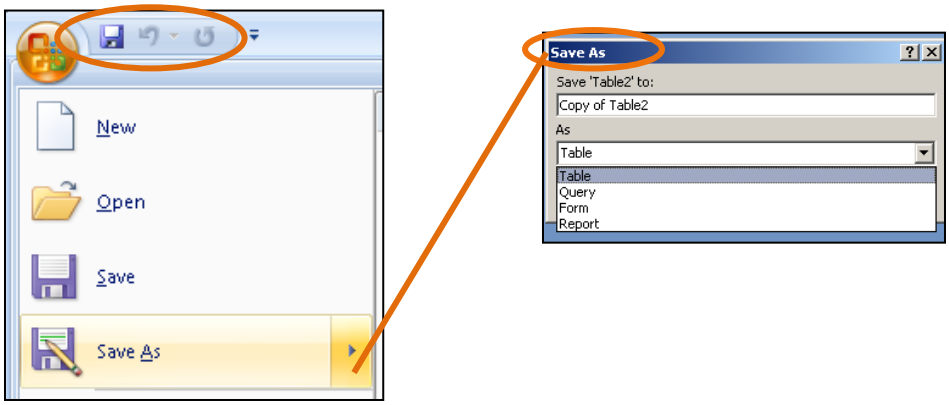
- **Print** allows you to **select a printer**, number of copies, and **other printing options** before printing.
- **Quick Print** allows you to **send** the object directly to the default printer **without making changes**.
- **Preview** allows you to **preview and make changes** to pages before printing.

Saving and Closing a New Database

Saving a New Database

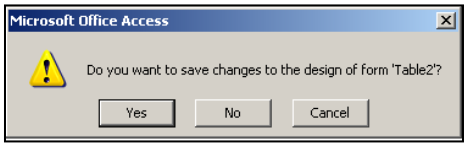
1. On the **Quick Access Toolbar, click the Save** button**; or**

2. Click the **Microsoft Office Button**, and then **click Save As**, the Save As dialog box will appear. In the **Save "Object Name "to field, type the name of the object**.
3. **Click** on the **drop down menu** in the **As field** choose **type of object** you want to convert to.
4. **Click Ok.**



Closing a New Database

1. Click **the** Microsoft Office Button, **and then** click Close.
2. **A** Microsoft Office Access **dialogue box will appear displaying a** "Do you want to save…?" Message
3. **Click Yes to save, No to discard, or Cancel to close dialogue box**.



Converting and Compatibility Issues

Converting a Database to a different version of Access

1. **Click the Microsoft Office Button, point to Save As**, and then, **under Save the database in another format**, **click the file format to which you want to convert**. For example, you can click Current File Format to save the copy in the same file format as the original, or you can choose one of the other file formats.
2. **In** the **Save As** dialog box**, type a file name** for the copy of the database in the File name box, and then **click Save**. A copy of the database is created and opened; Access automatically closes the original database.

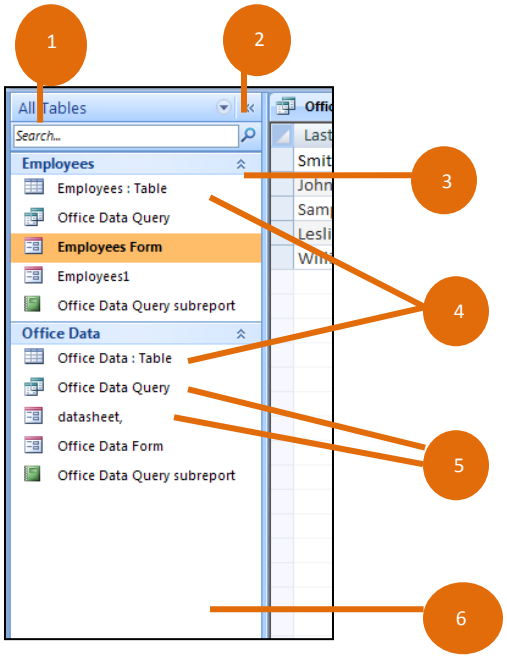
Compatibility with different versions of Access

If you need to **share a database** with someone who has an **earlier version** of Access **you will need to create a copy of the database to an earlier format** (**see instructions above for Converting a Database**)

Note – if you use a feature in your database that requires a 2007 format you will not be able to convert this database to an earlier version. Features that will not convert to a previous file format include attachments, multi-valued fields, offline data or links to external files that are not supported by earlier versions of Access.

Exploring the Navigation Pane

The **Navigation Pane** is located on the left hand side of your screen. If the pane is not open, click F11. Otherwise go to the top of the open pane, and click the downward facing triangle. A drop down list of available views will appear. **Here** you will **find all the objects in your open database.** Use the navigation pane to **organize your objects**. This pane replaces the Database Window used in earlier versions of Access. From **here you can create tables, forms, reports, and queries.**



Navigation Pane features and controls

1 **Men**u: **Sets or changes** the **categories** by which the pane **groups database objects**. Click the menu to see the category in use. Right-click the menu to perform other tasks, such as starting the Navigation Options dialog box.

2 **Shutter Bar: Expands or collapses the Navigation Pane**.

3 **Search box**: **Find objects** in large databases quickly by **entering part or all of an object name.** As you type, the pane hides any groups that do not contain objects that match your search text.

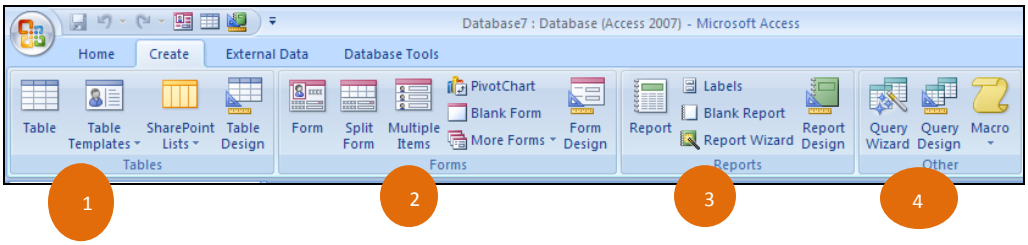
4 **Groups**: By default, the pane displays visible groups as sets of bars. To **expand or close a group, click the up or down arrows**. Remember that group names changes as you change categories.

5 **Database objects**: The **tables, forms, reports, queries**, and other objects in a database. The objects that appear in a given group depend on the logic behind the parent category. For example, if you use the Object Type category, the pane creates separate groups for tables, forms, reports, and so on. In turn, each group displays those objects that logically belong there — the tables group displays only the tables, and so on.

6 **Blank space**: **Right-click the blank space at the bottom** of the Navigation Pane to **perform a variety of tasks**. You can change categories, sort the items in the pane, and show or hide the details for the objects in each group.

Exploring an Access Database

The create tab is where you will find the tools to create all the objects that make up a database.



Parts of an Access Database

1 **Tables store data in rows and columns**. Each **Row is a record** and **each column is a field**. A **record consists of one or more fields**. For example, you have a table called employees, one record would equal one employee and each field within the record would contain data about that one employee (name, title, department and so on).

2 **Forms** are user friendly **data entry screens** for entering data into a table. You can **view, add, and update the data** in a table. Forms also let you **control how others work with the data.** This control helps protect your data.

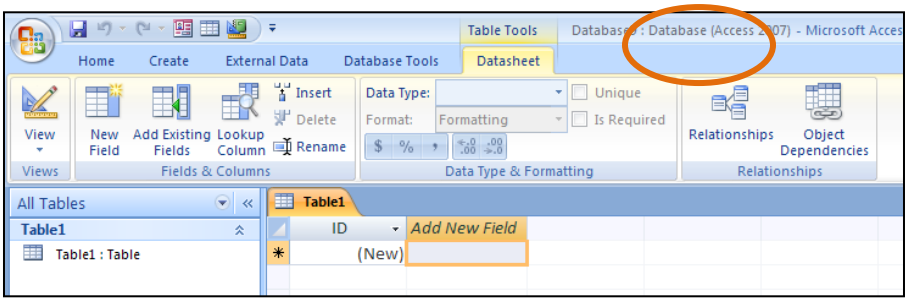
3 **Queries retrieve** specific **data** from a table. It allows you to **pull together different data** across **multiple tables** and allows you to **view** it in a **single summary sheet**.

4 **Reports analyze** or **print data** in a **specific format**.

Creating Tables

Create a New Table in a New Database in Datasheet View

1. **Click the Microsoft Office Button,** and then **click New**. This brings you to the Getting Started page. By default Access assumes you are opening a blank database unless you choose otherwise.
2. On the right-hand side of the getting started page, in the **File Name box**, **type a file name**. To change the location, click the folder icon to browse.
3. **Click Create**.
4. The **new database is opened**, and **a new table named Table1** is created and **opened in Datasheet view.**

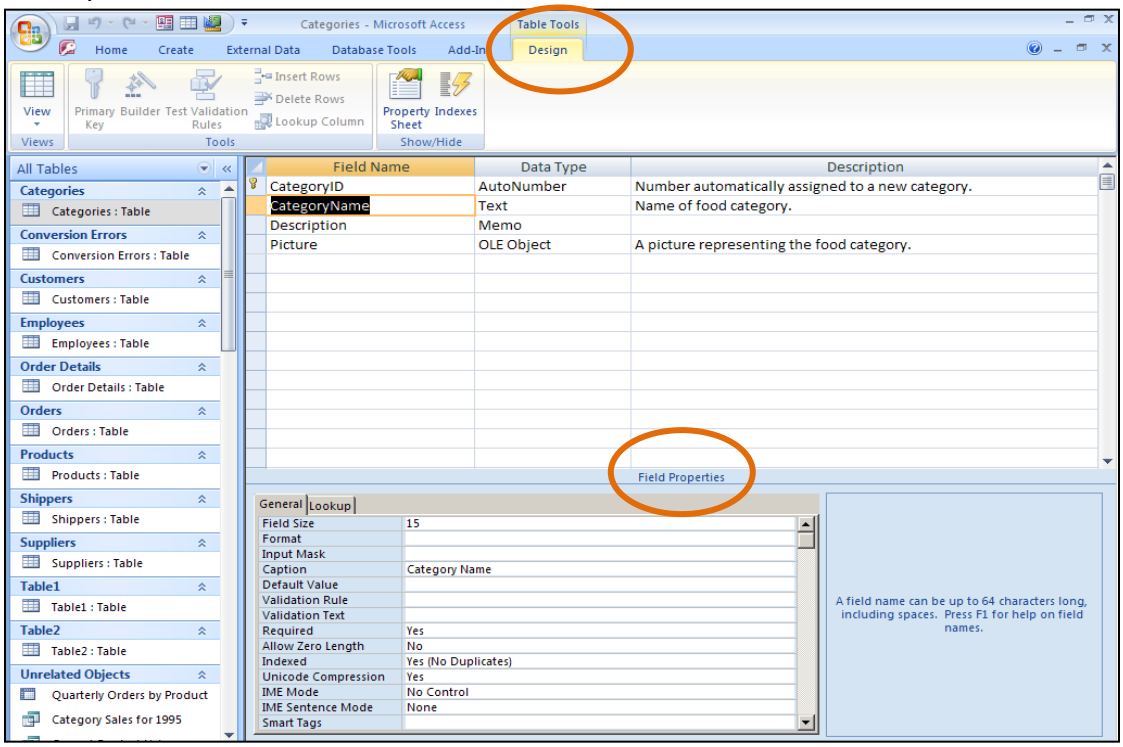


Assigning Data Type, Primary Key Fields or Setting Field Properties when building Tables

When building tables it is important to assign data type, primary key fields and set the field properties so that Access can recognize and better manage your data. To define your data you need to be in Design View. To access Design View, when you are creating your table, the Contextual Tab, Table Tools become available. Here click Datasheet Tab, next click View and then click Design View. Now you can set the property values for your Data.

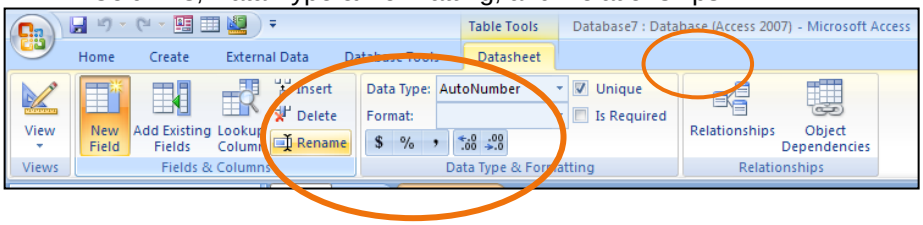
Note – Once in Design View the contextual tab changes from Datasheet to Design.

1. **Field Name** is where you **enter Column Heading.**
2. In the **Data Type Field, click in box, a drop down arrow will appear.** Here you **define the data type**, for example you can **choose text, memo, number, hyperlink, and so on**. Once you make your selection the field properties table will appear and will display a list of properties you can assign to your data. The list of options changes based on the data type you choose. Access has pre-defined some properties for you, but they can be changed. Click on the white field next to property description, a drop down arrow will appear displaying your options, click on your selection. In addition to this, as you are making your selections a description of each property type appears in the blue box next to the fields.
3. **Description Field**: This is **optional;** you can use this to describe the data defined in each column.



Add or Edit a column to a table by using Datasheet view and Change Column Heading

When working within a table the Contextual Tab; Table Tools with the Datasheet Tab appears. The Datasheet Tab is organized into four groups: Views, Fields & Columns, Data Type & Formatting, and Relationships



Add a Column

1. In the **Navigation Pane**, **double-click the table** to which you want to add the field.
2. The table opens in Datasheet view, **click the Datasheet Tab**.
3. In the Fields & Column Groups **Click Insert Column**
4. A column appears with the heading ADD New Field.

Rename the Column

1. **Follow instructions** for **Add a Column up to Step 3** and **Click Rename Column**, **or,**
2. **Right click** the Header Row of column you want to rename.
3. **Click on Rename column** and

4. **Type the New Name** in the Header Field.

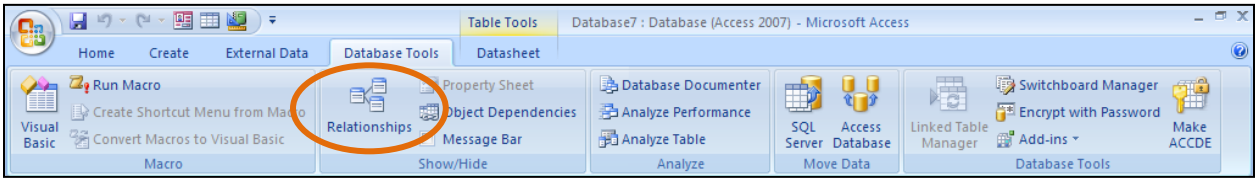
Remove the Column

1. **Follow instructions** for **Add a Column up to Step 3** and **Click Delete a Column, or**
2. **Right click** the Header Row of the column you want to remove.
3. **Click Delete Colum**n.
4. A message will appear asking you to **Confirm Deletion**. **Click Yes.**
5. **Save** your changes.

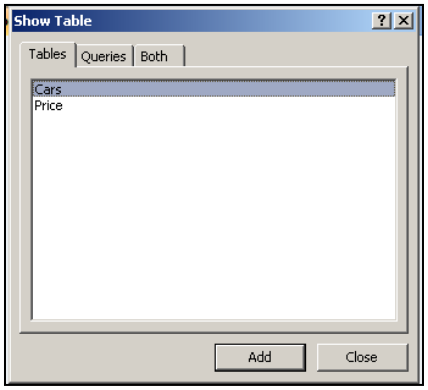
Create, Edit or Delete a Relationship between Tables

Create a Relationship

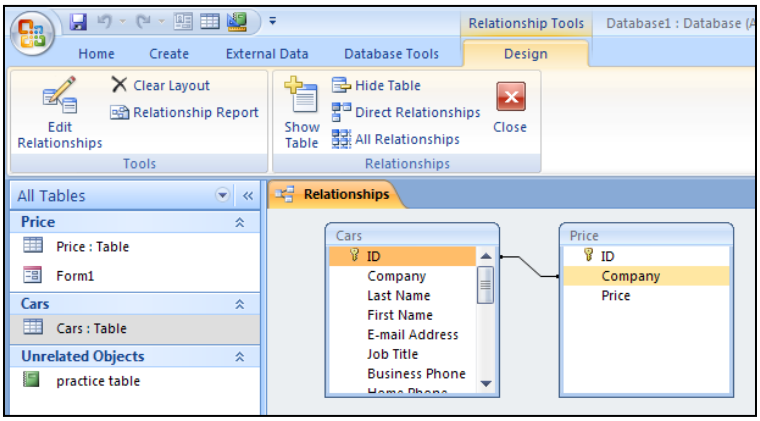
1. On the **Database Tools tab**, in the Show/Hide group, **click Relationships**.



2. If you have not yet defined any relationships, the Show Table dialog box automatically appears. If it does not appear, on the Design tab, in the Relationships group, **click Show Table**
3. The **Show Table** dialog box **displays all of the tables and** queries in the database. To see only tables, click Tables. To see only queries, click Queries. To see both, click both.
4. **Click on a table or query** and then **click Add**. Repeat the process until you have added all the tables and queries you want to build the relationships for. **After you have finished** adding tables and queries to the Relationships document tab, **click Close**.



5. Now you are in the Relationship Tab**.** To **create a relationship, drag a field** (typically the primary key) **from one table to the common field** (the foreign key**) in the other table.** A relationship line will appear. To drag **multiple fields, press and hold the CTRL key**, while you **click each field.**



6. When **building multiple relationships**. You work with the **Edit Relationships dialog box.**

Edit Relationship or Build multiple Relationships Using Edit Relationship Dialog Box

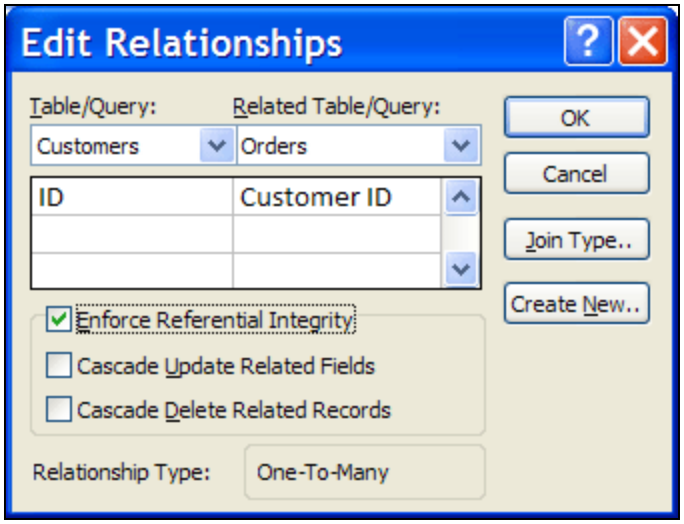
When you attempt to edit a relationship or add multiple relationships a dialog box appears asking if you wish to edit a relationship or create a new relationship.

Edit a Relationship

When this dialog box appears click yes and then the Edit Relationship box will appear with the relationship in place. Here edit your relationship.

Create Multiple Relationships

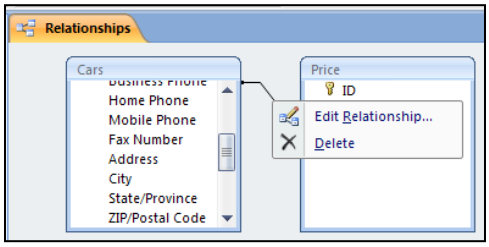
When this dialog box appears click no and the relationship you are trying to create will populate the fields. Here you can proceed to create multiple relationships.



1. **Under the Table/Query field** you need to **verify** that the **field names** are the ones you are creating the relationship for. If an incorrect field is displayed, click on the incorrect field name and select the appropriate field from the list that appears.
2. **Click Create.**

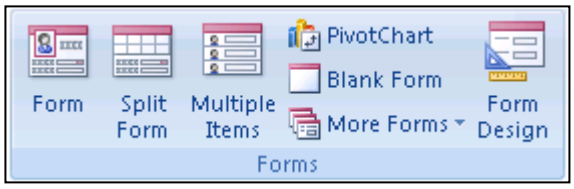
Delete a Relationship

1. Click the Microsoft Office Button, and then **click Open.**
2. In the Open dialog box, select and **open the database**.
3. On the **Database Tools tab**, in the Show/Hide group, **click Relationships**. The Relationships document tab appears.
4. On the **Design tab**, in the Relationships group, **click All Relationships**.
5. All tables that have relationships are displayed, showing relationship lines.
6. **Click the relationship line for the relationship that you want to delete**. The relationship line appears thicker when it is selected.
7. **Click DELETE key**, **or**
8. Right-click and then click DELETE.
9. A message may appear asking you to confirm the deletion. Click Yes.



Creating Forms

1. In the **Navigation Pane**, **click the table or query** that contains the data you want to see on your form.
2. On the **Create tab**, in the Forms group, **click Form**.



3. **Access creates the form and displays it in Layout view**. Here you can modify your form or you can switch to Design View.

Record Source

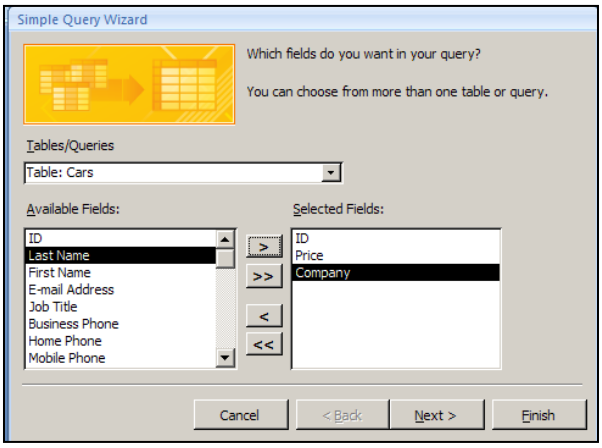
A report consists of information that is pulled **from tables or queries**, as well as **information** that is **stored with** the **report design**, such **as labels, headings, and graphics**. The **tables or queries that provide the underlying data are also known as the report's record source**. **If** the **fields** that you want **to include** all **exist in a single table**, **use that** table as the record source**. If** the **fields** are **contained in more than one table**, you need to **use one or more queries as the record source**. Those queries may already exist in your database, or you may need to create new queries specifically to fit the needs of your report.

Creating a Simple Query

1. On the **Create tab**, in the **Other group**, **click Query Wizard**.
2. In the **New Query dialog box**, **click Simple Query Wizard**, and then **click OK.**
3. Under **Tables/Queries**, c**lick the dropdown arrow**, **click** on the **table/query** that you want to select data from.
4. Under **Available Fields**, **double-click the fields you want to include** in your query. This adds them to the Selected Fields list.

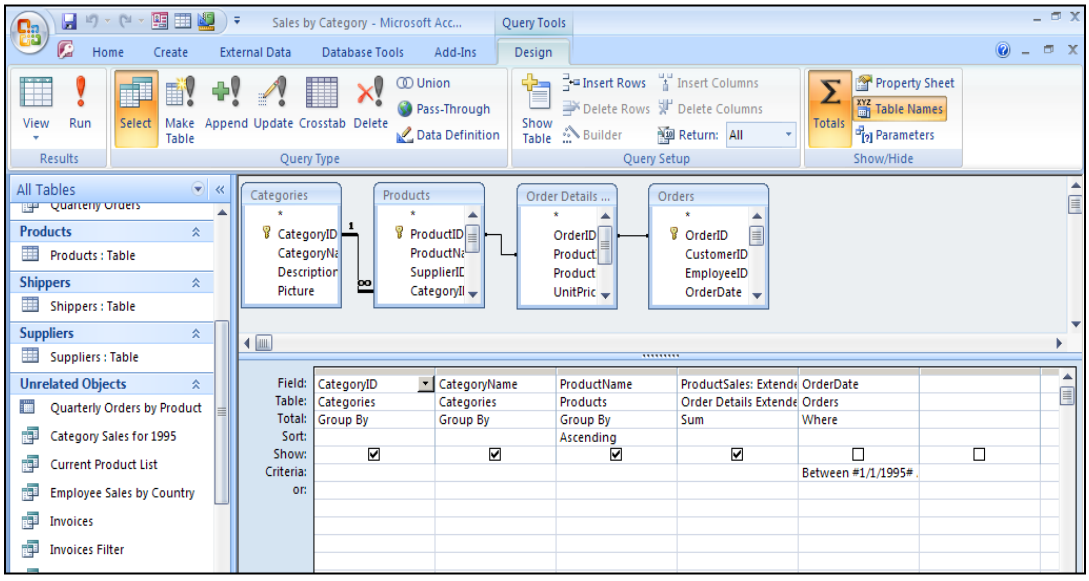
   Note –If you need to add data from another table/query repeat steps 3 and 4 until you have accessed all the data to include in your query.

5. When you have **finished** selecting data for your query, **Click Next**.
6. **Name the query**
7. **Click Finish.**

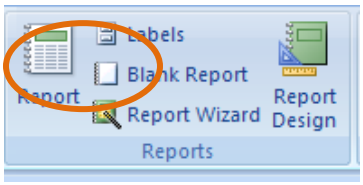


Edit or Redesign a Query

1. In the **Navigation Pane, double click the Query** you would like to make changes to.
2. The Query opens in Datasheet view. **Change the view to Design View.**
3. **Use Query Tools** to make changes.



Create a Simple Report



1. In the **Navigation Pane**, **click the table or query** on which you want **to base the report**.
2. On the **Create tab**, in the Reports group**, click Report**.
3. **Access builds** the **report** and **opens** the report **in Layout view**.
4. **In this view** you can **Modify your report or**
5. **Click Save**.

CHAPTER 6: DESKTOP PUBLISHING

Introduction to Desk Top Publishing

Desktop publishing (abbreviated **DTP**) is the creation of documents using page layout skills on a personal computer primarily for print. Desktop publishing software can generate layouts and produce typographic quality text and images comparable to traditional typography and printing.

The term *Desktop Publishing* (-or **DTP** for short) covers a broad range of activities. In it's widest sense, it can mean anything concerned with creating a printed document on a desktop PC.

Desktop Publishing [is] anything where you need *precise* control over the position of text and/or graphics on the printed page. DTP software is an enhanced combination of word processor and graphics software that allow manipulation of text, graphics and typefaces on screen before finally printing a design on paper

However, most simple documents can be handled by a Word Processor and do not require the more advanced facilities of a dedicated **DTP** application and so we normally refer to Desktop Publishing as anything where you need *precise control of the position of text and/or graphics on the printed page*. Typical DTP candidates include:

- Books containing diagrams
- Newsletters
- Advertising Flyers
- Leaflets
- Anything that requires multi-column output

Note: graphics falls into five major categories; photographs, illustrations, texture, line drawings and cartoon or caricature

A DTP package allows the different types of graphics be incorporated in a publication

Types of DTP software

DTP software may divide into two:

1. Layout based software – combines text and graphics to create publication. Single page artistic layouts or short documents that combines text and graphics requires a page layout tool that provides extensive typographic control and graphic loading capabilities which is a feature of layout based software. Typical projects for page layout tools include fliers, posters and business cards
   i.e. – MS Publisher, Page maker

2. Print and draw software – provides an environment for drawing and manipulating graphics. There are two main types of graphics packages
   a) Vector graphics – use/create vector image. Vector image are made up of individual, scalable objects defined by mathematical equations. Objects here consist of lines, curves and shapes with editable attributes as color, fill and outline.
      i.e. – Corel draw and Illustrator
   b) Bitmap graphics – use/create bitmap image. Bitmap image also called raster image are made up of pixels. Pixels are picture elements made up of tiny dots of individual color that make up/define an image.
      i.e. – Photoshop and MS paint

Microsoft Publisher

Microsoft Publisher is an entry-level **desktop publishing** application from Microsoft, differing from Microsoft Word in that the emphasis is placed on page layout and design rather than text composition and proofing

Publisher is included in higher-end editions of Microsoft Office, reflecting Microsoft's emphasis on the application as an easy-to-use and less expensive alternative to the "heavyweights" with a focus on the small business market where firms do not have dedicated design professionals available to make marketing materials and other documents. However, it has a relatively small share of the desktop publishing market, which is dominated by Adobe Applications.

In Microsoft Office 2007, while most of Microsoft Office apps adopted ribbons in their user interface, Publisher retained its toolbars and did not adopt ribbons until the next version

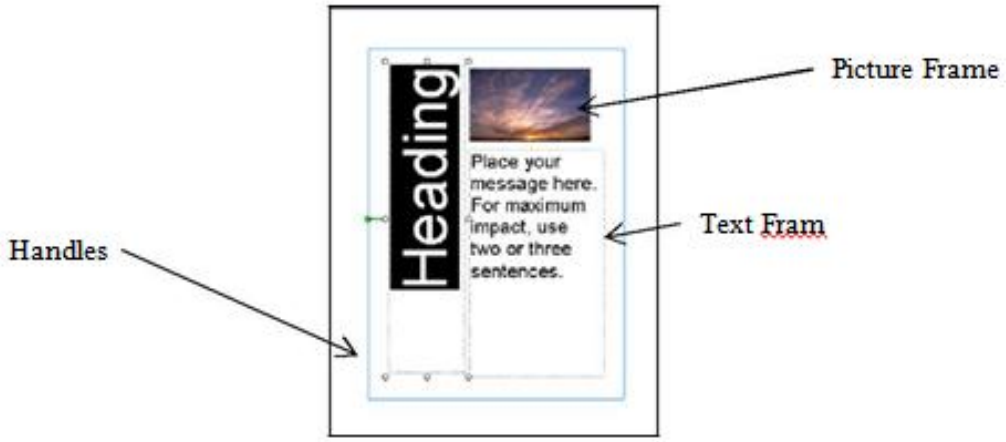
Publisher Basics and Feature

Microsoft Publisher 2007 is a desktop publishing program that can be used to create a variety of publications. Using Publisher, you can easily create business cards, greeting cards, calendars, newsletters and much, much more.
Unlike the other programs in Microsoft Office 2007, Microsoft Publisher 2007 uses the Microsoft Office Toolbar and a Menu system in place of the Microsoft Office Ribbon.

Some Useful Definitions:

Frame – Most publications are divided into several different areas called frames. A frame can contain a variety of objects such as graphics, tables, or text boxes. Frames can be resized, moved and manipulated to suit your needs.

Handles – When you click on a frame, small circles appear around the edge of the frame. These are called handles. You can click and drag on the handles to resize your frame.



Template - A Template is a tool used in Publisher to help you easily create basic publications. The template has a set of pre-chosen design styles that you can use as it is or customize as you see fit.

Opening Publisher

To Open Publisher either:

Double click on the Microsoft Publisher Icon on your desktop, OR

-OR

Click on Start in the lower left hand corner of your desktop, move up to Programs, and then click on Microsoft Publisher

Creating New Publications with Publisher.
When you first open Publisher, Publisher offers you a number of different publication types to start with.

Click on one of the publication types in the main window or in the list on the left side of the main window to view a list of templates that will walk you through the process of making basic design choices for your publication. These choices include color schemes, font styles, and more.

Examples

To Create a Calendar:

1. **Open Microsoft Publisher** by double clicking the icon on the desktop or finding it under the start menu.
2. Click on **Calendars** from the main window or the list on the left. A selection of pre-designed templates appears for you to choose from.

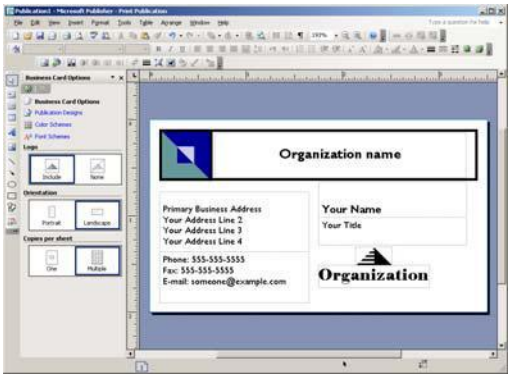
3. Click on one of the pre-designed templates that you like. It will appear at the top of the area on the right side of the page.
4. You can either stick with the default design choices that are part of the template, or you can customize them by clicking the downward pointing arrow to the right of a design section and choosing any of the options provided by clicking on it.
5. Click on the **Set Calendar Dates** button and choose the period of time that you would like your calendar to cover.
6. Click on **Create** at the bottom to create your caledar.

Now that you have made your basic calendar selections, it is time to further customize the publication.

Creating a Business Card

1. Open **Microsoft Publisher** by double clicking the icon on the desktop or finding it under the start menu.
2. Click on **Publications for Print** then **Business Cards**, and finally **Accent Box Business Card**.
3. In the personal information form that opens, enter your own contact information and click on **OK**. (If you accidentally close your personal information and you want to edit it further, click on the **Edit** Menu and **Personal Information** to retrieve the form.)

4. In the task pane on the left side of the window, you are given different options you can adjust. As you click on the different steps at the top of the task pane, the options change on the lower part of the task pane.
5. Click on **Business Card Options**.
    a. Choose to **Include** a logo.
    b. Choose the traditional **Landscape** orientation
    c. Choose to have **Multiple** copies per sheet



6. Click on **Publication Designs**.
    a. Leave the selected **Accent Box**.
    b. Click on **Color Schemes** and select the desired color scheme.

7. Click on **Font Schemes** and select the desired font scheme.

Now that you have completed the Business Card Wizard, you can customize the business card. Change the format or insert additional clip art, if you wish.

Creating a Personalized Greeting Card

1. **Open Publisher** by double clicking the icon on the desktop or finding it under the start menu.
2. Click on **Publications for Print** ⇗ **Greeting Cards** ⇗ **Birthday** ⇗ **Birthday Card 72**
3. Click on **Greeting Card Options**
    a. Select **Greetings Bar.**
    b. Select **Full Verse**
    c. Click on **Select a suggested verse.** A dialog box will open click on a verse on the left side and on the right side it will show you the front message and the inside message. Select the verse you would like to use and click on **OK**.

i.

- Click on **Page Options**

  Choose the **Quarter page side fold option**.

- Click on **Card Gallery**

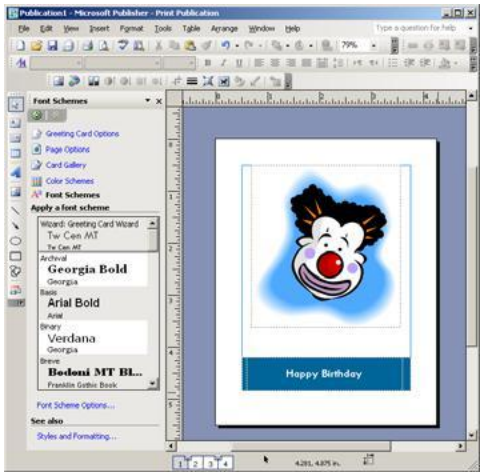
  Leave **Birthday 72** selected.

- Click on **Color Schemes**

  Select the desired color scheme.

- Click on **Font Schemes**

  Select the desired font scheme.



Now that you have completed the Greeting Card Wizard, you can customize the greeting card.

At the bottom of the screen are sheets with numbers on them (1, 2, 3, 4). Click on 1 to see the front of the card. Click on 2 or 3 to see the inside of the card. Click on 4 to see the back of the card.

Customizing a Publication (Working with text and objects)

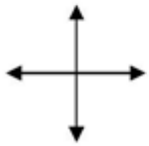
Working with Frames

Each publication is composed of different frames, such as text frames, picture frames, table frames, and shape/object frames. Click on different areas of the calendar to identify the different frames. Handles, little circles on the corners and sides of the frame will appear. The handles help show which frame you have selected. They are also used in resizing frames.

Moving Frames

To move a picture frame,

1. Click on the picture.
2. When your cursor turns into a four directional arrow, click and drag the picture frame to the desired location.



To move a text frame,

1. Click on the text frame.
2. Rest your cursor near the border of the text frame. When your cursor turns into a four directional arrow, click and drag the text frame to the desired location.

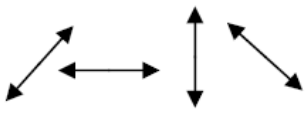
Resizing Frames

To resize a picture frame,

1. Click on the picture.
2. Rest your cursor on a corner handle. When your cursor turns into a diagonal line with arrows on the ends, click and drag inwards at a diagonal to make it smaller or outwards at a diagonal to make it larger. Using corner handles to resize pictures allows you to keep the picture's proportions.

To resize a text frame,

1. Click on the text frame.
2. Rest your cursor on one of the handles. When your cursor turns into a line with arrows on the ends, click and drag inwards or outwards to resize the text area.



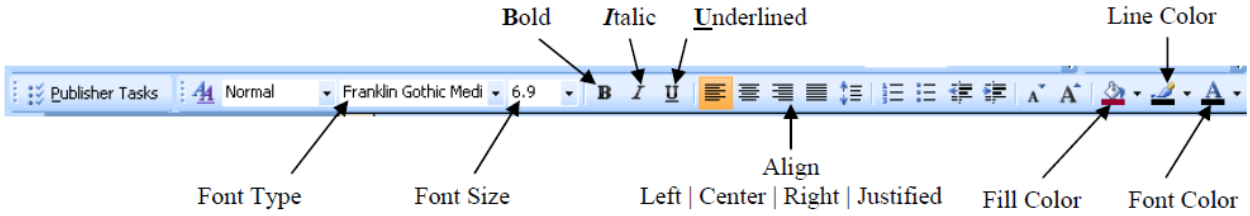
Resizing Arrows

Deleting Frames

1. Right click on the frame that you would like to delete.
2. Select **Delete Object** from the list of choices.

Formatting Text

1. Click in a text frame.
2. Begin typing.
3. Click and drag over the text you typed to select it for formatting changes.
4. Use the Formatting Toolbar or click on **Format** 🕘 **Font** to make changes to the text's appearance



text's appearance.

Undoing Changes

Creating a publication often involves trial and error. Unlike many of Microsoft Office's other applications, in Publisher you cannot preview what a change is going to look like until you apply it.

To undo actions, click on the undo button on the standard toolbar or click on **Undo** in the **Edit** Menu.

Inserting Additional Text Frames

1. Click on **Text box** from the **Insert** Menu
2. Click and drag over an area of the publication.
3. Type the text you want to appear.

Inserting Clip Art

If you want to change the picture in an existing picture frame,

1. Right click on the picture and select **Delete Object**.
2. Click on **Insert** 🕘 **Picture** 🕘 **Clip Art**.
3. A Clip Art search interface will open in the task pane.
4. Enter a search term and press **Go**.
5. You can choose to limit the search to a particular collection or a particular media type.
6. Once you discover the desired clip art, click on it to insert it.

Notice that the clip art has a drop down arrow next to it. If you click on the drop down arrow other options present themselves. You can click on Find Similar Style for clip art of similar design. You can click on Preview/Properties to view the original size of the clip art and what keywords were used to classify the picture.

Create a table

Create a table and type text into it

1. On the **Objects** toolbar, click **Insert Table**  .
2. Click inside your publication.

   The **Create Table** dialog box will appear.

3. Select the options you want, and then click **OK**.
4. Size your table.

   How?

   Select the table, position the mouse pointer over a selection handle until you see the **Resizer** icon, and then drag to resize the table.

5. In the table, click the cell where you want to add text, and then start typing.

   To add text to another cell, click inside that cell.

   Each cell expands to fit your text, unless you lock the table size by clearing the check mark next to **Grow to Fit Text** on the **Table** menu.

Create a table from existing Microsoft Publisher text

1. If the text is in a table, select the cells you want.

   If the text is in a text box, make sure there's a tab or comma between each entry in a row, and a paragraph mark at the end of each row.

2. Highlight the text.
3. Right-click the highlighted text, and then click **Copy**.
4. On the **Edit** menu, click **Paste Special**.
5. In the **As** list, click **New Table**.
6. Click **OK**.

Create a table by using text from another program

1. Open the program that contains the text you want.

   If the text isn't already in a table, press TAB between each entry within a row of text, and press ENTER at the end of each row.

2. Select the text, and then press CTRL+C to copy it.
3. Open your Publisher publication and go to the page you want to change.
4. On the **Edit** menu, click **Paste Special**.
5. In the **As** list, click **New Table**.
6. Click **OK**.

Note: Depending on how your text was formatted in the other program, you might want to reformat the text after it becomes a Publisher table.

Working with Color Schemes

A color scheme is a set of colors that you group together to use with your publication. You may want to create a color scheme for specific projects or simply to maintain and quickly access the colors you use most frequently. A color scheme can also be used to develop a consistent, polished look for your publication. Colors in a color scheme may be applied to any element of the publication. This document contains sections on the following topics:

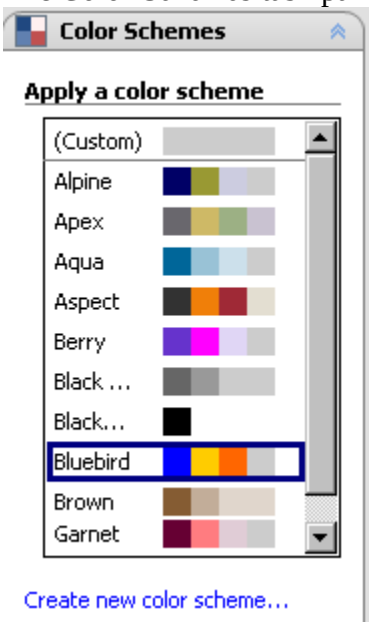
- Creating a Custom Color Scheme
- Applying a Color Scheme
- Using the Colors of a Color Scheme

Creating a Custom Color Scheme

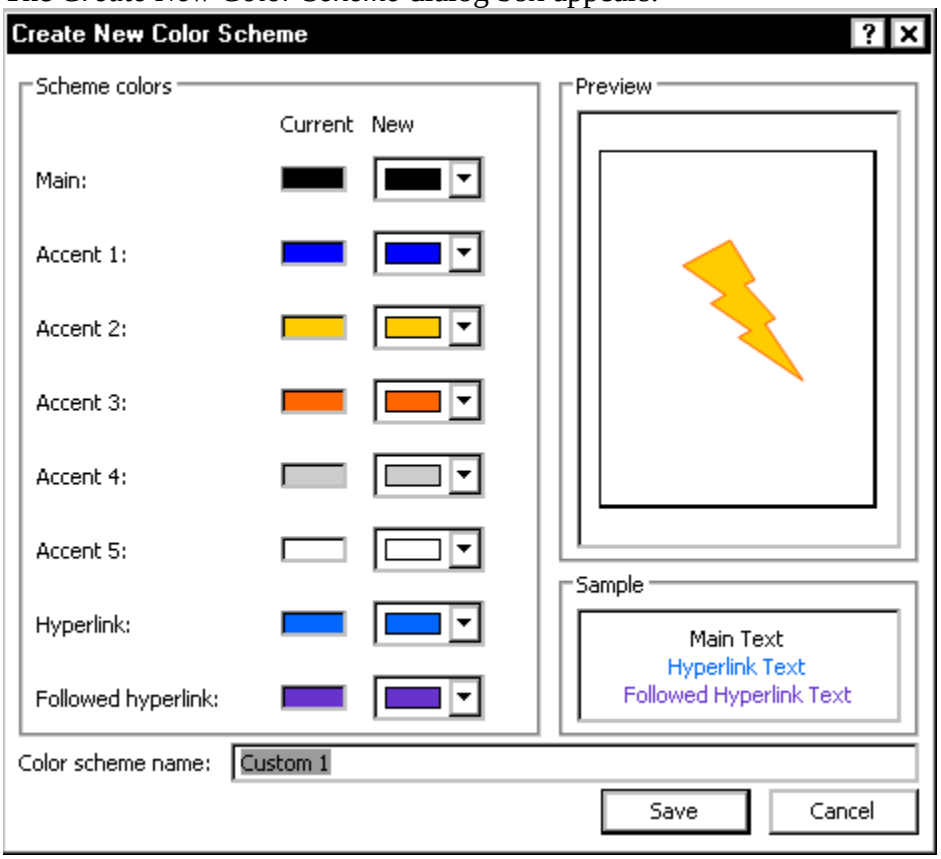
Your color scheme will most likely consist of colors that complement each other as well as some that provide contrast. You can create and save multiple schemes for use in a variety of publications.

1. Create or open a publication
2. On the Publisher task pane, click **COLOR SCHEMES** 

OR
From the *Format* menu, select ***Color Schemes...***
The *Color Schemes* task pane appears.



3. At the bottom of the task pane, click **CREATE NEW COLOR SCHEME...**
   The *Create New Color Scheme* dialog box appears.



4. In the *Scheme colors* section, from the *New* pull-down lists, select the desired colors
   HINTS:
   To see a larger selection of colors, click **MORE COLORS...**
   The *Preview* section to the right shows a dynamic preview of how your color changes will affect images and shapes in your document.
   The *Sample* section to the right shows a dynamic preview of how your color changes will affect text in your document.
5. In the *Color scheme name* text box, type a name for your color scheme
6. Click **SAVE**
   Your color scheme now appears as a choice in the *Apply a color scheme* scroll box.

Applying a Color Scheme

Publisher has a number of predefined color schemes. These color schemes affect text, images, and shapes in your document. You can apply one of these or a custom scheme that you have created. Custom color schemes appear in their own section in the list alphabetically according to the name you assigned the color scheme.

1. Create or open a publication
2. On the Publisher task pane, click 

   OR

From the *Format* menu, select ***Color Schemes...***
The *Color Schemes* task pane appears.

3. From the *Color Schemes* list, select the desired color scheme
   The color scheme is applied.

Using the Colors of a Color Scheme

Once you have applied a color scheme to your publication, the colors of the scheme are easily accessible from the FONT, LINE, or FILL COLOR buttons on the *Formatting* toolbar. The colors of the color scheme appear as the first row of colors in the color palette accessed from these buttons.

NOTES:
The FONT button does not appear unless text is highlighted.
You can apply separate colors to the border and to the inside of an object.

1. Select the object or text to which you want to apply color
2. To apply color to text, on the *Formatting* toolbar, click the ▾ next to FONT COLOR  » select a color

   To apply color to only the border of your object, click the ▾ next to LINE COLOR  » select a color

   To apply color to only the inside of your object, click the ▾ next to FILL COLOR  » select a color
   The color is now applied.

Saving Your Publication

There are two basic ways to save your publication

Point and click on the save icon on your toolbar, or

-OR

1. Click on the **File** Menu and **Save As**.
2. When the Save As Dialogue Box appears Click **Browse** and find the location on your computer where you would like the file saved.
3. Type the name of your publication in the File Name field.
4. Click on the **Save** button

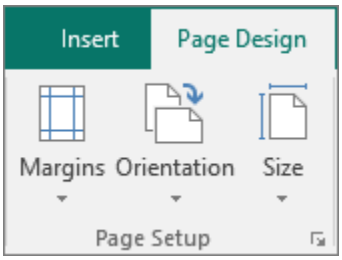
Change page size, paper size, or page orientation

Page size refers to the area of your publication. Paper, or sheet, size is the size of the paper used for printing.

Orientation refers to the portrait (vertical) or landscape (horizontal) layout.

Choose a page size

1. Select the **Page Design** tab.



2. In the **Page Setup** group, select **Size** and click the icon that represents the page size that you want. For example, click **Letter (Portrait) 8.5 x 11"**. If you don't see the size you want, either click **More Preset Page Sizes** or click **Create New Page Size** to create a custom page size. For more information on creating new custom page sizes,

   Tip: Using Publisher 2007? Go to the **Format Publication** task pane, then click **Change Page Size**. In the **Page Setup** dialog box, click the icon that represents the page size that you want.

Create a custom page size

1. Select the **Page Design** tab.
2. In the **Page Setup** group, select **Size**, then **Create New Page Size**. Under **Page**, enter the width and height you want.

   Tip: Using Publisher 2007? Go to the **Format Publication** task pane, then click **Change Page Size**. In the **Page Setup** dialog box, under **Page**, enter the width and height you want. You can also select a publication type, such as **Posters**, click **Create custom page size**, and then enter the width and height that you want under **Page**. In the **Custom Page Size** dialog box, you can name your custom page size and specify the layout type and margins that you want.

Change the paper size

The printer that you use determines the paper sizes that you can print on. To check the range of paper sizes that your printer can print on, consult the manual for your printer, or view the paper sizes that are currently set for your printer in the **Print Setup** dialog box.

Tip: Using Publisher 2007? View the paper sizes that are currently set for your printer in the **Print Setup** dialog box.

To print your publication on sheets of paper that match the publication page size, be sure that the page size and the paper size are the same. If you want to print your publication on a different size of paper — for example, to create a bleed or to print multiple pages on one sheet — change only the paper size.

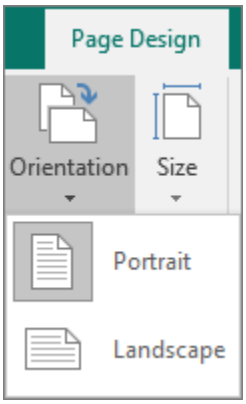
1. On the **File** menu, click **Print Setup**.
2. In the **Print Setup** dialog box, under **Paper**, select the size of paper that you want from the **Size** list.

Tip: Using Publisher 2007? On the **File** menu, click **Print Setup**. In the **Print Setup** dialog box, under **Paper**, select the size of paper that you want from the **Size** list.

Change the orientation of the page

You can change the orientation of your page to and from Portrait and Landscape.

1. Select the **Page Design** tab.



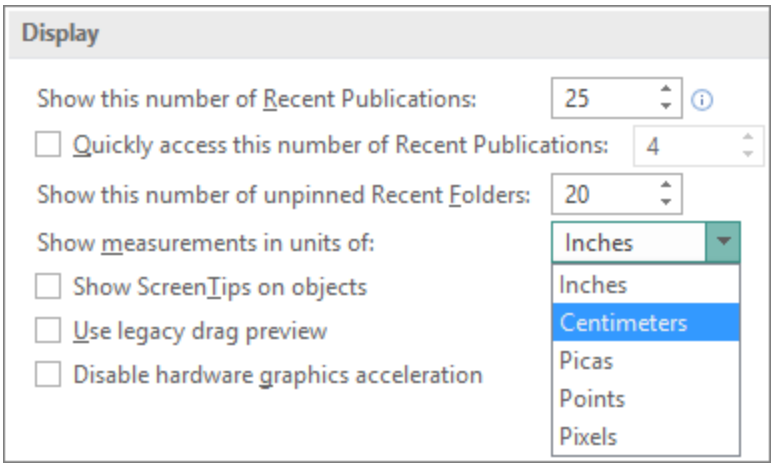
2. In the **Page Setup** group, select the **Orientation** drop-down menu and select either **Portrait** or **Landscape**.

Tip: Using Publisher 2007? In the **Format Publication** task pane, click **Change Page Size**. In the **Page Setup** dialog box, select the page size that has the orientation you want.

Change the ruler measurements

Need to measure your document in centimeters, not inches? You can change your ruler to centimeters, picas, points, or pixels, along with inches.

Click **File** > **Options** > **Advanced** and scroll to the **Display** settings. Look for **Show measurements in units of**, and change the units.



Tip: Using Publisher 2007? Click **Tools** > **Options** > **General** tab. Look for **Measurement units** and pick the units you want.

Printing Your Publication

There are two basic ways to print your publication:

Click on the print icon on your toolbar . This will print one copy of your publication with the default print options.

-OR

1. Click on the **File** Menu and click **Print**.
2. When the print window appears, select the desired number of copies and choose any other printing options you want.
3. Click **OK**.

Import a Word document

You have a Word document, but you need to add graphics — and you want to take advantage of the superior graphics-handling capabilities of Publisher. Or you want to convert a report that you typed in Word into a publication so that it can be branded the same way as all your other business publications.

Fortunately, converting Word documents that were created in Microsoft Office Word into Publisher publications is easy. All you have to do is choose the publication design that you want and then locate the Word document that you want to convert.

1. Start Publisher.
2. In the **Publication Types** list, click **Import Word Documents**.

   To find this option: In Publisher 2007, look under **Popular Publication Types**.

3. Click the design that you want, and then click **Create**.

4. In the **Import Word Document** dialog box, locate and click the file that you want to import, and then click **OK**.
5. Review the publication to make sure that everything looks the way that you want, and then save the publication.

Insert a file

1. In your publication, create a text box (**Insert** > **Draw Text Box**) if you have not already done so.
2. In the text box, click where you want to paste the text.
3. On the **Insert** menu, click **Insert File** (in Publisher 2007, click **Text File**).
4. Locate and click the file that you want to import.
5. Click **OK**.

   Note: You may need to resize the text box to make the text fit the way you want.

Add, change, or remove a border in Publisher

You can add a line border of any color or thickness, a predesigned border, or a custom border to a page, text box, AutoShape, picture, or around a group of objects in your publication.

You can also use a picture that is designed to be a border. For example, you can insert a page border clip from Clip Art and Media on Microsoft Office Online, and then change the size to fit the page or object that you want to add a border to.

If the page, text box, AutoShape, picture, or group of items already has a border, you can change or remove it.

Add a border to a page

To add a border to a page, draw a rectangle around the page and then add the line or predesigned border you want. To add a border to all the pages in your publication, add the border to a master page, and then apply the master page to the pages in your publication.

Determine your desktop printer's nonprintable region

1. Open Microsoft WordPad.
   how
   - On the Windows taskbar, click the **Start** button, point to **All Programs**, point to **Accessories**, and then click **WordPad**.
2. On the **File** menu, click **Page Setup**.
3. Set the **Left**, **Right**, **Top**, and **Bottom** margin values to zero. The margins will be reset automatically to the minimum margin that is supported by the printer.
4. Note the minimum margins.

To make sure that all sides of the border will print, you can preview your publication by clicking **Print Preview** on the **File** menu.

Add a border to a page

1. Select the page that you want to add the border to.
2. On the **Objects** toolbar, click **Rectangle**  , and then drag on the page to draw a rectangle the size that you want the page border, for example to the page margins.
3. Select the rectangle, and then click **AutoShape** on the **Format** menu.
4. Click the **Colors and Lines** tab.
5. Do one of the following:

Add a line border of any color or width

a. Under **Line**, choose the color and line options you want.
b. To add the border equally to both the inside and the outside of the rectangle, rather than to the inside only, clear the **Draw border inside frame** check box. This helps to prevent the border from overlapping objects that are located inside of the rectangle.

Add a predesigned pattern border

c. Click **Border Art**.
d. In the **Available Borders** list, click the border you want.

Add a custom border

You can create a custom border from clip art, a picture file, a scanned photograph or other bitmap, or a picture that you created in a drawing program. Your custom border will be stored with the Microsoft Office Publisher 2007 border art.

Note: The picture file that you use for a custom border must be smaller then 64 kilobytes (KB) in size and must not include any text.

e. Click **BorderArt**.
f. In the **BorderArt** dialog box, click **Create Custom**.
g. In the **Create Custom Border** dialog box, to add a picture from a file that is located on your computer's hard disk without adding it to the Microsoft Clip Organizer, clear the **Use Clip Organizer to select the picture** check box.
h. Click **Select Picture**.
i. In the **Insert Picture** dialog box, browse to the location that contains the picture you want, click the picture, and then click **Insert**.
j. In the **Name Custom Border** dialog box, type a name for your custom border, and then click **OK**.

If the file size of the picture that you select is too large (greater than 64 KB), or if the picture contains text, you may receive an error message, and the border may not be created. If this occurs, repeat step 2 through step 5 to select a picture that has a smaller file size.

Add a clip art border

You can quickly create a border with clip art.

1. Select the page that you want to add the border to.
2. On the **Insert** menu, point to **Picture**, and then click **Clip Art**.
3. In the **Clip Art** task pane, type **page borders** in the **Search for** box, and then click **Go**.
4. In the **Clip Art** task pane, click the border you want.
5. In your publication, position the mouse pointer over one of the sizing handles on the border, and then drag the handle to resize the border.
6. If the border has a solid fill that is covering the contents of your page, select the border, point to **Order** on the **Arrange** menu, and then click **Send to Back** so that the contents of your page show in front of the border fill.

Add a border to a text box, an AutoShape, a picture, or an object

You can add a line border to a text box, an AutoShape, a picture, or an object. You can also add a predesigned or custom border to a text box, a picture, or a rectangle (but not to other AutoShapes, such as a circle or an oval).

1. Select the text box, AutoShape, picture, or object that you want to add the border to.
2. On the **Format** menu, click **Text Box**, **AutoShape**, **Picture**, or **Object**.
3. Click the **Colors and Lines** tab.
4. Do one of the following:

Add a line border of any color or width

a. Under **Line**, choose the color and line style options you want.
b. To add the border equally to both the inside and the outside of the rectangle, rather than to the inside only, clear the **Draw border inside frame** check box. This helps to prevent the border from overlapping objects that are located inside of the rectangle.

Add a predesigned pattern border

c. Click **BorderArt** (not available if you have selected an AutoShape other than a rectangle).
d. In the **Available Borders** list, click the border you want.

Add a custom border

You can create a custom border from clip art, a picture file, a scanned photograph or other bitmap, or a picture that you created in a drawing program. Your custom border will be stored with the Office Publisher 2007 border art.

Note: The picture file that you use for a custom border must be smaller then 64 KB in size and must not include any text.

e. Click **BorderArt**.
f. In the **BorderArt** dialog box, click **Create Custom**.

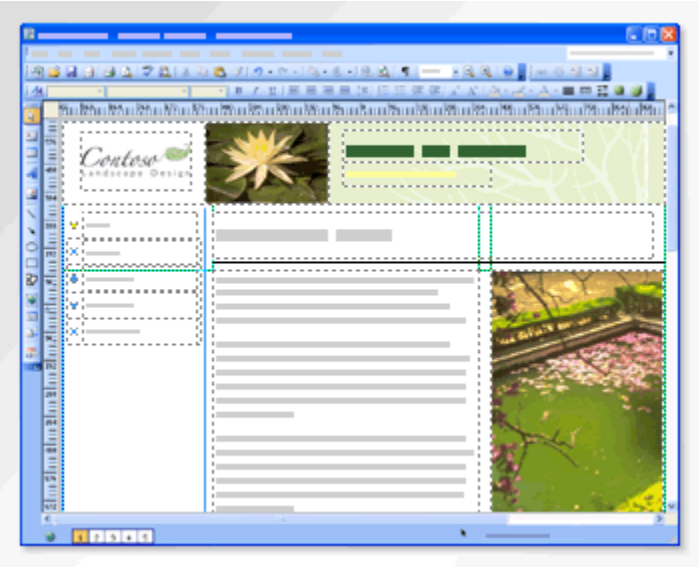
g. In the **Create Custom Border** dialog box, to add a picture from a file that is located on your computer's hard disk without adding it to the Microsoft Clip Organizer, clear the **Use Clip Organizer to select the picture** check box.
h. Click **Select Picture**.
i. In the **Insert Picture** dialog box, browse to the location that contains the picture you want, click the picture, and then click **Insert**.
j. In the **Name Custom Border** dialog box, type a name for your custom border, and then click **OK**.

   If the file size of the picture that you select is too large (greater than 64 KB), or if the picture contains text, you may receive an error message, and the border may not be created. If this occurs, repeat step 2 through step 5 to select a picture that has a smaller file size.

Prepare, publish, and maintain your Publisher Web site

Note: Web publications are only available in Publisher 2007 and earlier.

After you plan and create a Web publication in Microsoft Office Publisher 2007, you can publish it to the web, a network server, or a shared folder on your own computer. Whatever the destination, Publisher creates filtered HTML files from the Web publication. You can open and read these HTML files in any Web browser, such as Windows Internet Explorer.



In this article

This article covers the procedures for creating and publishing your Web publication as HTML files and for updating your website by editing the Web publication and republishing it.

- ✓ Prepare your website
- ✓ Publish your website
- ✓ Maintain your website

Prepare your website

Your website is an extension of you, your business, and your business branding. Before you create your website, plan it. For help with doing so, see the article Plan your Web site.

What is the best tool?

As you plan your site and the information that it will provide, consider which authoring tool is right for your needs. Office Publisher 2007 is an excellent authoring tool to use when you want to quickly create, publish, and manage simple, static websites that match your business brand and that require revisions of only text and graphics. Office Publisher 2007 is not the appropriate tool in the following cases:

- If your website needs interactivity or database-driven content, so that visitors can respond in a Web log (blog) or purchase items in a shopping cart
- If your website requires data validation, such as for verifying credit card numbers
- If you expect to later alter the raw HTML code in an HTML editor after you create your website in Office Publisher 2007, which combines HTML, XML, and VML code to produce websites

Create your website

You can create a new Web publication in Office Publisher 2007. If you want to work on an existing website for which you have no Web publication, you can copy and paste content from the published Web pages into a new Web publication, which recreates the website as a Web publication, or you can use an HTML editing tool.

1. On the **File** menu, click **New**.
2. In the **Publication Types** list, click **Web Sites**.
3. Do one of the following:
    - To create a custom website that is based on your site goals, make sure that **Use Easy Web Wizard**, in the **Options** task pane, is selected, and then click the design that you want.
    - To create a website from scratch, under **Web Sites**, click **Blank Sizes**, and then click the size that you want.
4. Click **Create**.
5. If you chose to use the **Easy Web Wizard**, select the options that you want in the **Easy Web Site Builder** dialog box, and then click **OK**.
6. Add content to your publication, and make any changes that you want.

    Tip: Avoid placing objects on master pages in your Web publication. Objects that are placed on Office Publisher 2007 master pages do not display correctly when they are viewed in some Web browsers.

Check your Web publication

Before you publish your website, check to make sure that the site will work as you expect and that you have addressed all possible issues that may arise.

You can look for problems by using the Design Checker and previewing your site.

Use the Design Checker to find and fix problems

The Design Checker is a powerful tool for finding potential problems. Many of its checks are for basic formatting issues. However, some checks are specifically for issues that may affect Web publications. To run the Design Checker, do the following:

1. On the **Tools** menu, click **Design Checker**.
2. In the **Design Checker** task pane, select the **Run general design checks** and **Run web site checks** check boxes.
   Note: Make sure that the **Run commercial printing checks** check box is not selected.
3. In the **Design Checker** task pane, under **Select an item to fix**, click the arrow next to the item that you want to fix, and then do one of the following:
   - Click **Automatic fix** to automatically fix the problem with the item.
     The automatic fix will vary, depending on the problem. In most cases, no automatic fix is available.
   - Click **Go to this Item** to go to the page where the selected problem item is located.
     You can then correct the problem by making any necessary changes.
   - Click **Explain** to open a Help topic that more fully explains the problem and offers suggestions about how to fix it.
   - Click **Never Run this Check Again** to turn off the check.
     Clicking this option affects all instances of the problem.

Preview your website

- On the **File** menu, click **Web Page Preview**.

Your website will preview in your default browser. Check the preview for the following:

- The site opens and all pages are accessible.
- All hyperlinks work as expected.
- Navigation controls work as expected.
- No elements are missing.
- Any background sounds play as expected.

Find a Web hosting service

Before you can publish your website on the web, you need to subscribe to a Web hosting service that is provided by an Internet service provider (ISP). This service will provide you with Internet access, storage space on a web server, and a Uniform Resource Locator (URL) so people can access your website. Before you publish your website, contact your ISP or system administrator to get the information that you need and the URL of the website or the address of the FTP site where you can save files.

Several ISPs are probably available in your area. Make sure that the ISP that you subscribe to offers the kind of support that you want. If you have little experience in publishing to the web, you may want an ISP that can help you through any potential issues.

Publish your website

After you check and preview your Web publication and subscribe to a Web hosting service, you are ready to publish your website.

You can publish a website to a Web server, a network server, a File Transfer Protocol (FTP) server, or a folder on your own computer.

Publishing your site to a location on your computer can serve several purposes:

- You can use the published files to test your website before you make the files available on the web.
- You can use an FTP utility to publish the files to the web by uploading them from the file location on your computer.
- You keep a local copy of the HTML files as well as the Web publication.

Your ISP can provide you with information that will help you decide the publishing method that is best for you.

Whether you publish to the web or to your computer, Office Publisher 2007 assembles all the related files that it creates in a single folder. The files that Office Publisher 2007 creates include the other HTML pages that make up your site, GIF and JPEG graphics that you use on your pages, and any files for embedded sounds.

You can set up Office Publisher 2007 to organize these files in the folder where you publish your website in one of two ways. By default, Office Publisher 2007 creates a single home page and a subfolder that contains all the supporting files that are needed for your website. Or you can organize the home page with all the supporting files for your website in a single folder.

How do I control where Office Publisher 2007 organizes the website files it publishes?

On the **Tools** menu, click **Options**, click the **Web** tab, and then do one of the following:

- To separate the home page from the supporting files, select the **Organize supporting files in a folder** check box.
- To group the home page and all the supporting files in the same folder, clear the **Organize supporting files in a folder** check box.

When you publish a publication to the web, Office Publisher 2007 creates filtered HTML files, which propagate to the web more quickly than unfiltered HTML files. Because the filtered HTML files that Office Publisher 2007 creates contain no Microsoft Office–specific tags, you can't open the HTML files in Office Publisher 2007 and edit them. You must make changes to your website in the Web publication and then republish the site to the web.

Publish a website to a location on the Internet or a network

Before following this procedure, contact your ISP or system administrator to get the information that you need to publish and the URL of the website where you can save files.

1. On the **File** menu, click **Publish to the Web**.
2. In the **Publish to the Web** dialog box, in the **File name** box, type the URL of the web or network server where you want to save your website. For example, type http://www.northwindtraders.com.
3. Click **Save**.

4. If prompted, type your user name and password, and then click **OK**.
   The directory that is associated with your URL will appear in the **Publish to the Web** dialog box.
5. Double-click the folder where you want to save your website.
6. In the **File name** box, select **index** as the default name for your home page, and then click **Save**.
   Index.htm is the default selection. Selecting **index** as the name of your home page makes it easier to access and prevents users from viewing a list of the files that make up your website.
7. When prompted, click **OK**.

Publish a website by using FTP

Before following this procedure, contact your ISP or system administrator to get the information that you need to publish to an FTP site. You also have to create an FTP site in **FTP Locations**.

Before you can add an FTP site to the list in **FTP Locations**, you must have access to the Internet or to an intranet.

1. On the **File** menu, click **Publish to the Web**.
2. In the **Publish to the Web** dialog box, click **Tools**, and then click **Map Network Drive**.
3. In the **Map Network Drive** dialog box, do the following:
   - In the **Drive** list, click a drive letter. You can choose any available letter.
   - To connect every time that you log on to your computer, select the **Reconnect at sign-in** check box.
   - Click **Connect to a Web site that you can use to store your documents and pictures**.
4. In the Add Network Location Wizard, click **Next**, click **Choose a custom network location**, and then click **Next**.
5. In the **Internet or network** address box, type the address of the FTP site (for example, type **ftp://ftp.microsoft.com**), and then click **Next**.

   Note: If you cannot connect to a network drive or folder, the computer might be turned off or you might not have the correct permissions. If you can't connect, contact your network administrator or ISP.

6. If you do not want to log on anonymously, clear the **Log on anonymously** check box, type a user name in the **User name** box, and then click **Next**.
7. Type a name for this network location, and then click **Next**.
8. Click **Finish**.
9. On the **File** menu, click **Publish to the Web**.
10. In the **Save in** list, click **FTP Locations**.
11. In the list of FTP sites, double-click the site that you want, and then double-click the folder where you want to publish your website.

    Note: If your ISP requires you to use a specific program to upload your website, or if you are publishing your website to a corporate intranet, you may need to save a version of

your website in a specific HTML file format and follow a different procedure to publish your website. Ask your ISP or your system administrator for information about how to save and publish your website.

Publish a website to a folder on your computer

1. On the **File** menu, click **Publish to the Web**.
2. In the **Address bar**, click the drive or folder where you want to publish your website, such as your **Documents** folder.

   If you want to add your website to a new folder, click **New Folder** on the toolbar to create a new folder, type a name for the new folder, and then press ENTER.

3. In the **File name** box, select **index** as the default name for your home page, and then click **Save**.

   Index.htm is the default selection. Selecting **index** as the name of your home page makes it easier to access and prevents users from viewing a list of the files that make up your website.

Maintain your website

After you publish your website, you can update it as needed to reflect new information. However, you cannot open the filtered HTML files in Publisher. You must open the original Web publication, make the changes that you want, and then republish your site to the web.

Note: You should not try to update the Filtered HTML files by using a text editor, such as Microsoft Notepad or Microsoft WordPad. Even though it is possible to do this, Publisher-generated HTML is very complex, and you will probably find it hard to edit it by hand. For best results, always update your Publisher website by using the Web publication and then republish it to the web.

Publish only what has changed

In Office Publisher 2007, you can publish updates to a previously published website quickly by using incremental publish to the web, which publishes only those pages that you have updated. If you plan to update your website often, or if your website is large and complex, incremental publish to the web can speed up the task of updating your website.

If you make changes to your website directly on a Web server outside of Office Publisher 2007, however, turning on incremental publish to the web may prevent you from publishing subsequent updates to your website by using the **Publish to the Web** command. If you plan to manage your website files directly on the web server (such as through a separate FTP program), you should turn off incremental publish to the web.

Note: Incremental publish to the web is turned on by default in Publisher.

Turn incremental publish to the web on or off

1. On the **Tools** menu, click **Options**, and then click the **Web** tab.
2. Under **Saving**, do one of the following:
    - To turn off incremental publish to the web, clear the **Enable incremental publish to the Web** check box.
    - To turn on incremental publish to the web, select the **Enable incremental publish to the Web** check box.

Publish changes to your website

Publishing updates to a website is slightly different from publishing a website for the first time. After you publish a website to a location on the web or a network, a shortcut to the web server or network server appears in My Network Places.

1. On the **File** menu, click **Publish to the Web**.
2. In the **Publish to the Web** dialog box, in the navigation pane, click **This PC**.
3. In the file list, double-click the shortcut to the folder on the web server or network server where you published your website.
4. Double-click the folder where you want to save the file.

In the **File name** box, type the name of the file you are updating, and then click **Save**.

CHAPTER 6: PRESENTATIONS

Introduction to Presentation

A **presentation program** is a software package used to display information in the form of a slide show. It has three major functions: an editor that allows text to be inserted and formatted, a method for inserting and manipulating graphic images, and a slide-show system to display the content.

Presentation software (sometimes called "presentation graphics") is a category of application program used to create sequences of words and pictures that tell a story or help support a speech or public presentation of information. Presentation software can be divided into business presentation software and more general multimedia authoring tools, with some products having characteristics of both. Business presentation software emphasizes ease- and quickness-of-learning and use. Multimedia authoring software enables you to create a more sophisticated presentation that includes audio and video sequences. Business presentation software usually enables you to include images and sometimes audio and video developed with other tools.

Some very popular presentation software, such as Microsoft's Powerpoint and Lotus's Freelance Graphics, are sold stand-alone or can come as part of office-oriented suites or packages of software. Other popular products include Adobe Persuasion, Astound, Asymetrix Compel, Corel Presentations, and Harvard Graphics. Among the most popular multimedia authoring tools are Macromedia Director and Asymetrix's Multimedia Toolbook. These authoring tools also include presentation capability as well. Most if not all of these products come in both PC and Mac versions.

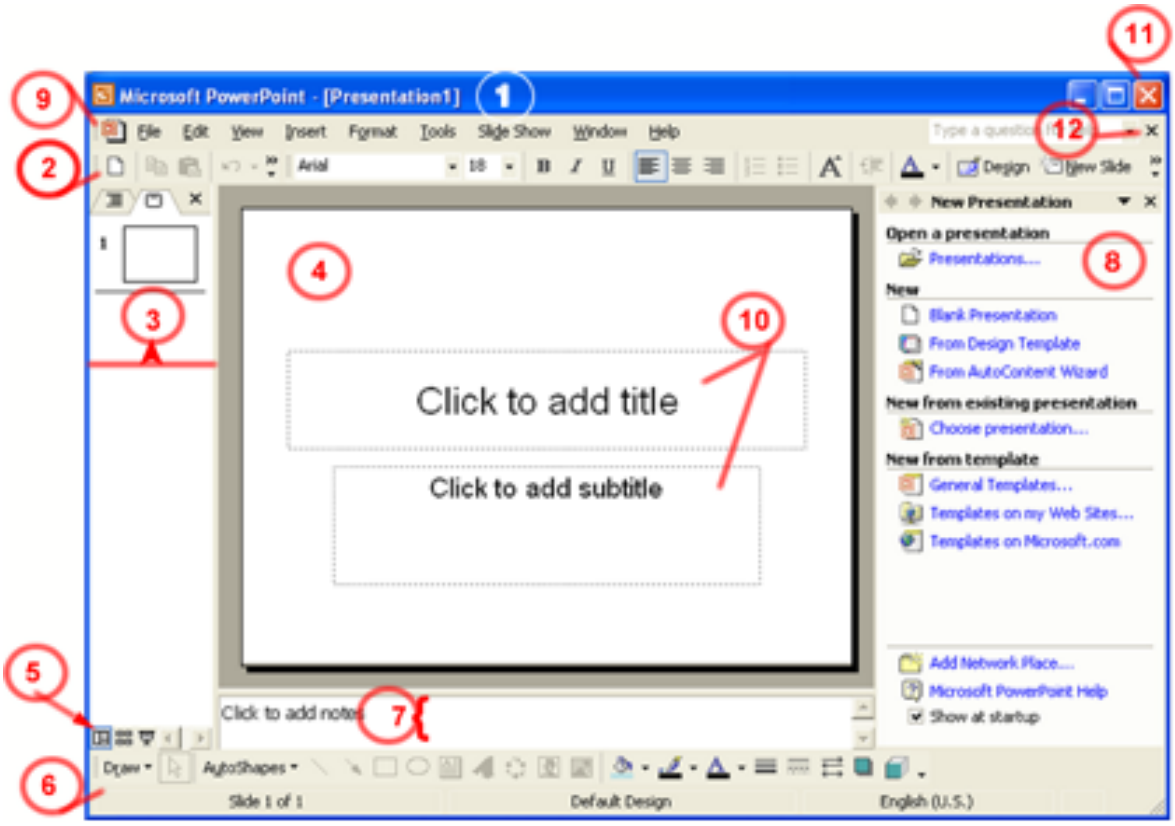
Recently, a new presentation tool has arrived: your Web browser and the tools for creating Web pages, such as Microsoft's FrontPage and Adobe's PageMill. The ubiquity of these tools and the browser as a playback device make this a popular approach, especially when a presentation can combine HTML pages on the hard disk with links to outside sites (if you have a live Internet connection).

Microsoft PowerPoint

"PowerPoint" refers to Microsoft PowerPoint, a program that allows the user to design a presentation that consists of multiple slides. These slides may contain images, text, video clips, and related types of information. PowerPoint is useful for delivering a speech, because the user can utilize text on the screen to remind him or herself of the information to be conveyed to the audience or to summarize his/her dialogue into more manageable and "friendly" sizes, as well as to entertain or explain graphs, charts, and related data.

The Basics: Creating and Editing a Presentation

The PowerPoint Window features



1. **Title Bar** - Displays the name of the application followed by the title of the presentation

2. **Formatting Toolbar** - Provides quick access to commands you need for formatting

3. **Outline and Slides Tab** - The slides tab gives you a thumbnail view of all the slides in the presentation and allows to rearrange their order; the outline tab adds textual content to the slides in an outline format

4. **Slide Pane** - Area where you build the slides for your presentation

5. **View Buttons** - Change the way you view the presentation; the Normal view (left button) is the default, the Slide Sorter view (center button) shows you only the thumbnails and is used to sort and rearrange the presentation, and

the Run view (right button) runs the presentation from the current slide

6. **Drawing Toolbar** - Provides all the tools you need to draw and format objects

7. **Notes Pane** - Adds notes for yourself for each slide in your presentation

8. **Task Pane (Windows version)** - Varies based on what you are currently working on; when you first start PowerPoint, you see the New Presentation task pane; other possible tasks include Slide Layout, Slide Design, and Effects

9. **Menu Bar** - Includes all of the PowerPoint menu choices

10. **Placeholders** - Designate the space that will be filled with titles, text, or other objects such as graphics or charts

11. **Application Close Button (Windows Version)** - Exits PowerPoint

12. **Presentation Close Button (Windows version)** - Closes the current presentation Microsoft Office

Create a New Presentation

Using the AutoContent Wizard

1. If necessary, chose **File** > **New** to display the **New Presentation** pane

2. On the **New Presentation** pane, click on the **AutoContent Wizard** link

You will be walked through a series of questions about the presentation you are making, including a category for the type of information being presented and the method of delivery. The Wizard then applies a background and text as well as an outline of text you may use as a guide. This is the preferred method for creating a presentation in the least of amount of time.

Using a Design Template

1. If necessary, choose **File** > **New** to display the **New Presentation** pane

2. On the **New Presentation** pane, click on the **From Design Template** link

3. The **Slide Design** pane will display on the right side of the screen with a variety of different templates to choose from

4. Select the design of your choice from the **Slide Design** pane

5. Click **OK** to begin working with the first slide in the Normal View

Using a Blank Presentation

1. If necessary, chose **File** > **New** to display the **New Presentation** pane

2. On the **New Presentation** pane, click on the **Blank Presentation** link

This will open a new presentation with no template. You will provide the content, background, color scheme, text format, etc. This method gives you the most freedom, but also requires the most amount of time to complete.

Adding a new slide

Once you have opened a new presentation, the next step is to add and format the content. PowerPoint provides a selection of pre-defined slide layouts based on different types of content that you can use to quickly add content to the slides. For each of the 27 Slide Layouts provided, PowerPoint combines the four types of placeholders in different combinations; each placeholder will be replaced with the following type of content:

Placeholder:	Replaced with:
Title	A title
Subtitle	A subtitle
Text	A bulleted list
Content	*+Slide Layout Placeholders*

Using a Slide Layout ensures that the text and other elements you enter into the placeholders will have consistent spacing and be optimally arranged.

How to Add Slides to a Presentation

1. Click the New Slide button on the Formatting toolbar.

2. From the list of Slide Layouts, select the layout you want to apply to the new slide.

3. You may now begin adding content using the placeholders in the layout.

How to Change the Layout for any Slide

PowerPoint will try to guess what layout you want to use for new slides that are added to the presentation. If you want a different layout for the slide you can quickly change the layout for any slide.

1. Display the slide that you want to change in the Slide Pane (work area in the center of the window).

2. Choose **Format > Slide Layout** to display the Slide Layout task pane.

3. Click on the layout you want to apply to the slide.

4. PowerPoint will attempt to fit existing content into the new layout, but you will probably have to make additional changes.

How to Add Slides in the Outline Tab

You can also create new slides while working in the Outline tab. By default the Outlining toolbar should display, but

if it does not, select **View > Toolbars > Outlining**.

1. Display the Outline tab by clicking on Outline in the pane on the left.

2. Place the cursor at the end of the text in the slide you wish the new slide to follow.

3. Click the **New Slide** button to insert a new slide.

Entering Text on a Slide

Enter Text on a Slide Using Placeholders

1. Click on the **Title**, **Subtitle**, or **Text** placeholder.

2. Type the text you want.

3. If necessary, press **[Return]** or **[Enter]** to move to a new line.

4. Click anywhere on the slide outside of the placeholder to deselect it.

Enter Text Using the Outline Tab

Working in the **Outline Tab** allows you to type and edit text for the presentation in a more word processing-like environment than the Slide pane. The Outline tab displays in the pane on the left side of the screen when you are working in the Normal view.

Information in the Outline tab is arranged by levels. The Title of each slide appears as the first, left-most level next to a numbered icon of the slide. Bulleted text is indented one to four levels to the right of the title. The Outline tab has an Outlining toolbar that displays to the left of the pane.

*Tip: If the Outline and Slides panes are not displaying in the Normal view, select **View > Normal (restore panes)** and it will display on the left side of the screen.*

1. After adding a new slide, Type the slide title and press **[Return]** or **[Enter]**.

2. To change the slide text to a first level bullet, press **[Tab]** or click the **Demote** button on the Outlining toolbar.

3. Type the text for the first bullet and press **[Return]** or **[Enter]** to move to the second bullet.

4. To create a sub-bullet, press **[Tab]** and type the text.

5. Continue to enter text for bullets and sub-bullets until the slide is complete.

• Use **[Return]** or **[Enter]** to create a new instance of the same level you are on. For example, if you are typing a level one bullet, pressing **[Return]** or **[Enter]** will create another level one bullet.

• To demote a line of text, use **[Tab]** or the **Demote** button. This will make a level one bullet into a level two sub-bullet.

• To promote a line of text, press **[Shift] and [Tab]** together or click on the **Promote** button. This will turn a level one bullet into the Title of a new slide.

Adding Clip Art to a Slide

Effective visuals emphasize the key content points in a presentation. PowerPoint provides a selection of professionally designed pictures, or clip art, that you can use in your presentations. These clip art images include many different themes such as animals, people, buildings, food, holidays, business, and more.

How to Insert a Clip Art Image

1. Move to the slide on which you want to place clip art.

2. Apply a Slide Layout that includes a content or clip art placeholder.

3. Open the Select a Picture dialog box by:

• Clicking on the Clip Art button on the content placeholder OR

• Double-clicking on the clip art placeholder

1. In the **Search** box, type a word or phrase that describes the clip you want.

2. Click **Search**. PowerPoint displays the search results in the Select Picture List.

3. Click on the clip art image you want and click **OK**.

How to Resize a Clip Art Image

Once you have added a clip art object to your slide, you can resize it to make it fit better into your presentation.

1. Click on the Clip Art object to select it.

2. Put the arrow on one of the resize handles at the corner of the picture until the cursor changes to a double-headed arrow.

3. Depress the mouse button and drag the handle toward or away from the center to make the image larger or smaller. The corner handles resize the image proportionally and the handles on the sides of the image increase or decrease the height or width of the image. When you release the mouse button, the object appears in its new size.

Editing Slide Text

You know how to enter text into your presentation, but what happens if you decide you want to change the text?

PowerPoint allows you to navigate to a specific slide and change the text.

Navigate in a Presentation

To Move to:	Do this:
The last slide in the presentation	Drag the scroll box to the bottom of the scroll bar or press **[Ctrl] and [End]**
The first slide in the presentation	Drag the scroll box to the top of the scroll bar or press **[Ctrl] and [Home]**
The next slide in the presentation	Click in the scroll bar below the scroll box or press **[Page Down]**
The previous slide in the presentation	Click in the scroll bar above the scroll box or press **[Page Up]**
To a specific slide	Drag the scroll box up or down until the scroll indicator displays the slide you want

Selecting Text

Knowing how to select text is a critical skill in all Microsoft Office applications. Selecting text is a necessary step for many procedures such as deleting blocks of text or formatting.

Selection Method	Technique
Drag	To create a highlighted selection, point at one end of the text to be selected. Press and hold the mouse button while dragging the pointer to the other end of the text, then release the mouse button.
Select a word	Double-click anywhere on the word you want to select
Select a bullet item	Press **[Ctrl]** and click anywhere inside the bulleted text. You may also triple-click anywhere on the word you want to select.
Deselect	Make another selection or click the mouse button in the text area.

How to Edit Text in a Slide Pane

You can edit text or move bulleted text in the Slide pane or the Outline tab. To edit text in the Slide pane:

1. Select the bulleted text you want to change.

2. If necessary, edit the text by:

• Pressing the **[Delete]** key to delete the text; or

• Typing new text to replace the selected text.

1. If necessary, move the bulleted item by:

• Selecting the entire bulleted item; and

• Dragging the item up or down to move it to its new location.

Move Bulleted Items in the Outline Tab

You can change the order of bulleted items and slides in the Outline tab:

1. Select the slide or bulleted item you want to move.

2. Click the **Move Up** or **Move Down** button on the Outlining toolbar until the slide or bulleted item appears where you want it.

Formatting Text Slides

Apply Character Formats

You can use character formatting to add interest to presentations, but do so sparingly. Keep in mind that adding too much character formatting can detract from your message or make it confusing.

Format Text

You can change the appearance of text by changing its font, size, style, and color. You can format text in the Outline tab or the Slide pane. To format text:

1. Select the text you want to format.

2. To change the font, select a new font from the Font drop-down list on the Formatting toolbar.

3. To change the size, select a new size from the Size drop-down list on the Formatting toolbar.

4. To change the style, click the **Bold**, **Italic**, or **Underline** button on the Formatting toolbar.

5. To change the color, select a new color from the Font Color button's drop-down palette. (The Font Color button is on the Drawing toolbar).

Repeat Formatting

When you format text in a slide, you can press the **[F4]** key to repeat that format for newly selected text. If you use the toolbar to apply more than one format, PowerPoint will repeat only the last format you applied.

Align Text

Alignment determines the position of the text within its text object box on a slide. Text can be left-aligned, right-aligned, centered, or justified, as follows:

1. Select the text you want to align.

2. Choose **Format > Alignment** to display the Alignment sub-menu.

3. From the sub-menu, select the alignment option you want:

• **Align Left** - aligns text at the left edge of the text object box.

• **Center** - aligns text between the left and right edges of the text object box.

• **Align Right** - aligns text at the right edge of the text object box.

• **Justify** - begins text at the left edge and ends the text at the right edge of the text object box.

You can also use the **Alignment** buttons on the Formatting toolbar to left-align, center, and right-align text.

Line Spacing

Line spacing is the vertical distance between two lines of text. By default, line spacing is set to single-line spacing, which means that the amount of space between lines of text depends on the size of the font used. For example, if the font size is 12, then single-line spacing will be 12 pts between lines of text. If you applied double-line spacing, then the lines would be separated by 24 pts of space.

Setting Line Spacing

1. Place the cursor in a paragraph, or select the paragraphs you want to affect.

2. Choose **Format > Line Spacing**.

3. In the Line Spacing dialog box, click on the arrows to increase or decrease line spacing options, or enter an exact setting.

4. Click **OK**.

Line Spacing Options

In the Line Spacing dialog box, there are three options for changing the amount of space between lines and bullet items on a slide.

• **Line Spacing** - the amount of space between selected lines of text. By default, line spacing is set to 1.

• **Before Paragraph** - increase or decrease the spacing before the first line of each selected paragraph.

• **After Paragraph** - the amount of space after the last line of each selected paragraph

Indents

In PowerPoint, indents are used to align bullets and text at a set distance from the margins. When the horizontal ruler in PowerPoint is displayed, you will find one set of the following indent markers on the left edge of the ruler for each level of bullets on the slide:

Indent Marker Types:

Marker Name	Marker Function
Bullet Indent	Controls the left boundary for the bullet.
Text Indent	Controls the left boundary of text for a bulleted item.
Left Indent	Controls the left boundary for both bullets and text.

How to Change Indents

1. Select the text object that you want to affect.

2. Choose **View > Ruler** to display the ruler.

3. To adjust the first-line indent, click and drag the upper marker for that indent to a desired position on the ruler.

4. To adjust the subsequent lines in a paragraph, click and drag the upper marker for that indent to a desired position on the ruler.

5. To maintain the relationship between the first line and the rest of the paragraph (to move both markers at once), click and drag the bottom half of the lower marker to a desired position on the ruler.

Preparing to Deliver a Presentation

After adding all of the content to a presentation, it is time to put the finishing touches on it. There are multiple ways to check for spelling errors, inconsistencies, or other problems. There are also several ways to enhance the presentation.

Spell Check a Presentation

AutoCorrect

Autocorrect corrects many common spelling errors automatically as you type. It is similar to the version used in

Microsoft Word. Autocorrect fixes spelling errors as well as instances such as double capital letters at the beginning of a word, capitalizing the days of the week and the first words of a sentence. Common typing mistakes such as letter transposition are also automatically corrected as you type.

There may be times when you do not want Autocorrect turned on. To access options for Autocorrect, go under the

Tools menu and choose **Autocorrect Options**. Each function in AutoCorrect can be selected or deselected by clicking in the check box associated with each function.

Spellchecking a PowerPoint Presentation

PowerPoint provides you with a powerful spellchecker that works in the same fashion as the one in Microsoft Word.

As with that spellchecker, it's always a good idea to proofread your presentation yourself; however, the spell checker can sometimes be a lifesaver.

To check an entire presentation, don't select any text. If you run the spellchecker with specific text selected, it will only check that text. You don't have to click the insertion point at the beginning of a presentation to begin spellchecking, as the spellchecker will wrap around until it has checked the entire presentation.

There are four ways to access the spellchecker:

• In the **Tools** menu, choose **Spelling**.

• Click the **Spelling** button on the Toolbar.

• Press **[F7]**.

• Right-click on a flagged spelling error and choose **Spelling**.

Once the spellchecker is running, you can use the various options to help you find and correct spelling errors in your presentation. PowerPoint's spellchecker compares words with its internal dictionary. If PowerPoint does not recognize a word, there are several options you can have it perform, as described below:

• If the correction you want is already highlighted in the Suggestions list box, click **Change**.

• If the correction you want is in the Suggestions list box but not highlighted, select that word and click **Change**.

• If the correction you want is not suggested, you can type the correction in the top text box and click **Change**.

• You can click **Change All** to automatically correct any further occurrences of the particular spelling error.

• If the spellchecker comes across a word that has been repeated, you can click **Delete** to delete on of the instances of a word.

PowerPoint can check your spelling as you type. If it thinks you've misspelled a word, PowerPoint lets you know by drawing a wavy red line under the word. To correct one of these erros, right-click on the erroneous word and either choose one of the suggested changes or open the Spell Check dialog box and make the change there as described above.

View the Slide Show

While putting together a PowerPoint slide show, it is often useful to actually run the show to see what it will really look like when it is presented to an audience. This can provide a "reality check" and give a better idea of how the show is actually going to look.

Slide Show View

Use the **Slide Show** view to see the slide show on your computer screen one slide at a time, using the full screen, as you will when actually presenting the show. You can move the subsequent slides by either clicking your mouse button, clicking the **[Page Up]** and **[Page Down]** buttons, or by using the left and right arrow keys on your keyboard.

To view the Slide Show:

1. When you use the **Slide Show** view button, PowerPoint starts the show at the currently selected slide. So, go to the first slide in your presentation.

2. Click the **Slide Show** view button.

3. To move to the next slide, click the mouse button or push the right arrow key. At the end of the show, PowerPoint will display, "End of slide show, click to exit".

4. You can exit a slide show at any point by pressing the **[Esc]** key.

5. When you exit a slide show, PowerPoint returns to **Normal** view.

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Arrange Slides in a Presentation

The ability to reorder slides in a presentation after you've created them enables you to easily reorder slides after you've created them, as well as giving you the freedom to organize a new presentation out of an older one. This can be essential in using the same material for different audiences without having to recreate and entire slide show presentation. PowerPoint also lets you hide selected slides in a presentation, in case you want to reuse a slide show for an audience and omit certain parts of the presentation that don't apply to that particular presentation.

Slide Sorter View

Choose **View/Slide Sorter**, or click on the **Slide Sorter** view button. PowerPoint changes to the **Slide Sorter** view and opens the slide sorter toolbar.

In **Slide Sorter** view, you see the thumbnail representations of the slides comprising your slide show. This is a great way to see the whole presentation at once, in the order in which they will appear in the slide show. After you are finished creating and editing your presentation, you can come to **Slide Sorter** view to shuffle slides around, and copy, delete, or hide slides, until you've got it right. **Slide Sorter** view also allows you to set up special effects to the slides in the presentation.

As you look through your slides in **Slide Sorter** view, and find a slide that you need to further edit, just double-click on that slide and it will be displayed in **Normal** view.

Rearranging Slides in Slide Sorter View

You can often make a presentation better by playing with the order in which the slides appear. Sometimes, you may wish to entirely hide a slide that doesn't apply to your audience. All of this happens in **Slide Sorter** view. To rearrange slides in **Slide Sorter** view:

1. Click on the **Slide Sorter** view button (or choose **View/Slide Sorter**).

2. Click on the slide you wish to move, copy, delete, or hide to select it.

3. Now move, copy, delete, or hide the slide:

• To move a slide, press and hold the mouse button, drag the slide to where you want it to go, and release the mouse button.

• To copy a slide, press and hold the **[Ctrl]** key and drag the slide to where you want it to go.

• To delete a slide, press **[Delete]** or **[Backspace]**.

• To hide a slide, right-click in the slide thumbnail and choose **Hide Slide**.

Adding Transitions to a Slide Show

One way to add a nice touch of professionalism to a slide show is to add transitions to the slides. Transitions affect the way one slide goes to the next slide. Transitions add interest to your slide show, but care should be taken to be sure they do not become a distraction from the show itself. It is often best to choose one transition you like and use it for the entire slide show.

Slide Selection in Sorter View

In **Slide Sorter** view, you can select one slide, two or more slides that are next to each other, or two or more slides that are not next to each other.

To Select	Do This
One single slide	Click on the slide.
Two or more contiguous slides	Click on the first slide, press and hold **[Shift]**, and then click on the last slide.
Two or more non-contiguous slides	Click on the first slide, press and hold **[Ctrl]**, and then click on all the other slides.

How to Set Transition Effects

For each slide in a presentation, you can set a different transition effect and determine how fast the transition will happen. To set transition effects:

1. Switch to **Slide Sorter** view.

2. Select the slides to which you want to assign a transition.

3. Choose **Slide Show/Slide Transition** or click the **Transition** button on the **Slide Sorter** toolbar to open the **Slide Transition** task pane.

4. From the **Apply to Selected Slides** list box, select the transition effect you want to apply. PowerPoint previews the effect on the selected slides and displays a **Preview Animation** button beneath each selected slide.

5. In the **Modify Transition** section, select a speed (Slow, Medium, or Fast) for the transition effect. Once again, PowerPoint previews the effect on the selected slides.

6. To preview the effect again, click the **Animation Preview** button beneath the slide on the left side.

7. Close the **Slide Transition** pane.

Animating Text

Normally, when you have a slide with multiple bullets, PowerPoint will display all the text bullets at once when you go to that slide during a slide show. One nice effect, however, is having the different bullets appear as you speak can be accomplished by using PowerPoint's animate text feature.

Animation of text in PowerPoint refers to the manner in which individual text or other objects appear as they enter or exit a slide. Normally, all objects on a slide appear at the same time when you display the slide. However, you can have different objects appear and exit at different times under your control as the show proceeds. To add animation to text in a presentation:

1. In **Normal** view, select a line of bulleted text.

2. Choose **Slide Show/Custom Animation** to open the **Custom Animation** task pane.

3. Click the **Add Effect** button to display the drop-down list.

4. From the **Entrance** sub-menu, choose the animation effect of your choice. You can choose **More Effects** if the effect you want isn't listed. PowerPoint displays the animation effect in the list box on the **Custom Animation** task pane.

5. In the **Modify** section, set the direction and speed.

6. Close the **Custom Animation** task pane.

Printing Slides, Speaker Notes, and Handouts

PowerPoint enables you to easily print handouts, slides, and your own speaker notes that you can reference while giving a presentation.

Handouts

You can use PowerPoint to create handouts of the slides in your presentation. You can decide how many slides you wish to appear on a page. Usually, it is best to have no more than 4 in order that they remain readable. You can choose layouts from the **Print** dialog box right before you print. PowerPoint automatically formats everything for you.

Print Options

There are many options for printing your presentation. You can print slides, notes pages, handout pages, or outlines.

You can print the current slide, or select a range of slides to print. You can also select other print options. To print various things from PowerPoint:

1. Choose **File > Print** to display the **Print** dialog box.

2. Under the **Print What** heading, select the type of printout.

3. Select any other options you want.

4. Click **OK**.

Creating a Custom Design Template

While PowerPoint offers a nice variety of design templates, it is also useful at times to create your own. A design template, once created, can be used over and over again. For instance, if your department wanted all presentations to include your company's logo in one corner, with its colors as the background, you could create designs templates with these features and reuse it again and again.

Master Slides

A master slide is one that is a part of every presentation that controls certain text characteristics such as font type, size, and color, as well as background color and style. Masters can affect all the slides in a presentation. There are masters that control the title slide, notes pages, and handout pages. When you apply a template to a presentation, you apply a new set of masters that control the presentation's look and format. There are four types of masters used in PowerPoint, as described below.

Type of Master	Description
Slide Master	The Slide Master is an element of the design template that stores information about the template, such as font styles, placeholder sizes and locations, background design, and color schemes.
Title Master	The Title Master is used to make changes to slides in your presentation that use a Title Slide layout. This enables you to give a title slide a different look from the rest of your presentation.
Notes Master	The Notes Master is used to set the formatting for your notes pages. You can set headers, footers, and the Notes Body area.
Handout Master	The Handout Master is used to set the formatting of your handouts pages. You can set headers, footers, and the size and positioning of the number of handouts per page.

Slide Background

A slide background is a design element that appears behind the contents of the slide. The slide background is made up gradient, texture, patterns, or a picture. To change the slide background:

1. Select the slide you want to change:

1. Select a slide in **Normal** view.

2. Select the **Slide Master**.

2. Choose **Format/Background**.

3. In the **Background Fill** section, click on the drop-down arrow and choose **Fill Effects**.

4. On the **Fill Effects** dialog box, select the tab that contains all the options you want to set and click **OK**.

5. Click **Apply to All**.

The following table describes the options you can set in the **Fill Effects** dialog box.

Tab	Description
Gradient	Enables you to set the color, transparency, shading style, and variants.
Texture	Enables you to select a texture for the background.
Pattern	Enables you to set a pattern, as well as the foreground and background color for the pattern.
Picture	Enables you to select a picture as a fill for the background.

Inserting Graphics

One element you can add to every slide is a graphic of some sort. To add a graphic to one or all slides:

1. Display an individual slide or the **Slide Master** for all slides.

2. Choose **Insert > Picture > From File**.

3. Navigate to the folder that contains the picture that you wish to insert.

4. Select the picture file.

5. Click **Insert**.

PowerPoint allows you to insert most popular graphic formats into your presentation.

Adding Footers

Footers serve many uses in PowerPoint presentations. You can use them to provide information like slide numbers, footer text, and date. All of the information goes at the bottom of each slide in your design template.

Components of Footer

A Footer in PowerPoint is text that you create once, but it appears on the bottom of each slide. It can consist of text, slide numbers, and a date. To add footer:

1. Display the **Slide Master**.

2. Choose **View > Header and Footer**.

3. In the **Date and Time** section, select the options that you want.

4. Check the **Slide Number** box to add a number to each slide.

5. Under the checked **Footer** check box, click in the text box and enter the footer text.

6. Click **Apply To All**.

Formatting a Footer

You can change the way footer looks at any time. On the **Slide Master**, select the placeholder that contains the information you want to change and format the text as you would any normal text. You can also drag the placeholder around if you wish to change its location.

Modify the Slide Master Font

PowerPoint allows you to change the way that the text in each individual part of your presentation looks. If you have a very long presentation, for example, but decide that you no longer like the font for each title, PowerPoint makes it easy to change the font for each title at once. To change the appearance of the Slide Master text:

1. View the **Slide Master**.

2. Select the text you want to change.

3. Change the font to a different font.

4. Change the font size.

5. Apply a text effect, such as bold.

6. Return to **Normal** view.

Some Tips for Effective Slide Shows

Here are a few tips that will help your PowerPoint slide shows look professional and promote effective visual clues to help you get your points across:

1. Limit animation.

2. Stay with one slide transition.

3. Use sans-serif fonts.

4. No tiny font sizes; remember the folks in the back row.

5. Keep your slides simple and uncluttered

6. If you are presenting in a light room, use a light slide background.

7. If you are presenting in a dark room, use a dark slide background.

8. Make sure to use high-contrast text and slide backgrounds.

Automate simple tasks - Create a macro in PowerPoint

The macro recorder, used to automate frequent tasks, is not available in Microsoft PowerPoint 2013 or PowerPoint 2016. Instead, you can use Visual Basic for Applications (VBA) to create or edit macros. This includes editing those that were created in earlier versions of PowerPoint.

To create or edit a macro by using Visual Basic for Applications, do the following:

1. On the **View** tab, choose **Macros**.
2. In the **Macro** dialog box, type a name for the macro.
3. In the **Macro in** list, click the template or the presentation that you want to store the macro in.
4. In the **Description** box, type a description for the macro.
5. Click **Create** to open Visual Basic for Applications.

CHAPTER 7: INTERNET AND EMAIL

Introduction to the Internet

- ✓ It is a large no. of connected computers (or a large set of computer networks) linked together that communicate with each other, over telephone lines.
- ✓ It is a worldwide computer network connecting thousands of computer networks, through a mixture of private & public data using the telephone lines.
- ✓ It is a worldwide (global or an international) network of computers that provide a variety of resources and data to the people that use it.
- ✓ **Internet** refers to a global inter-connection of computers and computer networks to facilitate global information transfer. It is an interconnection of computers throughout the world, using ordinary telecommunication lines and modems.

Features and functions of the Internet

(i). The Internet is a collection of networks; it is not owned or controlled by any single organization, and it has no formal management organization. However, there is an **Internet Society** that co-ordinates and sets standards for its use.
In addition, Networks have no political boundaries on the exchange of information.

(ii). Networks are connected by **Gateways** that effectively remove barriers so that one type of network can "talk" to a different type of network.

(iii). To join the Internet, an existing network will only be required to pay a small registration fee and agree to certain standards based on TCP/IP.
The costs are low, because the Internet owns nothing, and so it has no real costs to offset. Each organization pays for its own network & its own telephone bills, but these costs usually exist independent of the Internet.

(iv). Networks that join the Internet must agree to move each other's traffic (data) at no charge to the others, just as it is the case with mail delivered through the International Postal system. This is why all the data appear to move at the cost of a local telephone call, making the **Net** a very cheap communication media.

Functions of the Internet

The Internet carries many kinds of traffic, and provides users with several functions. Some of the most important functions are:

1. **Communication.**
   Many people all over the world use the Internet to communicate with each other.

   Internet communication capabilities include; E-mail, Usenet Newsgroups, Chatting and Telnet. You can send e-mails to your friends anywhere in the world, chat with your friends, send instant messages, etc.

2. **Information retrieval.**
   The Internet is a library. Thousands of books, magazines, newspapers and encyclopedias can be read on the Internet.

3. **Easy-to-use offerings of information and products.**
   You can find information for your school assignments, buy books online, check what the weather is like anywhere in the world, and much more.

Internet Services

The following are some of the services offered by Internet:

(i). Electronic mail (e-mail).
(ii). Fax services.
(iii). Conference services.
(iv). Online chatting.
(v). Downloading of programs.
(vi). Online shopping.
(vii). File transfer.
(viii). Entertainment (Games, Music and Movies).
(ix). Free information retrieval (e.g., Educational information).
(x). Formation of Discussion groups, e.g. Usenet Newsgroups.
(xi). Video Conferencing.
(xii). Access & Use of other computers.

Electronic Mail (E-mail).

An **E-mail** is a system that enables sending & receiving of messages electronically through computers. It is used for communication between organizations or departments in the same organization.
E-mail is a quick, cheap, efficient & convenient means of communication with both individuals and groups. It is faster than ordinary mail, easy to manage, inexpensive and saves paper.

With Internet mail, it is possible to send and receive messages quickly from businesses, friends or family in another part of the world. An E-mail message can travel around the world in minutes.

Fax services.

Fax services enable individuals & businesses to send faxes through e-mail at a lower cost compared to the usual international Fax charges.

Conference services.

Conferencing on the Web can be defined as the dynamic exchange of all kinds of information – text, graphics, audio, video, etc – in a situation whereby the conversations are organized by item and allows a participant to contribute spontaneous responses to any item in the conversation.

Application of Conferencing on the Web.

The conversation can:

- Provide important information that can assist in decision-making.
- Provide any required technical support.
- Help in community-building, project management & distance learning.
- Help to organize electronic meetings, etc.

The Internet also allows you to have access to various types of information you might require to make accurate and informed decisions, E.g., it provides information on business, education, sports, politics, etc.

Chatting.

Internet Relay Chat (**IRC)** is a chatting system on the Internet that allows a large no. of people from various locations of the world who are on the computer to chat (i.e., simultaneously hold live and interactive electronic conversations) among themselves.

You can join discussion groups on the Internet and meet people around the world with similar interests. You can ask questions, discuss problems and read interesting stories.

Anyone interested in chatting can join a discussion forum on one of the listed topics. Only people who happen to be signed on at the same time are able to talk because messages are not stored.

This discussion can be an effective business tool if people who can benefit from interactive conversation set a specific appointment to meet and talk on a particular topic.

Disadvantage.

(i). Usually, the topic is open to all without security; so intruders can participate.

Information retrieval.

The Internet is a voluntarily decentralized network with no central listing of participants or sites. Therefore, End-users, usually working from PCs are able to search & find information of interest located in different sites assisted by special software and data stored in readily usable formats.
The Internet gives you information on almost any subject. This is because of the Worldwide Web (www).

The **World Wide Web** is a global (an international) system of connected Web pages containing information such as, text, pictures, sound and video. The WWW is *hypertext based* (i.e., it is able to access text and graphical data formatted for easy search, retrieval and display).

With the WWW, you can review Newspapers, magazines, academic papers, etc. In addition, Governments, colleges, universities, companies and individuals offer free information on the Internet. E.g., you can inquire (find out) about universities in Britain or America.

Note. Its major problem is finding what you need from among the many storehouses of data found in databases and libraries all over the world.

Dowloading of Programs.

There are thousands of programs available on the Internet. These programs include; Word processors, Spreadsheets, Electronic cards, etc.

You can therefore, look for the latest software over the Internet, e.g., you can get the latest Anti-virus software, and in addition, retrieve a free trial issue.

Entertainment.

There are hundreds of simple games available on the Internet. These include; Chess, Football, etc. The Internet also allows you review current Movies and hear Television theme songs.

Online Shopping.

You can order goods and services on the Internet without leaving your desk. E.g., you can view a catalogue of a certain clothes shop over the Internet and fill in an online Order form.

Commercial enterprises use the Web to provide information on demand for purposes of customer support, marketing and sales.

File Transfer.

Data in the form of files can be transferred across the Internet from one site to another using the **File Transfer Protocol** (**FTP**). FTP software is needed at both ends to handle the transfer. It is through FTP that the two pieces of software manage to 'understand' each other.

Discussion Groups.

A **Discussion group** is a collection of users who have joined together to discuss some topic.
There are many discussions on different topics including Cooking, Skydiving, Politics, Education, recreational, scientific research, etc.

Two of the commonly used discussion groups for business are;

- Usenet newsgroups.
- List Servers.

(a). Usenet newsgroups.

These are the most formally organized of the discussion groups.

Using a facility on the Internet called **USENET**, individuals can gain access to a very wide variety of information topics.

Usenet Newsgroups are usually worldwide discussion groups in which people share information and ideas on a defined topic through large electronic Bulletin Boards where anyone can read any articles or write articles and post messages on the topic for others to see and respond to.

The individuals can add messages to different topics and read those contributed by others. For instance, users such as students can ask questions about problems they face, or they could contribute or give an advice on how to improve the teaching of the subject.

Messages can be easily linked so that it is easy to know messages that are related.

Establishing a new newsgroup requires a vote of all interested people on the Internet. If enough people express interest, the new topic is established.

Note. To join a Newsgroup and be able to read messages on various topics, your computer must have Newsreader software such as **Outlook Express**, or **Internet News**.

Any Internet user can access some of these newsgroups, while other newsgroups will require to subscribe to a specific topic or set of topics.

Once you have subscribed, each time you access the newsgroups you are informed of any new messages added to the topics. You can then read these messages and respond to them by adding your own message.

The Usenet software receives "postings" of information and transmits new postings to users who have registered their interest in receiving the information. Each individual posting takes the form like that used for e-mail.

There are over 10,000 such newsgroups; however, each Usenet site is financed independently & controlled by a **Site Administrator**, who carries only those groups that he/she chooses.

(b). List Server

A **List Server** (or list serve) group is similar to the Usenet newsgroups, but is generally less formal.
Anyone with the right e-mail server software can establish a list server, which is simply a mail list.
The processor of the List Server processes commands such as request to subscribe, unsubscribe, or to provide information about the list serve. The List serve mailer directs messages to everyone on the mailing list.
To use a List server, you need to know the addresses of both the Processor and the Mailer.
To subscribe to a List server, you send an e-mail message to the List server processor, which adds your name to the list. Many different commands can be sent to the List server processor to perform a variety of functions. These commands are included as lines of text in the e-mail messages sent to the processor.

List servers are more focused that the Usenet newsgroups and have fewer members. They are harder to find than the Usenet newsgroups because literally anyone can create one.

Video Conferencing.

Video conferencing provides real-time transmission of video & audio signals to enable people in 2 or more locations to have a meeting.
The fastest growing form of video conferencing is **Desktop video conferencing**.

Small cameras installed on top of each camera enable meetings to take place from individual offices.

Special application software (e.g., **CUSeeMe**) is installed on top of each client computer. It transmits the image across a network to application software on a video-conferencing Server. The server then sends the signals to the other client computers that are to participate in the video conference. In some areas, the clients can communicate with each other without using the server.

Some systems have integrated other types of GroupWare with desktop video conferencing, enabling participants to communicate verbally to attend the same "meeting" while sitting at the computer in their offices.

Advantage of Video conferencing.

(i). Saves time & cost, as it reduces the need to travel.

Access & Use of other computers.

The Internet has a facility called **TELNET** that enables a user on one computer to use another computer across the network, i.e., the user is able to run programs on the other machine as if he/she is a local user.
Telnet is a protocol, which enables a user on one computer to log in to another computer on the Internet.

TELNET establishes an error-free, rapid link between two computers, allowing a user to log on to his/her home computer from a remote computer even when traveling. You can also log on to and use third-party computers that have been made available to the public.

TELNET will use the computer address you supply to locate the computer you want to reach and connect you to it. You will, of course, have to log in & go through any security procedures you, your company, or the third-party computer owner have put in place to protect that computer.

Telnet requires an application image program on the Client computer and an application layer program on the Server of the host computer. Many programs conform to the Telnet Standard (e.g., **EWAN**).

Once Telnet enables the connection from the **Client** to the **Server**, you can log in by use of commands. The exact commands to gain access to these newsgroups vary from computer to computer.

Telnet enables you to connect to a remote computer without incurring long-distance telephone charges.

Telnet can be useful because, it enables you to access your Server or Host computer without sitting at its Keyboard.

Telnet can be faster or slower than a modem, depending on the amount of traffic on the Internet.

Note. Telnet is insecure, because everyone on the Internet can attempt to log in your computer and use it as they wish. One commonly used security precaution is to prohibit remote log ins via Tel-net unless a user specifically asks for his/her account to be authorized for it, or permit remote log ins only from a specific set of Internet addresses., e.g., the Web server at a university can be configured to only accept telnet log ins from computers located on the Kabete Campus network.

Electronic Commerce.

Many people are actively using the Internet for Electronic Commerce (i.e., doing business on the Internet).

The use of the Internet in E-commerce is not necessary for making money as such, but mainly to find information, improve communication and provide information.

Many people automatically focus on the retail aspect of e-commerce, i.e., selling products to individuals. However, this is just one small part of e-commerce. The fastest group and the largest segment of e-commerce is business-to-business settings.

There are 4 ways in which the Web can be used to support E-commerce;

(i). Electronic Store.

Electronic Store is a Website that lists all the products or services a business wishes to sell, thus enabling customers to purchase them by using the Internet itself.

E-store sites provide physical goods and services.

The cost of providing information on the Web is low (unlike a Catalog, in which each page adds to the cost), and therefore, electronic stores can provide much information. In addition, electronic stores can also add value by providing dynamic information.

E-mail can also serve the purpose of E-store. This is because, e-mail is essentially a collection of e-stores. The mail usually provides all the computer information needed for e-commerce, and advertises the mail to potential customers. In return, the stores pay the mail a monthly fee or some percentage of sales.

(ii). Electronic Marketing.

E-marketing sites focus on the products or services of one company with aim of increasing sales.

This type of site supports the sales process, but does not make actual sales. The goal is to attract and keep customers.

By doing so, such sites provide a wealth of information about the firms and products complete with technical details and photos. Customers can review these but cannot buy over the Web. The idea is to encourage the user to visit a local dealer, who will then make a sale.

Computers also use e-marketing sites to provide newsletters with information on the latest products and tips on how to use them. Other companies enable potential customers to sign up for notification of new product releases.

E-marketing is cheaper in many ways than traditional marketing (radio, direct marketing, TV or print media). This is because while it costs the same to develop these traditional media, it costs nothing to send information to the customers. It is also easier to customize the presentation of information to a potential customer, because the Web is interactive. In contrast, the other media are fixed once they are developed, and they provide the same marketing approach to all who use it.

(iii). Information / Entertainment provider.

The Information/Entertainment provider supplies information (in form of text or graphics) or entertainment. These providers provide information from many sources with an aim of helping the users.

Several radio and TV stations are using the Web to provide broadcast of audio and video. The Web also offers new forms of real entertainment e.g., enables new multiplayer interactive games, which are not available in any other media. The information / entertainment providers generate revenue by selling advertisement printouts.

(iv). Customers Service sales.

This provides a variety of information for customers after they have purchased a product or service – to allow customers access most commonly needed information 24 hrs a day.

Many software companies post updates that fix problems so that customers can download for themselves.

Customer service sites benefit both the company and the customers. They enable customers to get a 24 hr support and easy access to needed information.

They often reduce the no. of staff needed by automating routine information requests that previously had to be handled by an employee.

GroupWare.

GroupWare is a software that helps groups of people to work together more productively.
They are often organized using a two-by-two grid.

Same place	Same time	Different time
	Group support systems	Group support systems
Different place	Video teleconferencing, Desktop video teleconferencing	E-mail, Discussion groups, Document-based GroupWare

GroupWare allows people in different places to communicate either at the same time (as on a telephone) or at different times.
GroupWare can also be used to improve communication and decision-making among those who work together in the same room, either at the same time or at different times.
GroupWare allows people to exchange ideas, debate issues, make decisions, and write reports, without actually having to meet face to face. Even when groups meet in the same room at the same time, GroupWare can improve meetings.
The major advantage of GroupWare is its ability to help groups make faster decisions, particularly in situations where it is difficult for group members to meet in the same room at the same time.

The 3 most popular types of GroupWare are;
- Discussion groups.
- Group support systems.
- Video Conferencing.

Group Support Systems (GSS).

Both e-mail and documents-based GroupWare are designed to support individuals and groups working in different places at different times. They are not suited to support groups working together at the same time and in the same place. In addition, they don't provide advanced tools for helping groups to make decisions.

Group Support Systems (**GSS**) are software tools, designed to improve group's decision-making. GSS are used with special-purpose meeting rooms that provide each group member with a network computer plus a large screen video projection system that acts as electronic blackboards. These rooms are equipped with special-purpose GSS software that enables participants to communicate, propose ideas, analyse options, evaluate alternatives, etc. Typically, a meeting facilitator assists the group.

The group members can either discuss verbally or use computers to type ideas and information, which are then shared with all other group members via the network. For large groups where only one person can speak at a time, typing ideas is faster than talking. Everyone has the same opportunity to contribute and ideas can be collected much faster. In addition, GSS enables users to make anonymous comments. Without anonymity, certain participants may withhold ideas because they fear their ideas may not be well received.

The system also provides tools to support voting and ranking of alternatives, so that more structured decision-making process can be used.

Just like in document-based GroupWare, vendors use the Web browser as their client software. So, almost anyone can access GroupWare Server.

Note. Discussion groups, document-based GroupWare and GSS all focus on the transmission of text and graphical images.

Importance of services provided on the Internet.

The services offered by the Internet can be used as important tools in various ways:

1). As a research tool:
To learn about new developments or products, competitors, market news and customer opinions.

2). As an advertising / trading tool:
To help in selling goods or delivering information through the Web pages to customers on a 24-hour basis.

3). As a communication tool:
To support communication with customers, suppliers or staff through Electronic mail (e-mail).

4). As an Entertainment channel:
Most of the Games, Movies, and Television theme songs are available for free on the Internet.

In addition, you can have live, interactive conversations with people around the world including celebrities.

Browsing the Web

This is also known as **Navigating** or '**Surfing' the Web**.

- To **Browse** is to navigate the Internet or the contents of your computer.
- **Browsing** can also be defined as moving around and between Web pages.

Using a Web browsing software you can read documents, listen to music, watch videos, make purchases, participate in surveys, advertise products, do research, share interests and download files on the Web.

EXPLORING / BROWSING THE INTERNET.

Use the **Internet Explorer** on your Windows desktop to browse the Web.

There are several ways in which you can browse the Web pages or "surf the net".

(a). When viewing a Web page, you can navigate the Internet by clicking *Links*, *Underlined text* or special features that cause you to jump to another Web page.

Hyperlinks.

A ***Hyperlink*** is a coloured or underlined text or a graphic that you click to 'jump' from one location to another. The hyperlinks enable the user to 'jump' to another file, or to another location in the same file.

All Web pages have hyperlinks. These links:

(i). Connect one part of a Web page to another part of the same Web page. This is useful if the Web page is large.
(ii). Connect one Web page to another Website somewhere on the Web.
(iii). Connect a page to a file, such as a sound clip, video, a Spreadsheet or a Word document.

The links can connect to objects stored anywhere on the Internet.

Hypertext links are indicated by underlined text highlighted usually in blue. Hyperlinks can also be represented by buttons, graphics or pictures.

To find hyperlinks on a page, move your mouse pointer over the page and where there is a hyperlink, the mouse pointer will change into a hand with a pointing finger. When you click a link, another Web page appears.

As you browse the Web, **Internet Explorer** stores the sites and pages that you visit. Usually, the hyperlinks you previously selected are colored differently. Internet Explorer does this to remind you that you have already visited the page identified by this link.

(b). You can also use the Standard toolbar buttons in the Internet Explorer to move between Web pages, or to search the Internet.

History.

Internet Explorer remembers the Websites and Web pages that you have visited. It keeps record of each Web page as it is downloaded. This is the *History* feature.
You can therefore, easily return to the page you have visited. To redisplay the page you have just left, click on the **Back** button. To move to the next page (available only if you have moved back), click the **Forward** button.

Web Hosting.

A World Wide Web **Server** is a computer with programs that answer requests for documents from **Clients** (browsers) over the Internet. Files containing Web sites are placed on these servers.
A **Host computer** is any computer connected to the Internet and stores information that has been made available to the Web.

ISPs also use host computers to store user's electronic mail messages, Web sites and other related facilities such as, support software and appropriate security.

Web Address (Uniform Resource Locator – URL).

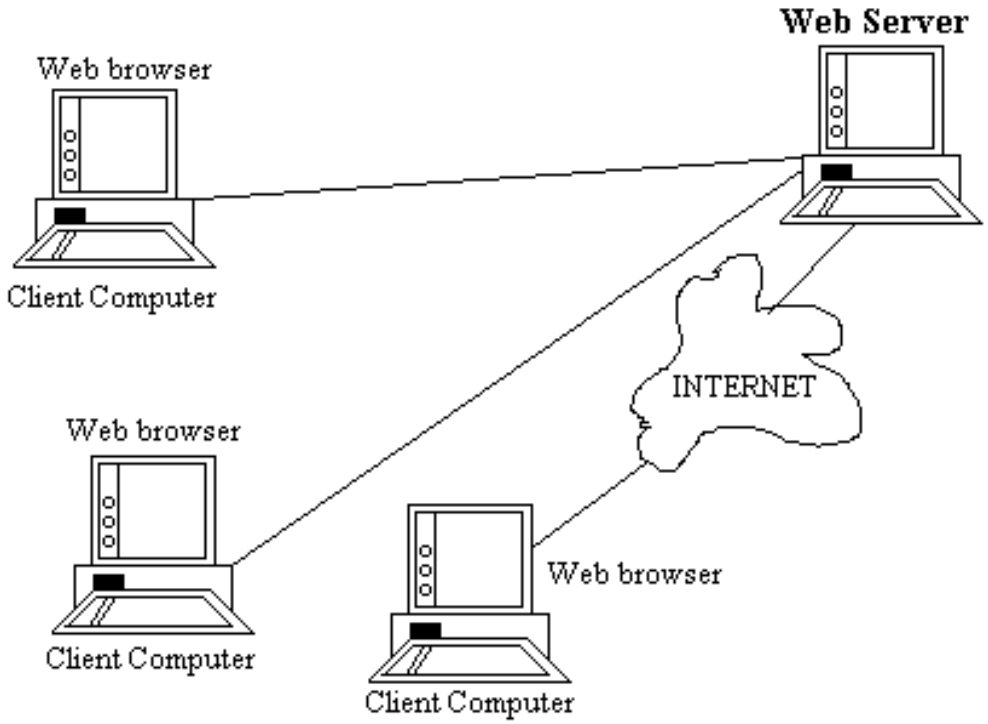
An **Address** is the location of a file.

Each Web page in the world has a unique Internet address or location. Internet addresses are also called the **Uniform Resource Locator** (**URL**). E.g., the general URL for Microsoft is http://www.Microsoft.com./

You can use addresses to find files on the Internet & your computer. You can instantly display any Web page if you know its URL. E.g., http://www.compaq.com.

AutoComplete - A feature in the Address Bar. When you begin typing a previously used address, this feature finishes it as you type.

How the Web Works.



Each Client computer needs an application software package called a **Web browser**, such as **Navigator**, **Internet Explorer**.
Each Server on the network needs an application software package called a **Web Server**. There are many different Web servers, such as those produced by Netscape, Microsoft and Apache.

In order to get a page from the Web, the user must type the **Uniform Resource Locator** (**URL**) for the desired page, or click on a link that provides the URL. The URL specifies the Internet address of the Web Server, the directory and the name of the specific page required. If no directory or page is specified, the Web server will display whatever page has been defined as its Home page. If no server name is specified, the Web browser will assume that the address is on the same server and directory as the last request.

In order for the Web server to understand requests from the Web browser, they must use the same standard protocol. If there was no standard, then each Web browser would use a different way to request pages. This means that, it would be impossible for a Web browser from Netscape to communicate with a Web server from Microsoft.
The standard protocol for communication between a Web browser and a Web server is the **HyperText Transfer Protocol** (**HTTP**). An HTTP request for a Web browser to a Web server has 3 parts, but only the 1st part is required, the other two are optional.

- The **Request Line**, which starts with a command (e.g., GET), provides the URL, and ends with HTTP version number that the browser understands.
- The Request **Header**, which contains a variety of optional information such as the Web browser being used (e.g., Internet Explorer), the date, the User ID and Password for using the Web pages as password protected.
- The Request **Body**, which contains information sent to the Server, such as information from a firm.

Note. Every Web user must provide the Internet address of the receiving computer, otherwise, the server would not know where to send the requested page.
Some browsers also provide the requestor's e-mail addresses as well. Most Web servers keep a record of Internet addresses of all the requests (and the e-mail address, if provided by the browser). Some companies use this information to make a follow up with prospective customers.

An HTTP response for a Web server to a Web browser also has 3 parts, but only the last part is required, the first two are optional.

- The Response **Status**, which contains the HTTP version number the server has used as status code (e.g., 200 means '*OK*', 404 means '*Page not found'*), and reason phrase (i.e., a text description of the status code).
- The Response **Header**, which contains a variety of optional information such as the Web server being used, the date, the exact URL of the page in the response body, and the format of the body (e.g., HTML).
- The Response **Body**, which is the Web page itself.

Internet Addresses.

Internet addresses are strictly regulated, otherwise, someone could add a computer to the Internet that had the same address as another computer.
Each address has 2 parts; The *computer name* and its *domain*.

The **Domain** is the specific part of the Internet to which the computer is connected (e.g., Canada, Australia, etc).

The general format of an Internet address is therefore: **computer.domain**. Some computer names have several parts separated by periods. For example, the main university Web server of an imaginary

University like Yairobi can be www.Yairobi.edu, while the college of Humanities and Social Sciences server can be www.chss.Yairobi.edu.

Each domain has an address board that assigns address for its domain. The boards ensure that there are no duplicates.

Finding Web pages (information) on the Web.

There are 3 ways you can use to find interesting and useful Web pages on the Web;

1). You could get the **Web address** from an advertisement.
Many businesses include their Web addresses in their Television and Print advertisements.

2). You click a **link** that will enable you jump from one page to another.
Many industries or organizations, magazines and topic experts maintain pages that provide links from page to page.

3). Use of **Search Engines**.

Search Engines / Search Services.

- A **Search engine** is software that helps in locating information in the Web.
- **Search engine** is a tool that searches the Web for information that you want to find.

Purpose.

√ If you want to get some information concerning an area or subject of interest over the Web but you do not know where to find it, you can use a Search engine to locate sites that contain the information.
√ Locate particular information in a Website, e.g., if you wish to read the Sports news you can load a Web site like http://www.cnn.com/, and then use a search engine within that site to locate information on Sports.

The following are the various search engines:

1). Yahoo – www.Yahoo.com.
2). AltaVista – www.altavista.digital.com.
3). Excite – www.excite.com.
4). Meta Crawler – www.metacrawler.com.
5). Infoseek.
6). Lycos.

These search engines offer different kinds of searching capabilities. However, they differ in the way they organize information in response to your request.

Yahoo focuses on the largest & most important Websites and organizes them in a directory format. Small and little known Websites are excluded. Therefore, if you are looking for the address of a well-known company or product or a popular topic, Yahoo is probably the easiest way to find it.

Alta Vista is the broadest of all. It lists almost everything it can find. It is probably the best choice if you are looking for an unclear topic or a very specific combination of topics or words (e.g., to find a famous quote).

The major disadvantage of Alta Vista is that, you may have to look through dozens of sites before you find the ones you want. In addition, Alta Vista does not provide some help in focusing your search.

Excite is easier to use in that, it uses advanced special intelligence techniques to help you search those pages that best match your interest. E.g., after looking at the result of a search, you can tell Excite to find more pages that are similar to a specific page it has found. Excite will then search again and present those pages first. In this case, Excite refines the search based on the characterization of the page you have selected.

Meta Crawler provides the best search facilities. It does not search the Web and provide a list of what it finds. Instead, whenever you enter a search request, it simultaneously sends that request to several search engines (including Yahoo & Alta Vista), then combines, and organizes the information it receives from all the search engines into one display.

How Search Engines find Web pages.

Hundreds of thousands of new Web pages are created each day.
There are 2 ways that search engines use to locate Web pages:

- Use of Spiders / Robots.
- Through Submissions.

(a). Spiders.

Search Engines normally use software spiders to explore the Web. The **Spiders** are usually automated robots that travel around the Web looking for new pages, and creating links to them.

These spiders methodically search all the pages on the Websites they can find and report back their discoveries. The search engine builds an index to these pages based on the words they contain. When you connect to a search engine, and type a few words describing what you want, the Search engine will search its index for these keywords and provide you with a list of pages that contain them.

(b). Submissions.

These are derived from people who have created new Web pages and then submit information about the pages they have created.

1. Select a search engine, e.g., Yahoo, and type its address in the **Address** box, i.e., http://www.yahoo.com/.
Once the search engine home page appears, type a keyword or phrase in the **Search** box, e.g., Kenya, then click the **Search** button.

Note. The steps may vary depending on the search engine you are using.

2. When the search is completed, a list of sites that contain the keyword or phrase you are looking for is displayed. Select a site whose description comes closest to the information you desire and click on its link.
3. If there are many sites, an option that allows you to view the next 10 or so matches is displayed. Click on this if necessary to view the next set of links.
   If there are too many matches, you may want to use an additional keyword to narrow down the search. E.g., to find the sites that contain information about the economy in Kenya, in the **Search** box, type phrase "*Kenya AND Economy*".

4. Click the **Search** button.
5. From the search results, select the links that may help you get the information you require.

Locate information within a Website.

Once you access a Website, you can search for specific text or information on that site or page. Unlike search engines like Yahoo, Infoseek, Lycos, Web Crawler, and Excite that present you with the URLs or links of sites that hold information you are looking for, search engines within a Web page locate information within that Web page.

1. Load the Web page to browse. E.g., let's use a Website: http://www.carleton.ca.
2. Click in the **Search** box, and type a keyword(s), e.g., *International AND Student*.
   Note. When typing in a keyword, you can use logical words or operators like **AND** (when you want to display results that meet both criteria) and **OR** (when you want to display results that meet one of the two criteria).

3. Click the **Search** button, to begin the search.
4. From the **Search Results** screen, click on a link that is closest to your requirements.

To open a favorite Web site from the Start menu.

1. Click the **Start** button, point to **Favorites**, and then click the Web page you want.

To search the Web from the Start menu.

1. Click the **Start** button, point to **Find**, then click **On the Internet**.

To use the Run command to open a Web page.

1. Click **Start**, click **Run**, and then type the Internet address you want.
   If the page you are opening is one you've viewed before, **the AutoComplete** feature can complete the address for you.

To find pages you've recently visited.

To find Web sites and pages you've viewed in the last few days, hours, or minutes.

1. On the toolbar, click the **History** button.

The **History bar** appears, containing links for Web sites and pages visited in previous days and weeks.

2. In the History bar, click a week or day, click a Web site folder to display individual pages, and then click the page icon to display the Web page.

Notes.

- To return to the last page you viewed, click the **Back** button on the toolbar.
- To view one of the last nine pages you visited in this session, click the arrow to the side of the **Back** or **Forward** button, and then click the page you want from the list.

To enter Web information more easily.

The **AutoComplete** feature saves previous entries you have made for Web addresses, forms, and passwords.
When you type information in one of these fields, AutoComplete suggests possible matches.

3. When typing an information in the Address bar, and the **AutoComplete** feature suggests what you want to enter in that field, click the suggestion. If not, continue typing.

Setting or changing a Home Page.

Home page is the page that is displayed every time you start **Internet Explorer**.

Note. Make sure it is a page that you want to view frequently, or make it one that you can customize to get quick access to all the information you want, such as the Msn.com home page.

√ To enable the user to choose or specify a page that will provide a good starting point for exploring the Web.
The **Home page** will appear each time the user accesses the Web.

1. Go to the page you want set as your Home page.
2. On the **Tools** menu, click **Internet Options...**.
The **Internet Options** dialog box appears.

3. Click the **General** tab.
4. Under the **Home Page** section, type the address of the new home page in the Address box.
Alternatively, click **Use Current** to make the current Website the home page.
5. Click the **OK** button.

Tips.

- To restore your original home page, click **Use Default**.
- You can return to your home page anytime by clicking the **Home** button.

Downloading Web pages and programs from the Internet

√ To enable the user to view Web pages without being connected to the Internet.
√ To be able to browse a site in a location that does not provide any network access.
√ In order to free your telephone lines.

Downloading a Web page

1. Load the Web page you want to download, e.g., http://www.nationaudio.com.
2. Access all the links that you would like to read offline. Make sure that the whole Web page is fully loaded before moving to the next one.
3. On the **Favorites** menu, click **Add to Favorites**.
4. Select the option **Yes, notify me of updates and download the page for offline viewing**.
5. Click **OK**, and then Logoff.

Downloading a program

√ Programmers and software houses like Microsoft usually develop programs and may decide to send a test copy to their existing clients or to publish it on the Internet for interested users to test it for a specified period of time.

To test such software, a user will have to download the program onto the hard disk. A user can also download a movie clip or games, etc, and view it offline to save on costs.

1. Locate a site from which you wish to download a program, e.g., http://softwarenow.iboost.com.
2. Select the category of programs you want to download, e.g., Games.
3. Select a game category, e.g., Racing Games.
4. Select a game you want to download.
   Note. The window lists the properties of the program, e.g., version, file size. Ensure that you understand the licence agreement, i.e., whether the program is freeware or shareware.

   Freeware is a program that is absolutely free, while *Shareware* program is available for a limited period of time.

5. To download the program, click on the download link, e.g., **Download Cars & Brix**.
6. From the **File Download** dialog box, select **Save this program to disk** option, then click **OK**.
7. In the **Save As** dialog box, select the folder in which you wish to store the downloaded program, then click **Save**.
   Once the program is loaded, you can access the folder it was saved in and load it without being connected to the Internet.

Saving pictures or text from a Web page.

√ You can save information for future reference or in order to share with other people. You can save the entire Web page or any part of it: text, graphics, or links.

√ You can print Web pages for people who don't have access to the Web or a computer.

To copy information from a Web page into a document,

1. Select the information you want to copy, on the **Edit** menu, click **Copy**.

To use a Web page image as desktop wallpaper.

1. Right-click the image on the Web page, then click **Set as Wallpaper**.

Saving information (a Web page) from the Internet to the Hard disk.

√ When you come across a Web page you would want to read, but it is too long, you can save the Web page onto your hard disk so as to read it later on when you are off-line. This helps in reducing the costs of browsing while online.

1. Load the Web page you want to download.
   - ❖ Make sure the Web page you want to save is completely transferred to the screen of your Web browser.
2. On the **File** menu, select **Save As**.
3. In the **Save HTML Document** dialog box that appears, select the drive & folder where you want to save the page in.
4. In the **File name** box, type a name for the page.
5. In the **Save as type** box, select a file type.
   - ❖ To save all of the files needed to display this page, including graphics, frames, and style sheets, click **Web Page, complete**. This saves each file in its original format.
   - ❖ To save just the current HTML page, click **Web Page, HTML only**. This will save the information on the Web page, but it does not save the graphics, sounds, or other files.
   - ❖ To save just the text from the current Web page, click **Text Only**. This saves the information on the Web page in straight text format.
6. Click **Save**.
   The Explorer program automatically assigns the extension **.htm** to the file name.

To open a saved file.

√ After saving a Web page, you may want to read and analyze the information at a later time.

√ You may also want to send the saved file to another person via e-mail as an attachment.

1. On the **File** menu, select **Open**. This displays the **Open** dialog box.
2. Click on the **Browse** button in order to locate the folder where the file is stored.
3. Click the file, then choose **Open**.

Note. When you save a file in a local disk, only the text on the page is shown. The graphics in a site are displayed in graphics placeholders (which appear as small rectangles).

Graphics and Download time.

When designing Web pages, graphics have to be incorporated sensibly into the Web page.
Although they are appealing to the eye, the more graphics you use on a Web page, the longer the Web browser will take to download the page.

File Formats.

The most common file formats found on the Internet are:

- Graphic Interchange Format (GIF), and
- Joint Photographic Experts Group (Jpeg).

Generally, GIFs are used for simple page design elements like lines, buttons and dividers, while JPEGs are mostly used for complex photographs and images.

Movie (video) files usually have the extension **.avi**, **.mpg**, or **.mov**, while Sound (audio) files have the extension **.au**, or **.ra**, or **.ram**, or **.wav**.

Printing Web pages.

√ To obtain a hard copy of the information that you have researched on and collected, for the purposes of reviewing later or filing.

Change how a page looks when it prints.

Before printing a Web page, it is advisable to check the settings in the **Page Setup** dialog box.

This will ensure that the right Paper size, Margins and Orientation of the page are set correctly. You can also add headers and footers to a Web page.

On the **File** menu, click **Page Setup**.

1. In the **Margins** boxes, type the margin measurements (in inches).
2. In the **Orientation** area, click either **Portrait** or **Landscape** to specify whether you want the page printed vertically or horizontally.
3. In the **Header** and **Footer** boxes, specify the information to be printed, then click **OK**.

Printing the Web page

1. On the **File** menu, click **Print** to display the **Print** dialog box.
2. Set the printing options you want, then click **OK**.

Creating a Bookmark

√ When you browse the Web, you may come across sites that you want to visit regularly. Examples of such sites include; news sites like CNN or BBC. You can decide to 'bookmark' the Web page.

The **Bookmark** feature (also known as a **Hotlist** or **Favorites** feature) allows you to store the addresses of Web pages that you frequently visit. Hence, you do not have to constantly retype your favourite Web page addresses. When you want to visit the site, simply select the bookmark from a list.

1. Open the Website that you want to create a shortcut to. E.g., http://www.cnn.com.
2. On the **Favorites** menu, choose **Add to Favorites**.

3. The **Add to Favorites** dialog box appears. The name of the site you are in appears on the **Name** box.
4. Under **Create in**: click the folder you want to add the site to, e.g., *Links*, then click **OK**.
5. This will add the title of the Web page in the Favorites list.

To go to a site using a Bookmark

1. On the menu bar, select **Favorites**.
2. Select the folder that holds the favorites item, e.g., Links.
3. From the drop-down list, click **CNN.com**.

To delete a Bookmark

1. On the menu bar, select **Favorites**.
2. Point to the item from the Favorites list, e.g., CNN.com.
3. Right-click the item, and then click **Delete**.
4. The **Confirm File Delete** dialog box appears.
5. Click **Yes**, to remove the item from the list.

Working Offline

Connection to the Internet usually means that you are using telephone lines, and therefore incurring telephone charges and usage on your ISP account.

Offline - Not connected to a network or the Internet.

BROWSING THE WEB (INTERNET) OFFLINE.

√ To enable the user to save on the time spent connected to the Internet, and hence reduce the general costs of being online.

1. Access the Web site that you want to browse offline.
2. Access all the links to download all the information you require.
3. Ensure that each Web page is downloaded completely before going to the next one.
4. On the Taskbar, right-click the **Connection Indicator** button, then choose **Disconnect**.

The **Connection Indicator** disappears from the Taskbar showing that you are now working offline.

After disconnecting the user can go ahead and read all the downloaded information. The user can also "browse" through the site while offline provided all the pages and links are downloaded.

Note. Some services like Internet, Usenet, Newsroom, or Shopping will not be available when you are offline. To use these services, you need to re-establish the connection.

Making Web pages available for offline viewing.

Offline Reading -To view a Web page without being connected to the Internet.

You can download the page to your hard disk, disconnect from a network or the Internet, and read the material later.

When you make a Web page available offline, you can read its content when your computer is not connected to the Internet.

E.g., you can view Web pages on your Laptop computer when you don't have a network or Internet connection.

1. On the Favorites menu, click Add to Favorites.
2. Select the Make available offline checkbox.
3. To specify a schedule for updating that page, and how much content to download, click Customize.
4. Follow the instructions on your screen.

Note. Before you go offline, make sure you update your pages. To do this, click the Tools menu, then click Synchronize.

To make an existing favorite item available offline.

1. On the Favorites menu, click Organize Favorites.
2. Click the page you want to make available offline.
3. Select the Make available offline checkbox.
4. To specify a schedule for updating that page, and how much content to download, click Properties.

Get Help with Internet Explorer.

Purpose.

√ While working with **Internet Explorer**, you may sometimes need help on how to perform certain tasks or help on a particular topic of interest.

1. On the **Help** menu, select **Contents and Index** (or press **F1**).
2. The **Internet Explorer Help** window is displayed.
3. Click the **Contents** tab.
4. Click a book in the list, and then click a Help topic you want to look at.
5. The Help topic contents are displayed on the right-hand side of the Help window.
6. Read the help and click the **hyperlinks** (blue, underlined text) if you want to see help on related topics.
7. When you have finished, click the **Close** button to exit help.

Using the Index to get Help.

1. On the Help window, click the **Index** tab.
2. Type in the first few letters of the word or topic that you are looking for.
3. In the **Index** box, all the help topics are listed in alphabetical order.
4. Click the **Display** button to view the information about the topic selected.

Advantages of the Internet.

i. One can download (copy) information from a Website.
ii. The Internet has enabled the interlinking of people worldwide / globally.
iii. It is convenient in the sense that you can access data 24 Hrs.
iv. It is cheap, i.e., the operational cost that one may incur is low.
v. It has brought in the technology of doing the following; E-learning, E-Agriculture, E-commerce, E-governance, etc.
vi. Provides up-to-date information.
vii. It doesn't require a lot of training to browse.
viii. It provides entertainment facilities.
ix. Can be used for research.
x. Brings harmony in the world, because people can communicate and exchange ideas.
xi. The Internet can be accessed at any part of the world.
xii. There is always a full backup provided by the Servers, hence no data loss.
xiii. It's a fast way of communicating.
xiv. It provides an easy way to use offers in Information and products.

Internet provides information from almost all parts of the world that you need in order to make accurate and informed decisions.

You will get information you need from business to education, from sports to politics, from arts to eating out.

Disadvantages of Internet.

i. It's a technology, which is fetched for (imposed/forced on) the Third world countries.
ii. The cost of the Internet Service Provider is high.
iii. It is leading to exposure of morally harmful shows such as Pornography.
iv. It leads to spread of viruses.
v. Has proved to be unreliable especially accessing information.
vi. No copyright rules meant to protect the property of an organization.

Electronic Mail (E-Mail).

About e-mail.

Electronic mail (also known as **e-mail**) is one of the common services provided by the Internet.

- **E-Mail** is a worldwide system for sending & receiving electronic messages from one computer to another.
- **E-Mail (Electronic mail)** refers to electronic messages sent over the Internet or a network. E-mail can contain both text & files.

With e-mail, users can create and send messages to one user, several users, or all the users on a distribution list.

Most e-mail software enable users to send text messages. In addition, users can attach files from Word processors, Spreadsheets, Reports, production data, etc, and then send them by e-mail.

Most E-mail packages allow you to do the same things you do with regular paper mail. You can file messages in electronic file cabinets, forward copies of messages to other users, send "carbon copies" of messages, and so on. The E-mail packages also allow you to filter or organize messages by priority. E.g., all messages from a particular user (e.g., your boss) could be given top priority, so that they always appear at the top of your list of messages.

However, E-mail is a much faster, economical & convenient way of sending messages to family, friends and colleagues than the paper mail (usually called "**Snail mail**"). Messages can be sent or received 24-hrs a day. With "Snail mail" a message or a letter is sent to the recipient through the Post office and takes days or weeks before reaching the destination.

Components required.

For one to be able to communicate using e-mail, the following components are needed:

1). A **Computer** - where you will send or receive the e-mail messages.

2). An **E-mail program.**
Your computer must be installed with an e-mail program that lets you send, receive and manage your e-mail messages.

Examples of E-mail programs;

- **Microsoft Outlook**, **Outlook Express**, & **Microsoft Exchange** from Microsoft.
- **Communicator** from Netscape.
- Lotus Notes.
- Eudora.

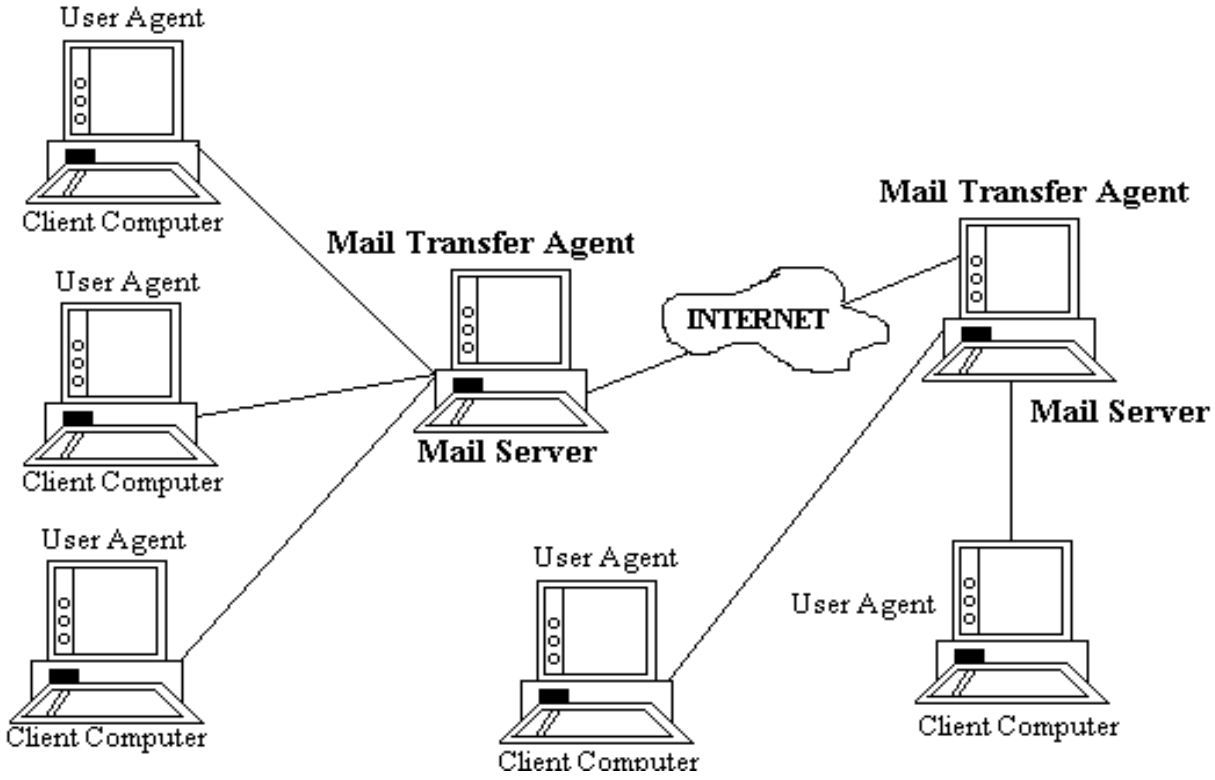
3). **E-mail address** of the sender & the address of the receiver.

4). An **Internet Service Provider** (**ISP**) - company who will deliver your message to the receiver.

Once you send a letter or a message, it travels from your computer through a Modem, which connects your computer to the Internet using the Telephone network. The Mail passes through various computers, until it reaches the final destination.

How E-mail Works.

The figure below shows how an e-mail message can travel over a Wide Area Network (WAN) such as the Internet.



Each Client computer in the Local Area Network (LAN) runs an e-mail software package called **User Agent**, e.g., Eudora, Lotus Notes, Outlook Express, Microsoft Outlook, etc.

The user writes the e-mail messages using one of the User Agents, which formats the message into 2 parts;

(i). The **Header**, which lists the source and destination e-mail addresses.
(ii). The **Body**, which is the message itself.

The User agent sends the message header & body to a **Mail Server** that runs a special application package called a **Message Mail Transfer Agent**. The Message Mail Transfer Agent in the Mail Server reads the envelope & then sends the message through the network (possibly through dozens of Message Transfer Agents) until the message arrives at the Mail Server of the receiver.

The Message Transfer Agent on this server then stores the message in the receiver's mailbox on the server.

When the receiver accesses his/her e-mail, the User Agent on the receiver's Client computer contacts the Message Transfer Agent on the Mail Server, and asks for the contents of the user's

mailbox. The Message Transfer Agent sends the e-mail message to the client computer, which the user reads using the user agent.

E-MAIL STANDARDS.

Several standards have been developed to ensure the compatibility between different e-mail software packages.

The 3 commonly used standards are:

1). Simple Mail Transfer Protocol (SMTP).
2). X-400.
3). Common Messaging Calls (CMC).

All the 3 e-mail standards work in the same basic fashion.

Simple Mail Transfer Protocol (SMTP).

SMTP is the most commonly e-mail standard used on the Internet.

SMTP defines how Message Transfer Agents operate and how they format messages sent to them. As the name suggests, SMTP is a simple standard that permits only the transfer of text messages. Non-text files such as graphics or Word processing documents are not permitted.

However, several standards for non-text files have been developed that can operate together with SMTP. They include; **Multi-Purpose Internet Mail Extension** (**MIME**), **Unencoded** & **Bin Hex**.

A different standard called **Post Office Protocol** (**POP**) defines how User agents operate and how messages to & from the Mail Transfer Agents are formatted.

POP is gradually being replaced by a newer standard called **Internet Mail Access Protocol** (**IMAP**).
The main difference between POP & IMAP is that, before a user can read a mail message with a POP user agent; the e-mail message must be copied to the client's hard disk and deleted from the mail server. With IMAP, e-mail messages can remain stored on the mail server after they have been read. Therefore, IMAP is beneficial to users who read their e-mail from many different computers (e.g., at home, in office & in computer labs), because all e-mail is stored on the server until it is deleted.

X-400

The X-400 e-mail standard was developed in 1984. It is a set of seven (7) standards that define how e-mail is to be processed by the User agents and the Mail Transfer Agents.

Common Messaging Calls (CMC).

The CMC standard is a simpler version of the X-400 standard.
It was developed in 1994.
It is more popular than X-400, because it is simple & it is also supported by a large no. of leading vendors/sellers.

File Transfer Protocol (FTP).

FTP enables you to send and receive files over the Internet. FTP requires an application program on the client server and an application program on the FTP Server. Many application packages use the FTP standard (e.g., WS-FTP).

Almost anyone can establish a FTP server, which permits anyone on the Internet to log in, send and receive files.

There are 2 types of FTP sites;
(i). Closed.
(ii). Anonymous.

Closed FTP site.

A Closed site requires users to have permission before they can connect and gain access to the files. Access is granted after the user provides an Account name with a secret password.
For example, a **Network Manager** would write a Web page using software on his/her client computer and their user FTP to send it to a specific account on the Web Server.

Anonymous FTP site.

Anonymous is the most common type of an FTP site.
It permits any Internet user to log in using the account of anonymous.

When using the anonymous FTP, you will still be asked for a password. You can enter your Internet e-mail address as the password.

Many files and documents available via FTP have been compressed to reduce the amount of disk space they require.
Note. If a file that you want has been compressed by a compression program that is not in your computer, you cannot access the file until you get the decompression program it used.

Using Lotus Notes.

One of the problems with e-mail is that, it lacks a structured way to support an ongoing discussion. Each mail message is a separate item, unrelated to the other messages. Usually, you can group and file e-mail messages into separate file folders, but it not possible to combine them.

Using **Lotus Notes** (a document database of text and graphics), documents with different sections can be organized into a hierarchical structure of sections, documents and folders.

Lotus Notes can be used as a computer Bulletin board to support ongoing discussions. Several topics and sub-topics can be created, and everyone or selected individuals in the organization can be given access.

Lotus Notes can also be used to organize a discussion among certain people such as a Project team working to improve manufacturing quality. It might reduce the amount of time the team spent in face-to-face meetings, because many of the issues might be discussed before the meeting actually starts.

Lotus Notes also could be used to replace standard Word processors in preparing reports. Each team member could use Lotus Notes to write a portion of report, which could then be passed to other team members for editing or comments.

Lotus Notes can also automate certain document-based processes (called **Workflow automation**). For example, insurance claims require people from several different parts of an Insurance company to work together to process the claim. One person might handle the initial claim, which would then be passed to an Insurance adjuster to finish a report. Another person would process the payment. All this paperwork could be replaced if Lotus Notes were used to prepare and pass the documents from one person to another.

Note. Lotus Notes has the ability to replicate. **Replication** is the automatic sharing of information among servers when information changes. E.g., Lotus Notes servers can be set to replicate information they contain within any other Lotus Notes server on the network, so that a change to a document on the server will automatically be shared with all other servers that contain the same document.

Setting up (adding) an E-mail or News account.

To set up an e-mail account, use an e-mail program such as **Outlook Express**. **Outlook Express** is a Web browsing software that can help you exchange e-mail messages with colleagues and friends on the Internet or join newsgroups to trade/share ideas and information.

You will need the following information from your Internet Service Provider (ISP) or Local Area Network (LAN) administrator:

- For e-mail accounts, you'll need to know;
  - The type of Mail server you use (POP3, IMAP, or HTTP)
  - Your Account name and Password.
  - Name of the incoming mail server and,
  - If you are using POP3 or IMAP, the name of an outgoing mail server.

- For a news account, you'll need to know;
  - The name of the news server you want to connect to and, if required, your account name and password.

To add a mail or news account.

1. On the **Start** menu, point to **Programs**, then click **Outlook Express**.
2. On the **Tools** menu, click **Accounts**.
3. In the **Internet Accounts** dialog box, click the **Add** button.
4. Select either **Mail** or **News** to open the Internet Connection Wizard, and then follow the instructions to establish a connection with a mail or news server.

Tips.

- After you set up your account, just double-click the **Outlook Express** icon on the desktop to begin sending and receiving e-mail.
- You can get a free mail account from *Hotmail*, which uses HTTP servers.

E-mail addresses.

Each user has his own **e-mail address** (or mailbox) in form of computer storage space to receive messages. The mailbox is accessed via a computer terminal within the system. In addition, each user has a password to protect access to his/her own mailbox.

Messages are drawn to the user's attention when they enter the system.

Components of an E-mail address.

An e-mail address consists of two parts separated by the **@** symbol. For example, if your e-mail address is Drg@tropicalheat.com:

(i). The 1st part of the address to the left side of the @ symbol refers to the *person's identity* or *login name*. It is the name or identifier of the specific individual or organization, e.g., "drg".

(ii). The 2nd part following the "@" symbol is the *computer address*. It is usually made up of 2 to 3 sub-parts to further identify the individual, organization, ISP or a country. In this case:

- "tropicalheat" identifies the business.
- ".com" is the extension, which identifies the type of the organization.

The table below shows some extensions and what they represent: -

Extension	Represents
.org	A non-profit making organization
.edu	An educational institution or organization
.com	A commercial organization
.net	Network
.mil	Military
.gov	government

Sometimes, the name of the country is included in the e-mail address. E.g., Skynews@sky.co.uk or Nation@africaonline.co.ke.

In this case, ".co.uk" refers to a company in the United Kingdom, while ".co.ke" refers to a company in Kenya.

Examples of E-mail addresses;

Smith@CompuServe.com

Iat@Africaonline.co.ke

Were@Egerton.edu

Manager@Kenyapower.org

Bridge@arcc.or.ke

Tim@Yahoo.com (free e-mail address)

Douglas@hotmail.com (free e-mail address)

Reading E-mail Messages.

√ Once an e-mail message that has been sent to you arrives at your computer, to read the contents you must open it using the program you have installed for sending e-mail, e.g., **Microsoft Outlook** or **Outlook Express**.

1. Open the e-mail program, e.g., **Outlook Express** from the **Start** menu or a shortcut on the desktop. The **Choose Profile** dialog box appears to allow you to select your profile.

   Note. A ***User Profile*** is a group of settings that define how the e-mail program is set up for a particular user. It also defines through the information services how a user can send, store, and receive messages.

2. Select your profile by clicking the down arrow on the **Profile Name** box, and then click **OK**. Usually, all incoming messages are stored in the **Inbox** when you connect to **Outlook Express**. The Inbox displays all the e-mail messages that you have received.

3. To open and read e-mail messages, click the **Inbox** icon either on the Outlook bar or on the Folders list, and then choose the message that you want to read.
   - ♣ To view the message in the preview pane, click the message in the message list.
   - ♣ To open the message in a separate window, double-click the message in the message list.

   The lower grid of your screen will have the full message.

4. When you have finished reading a message, you can close the window. Choose **Exit** on the **File** menu. This will take you back to the Outlook Express window. If there are any e-mails in the Outlook that have not been sent, a message will appear prompting you to send the e-mail(s) at that particular time or you can send it later.

Tips

- After **Outlook Express** downloads your messages, you can click the **Send/Recv** button on the toolbar, to read messages either in a separate window or in the preview pane.
- To view all the information about a message, such as when it was sent, click the **File** menu, and then click **Properties**.
- As you read the items in your items in your Inbox, you can reply to, forward, or file them in other folders that you create.
- To save the message in your file system, click **Save as** and then select a format (mail, text or HTML) and location.

Reply to E-mail Messages.

√ If you have read a message, you may want to send a reply to the original sender.
√ If the original message that you are replying to was also copied to a no. of other people, you may want to send a reply to all of them.

When replying to a mail message, you can choose to reply with or without the original message insertion. The original message, sometimes referred to as the **History**, appears in the body of the message, and is used for reference purposes.

Reply with the original message insertion.

1. Open the message you want to reply.
2. Click the **Reply** button in the **Mail** window. The **Reply** message window appears containing the message you are replying to at the bottom.
3. Type the reply where the insertion point is.
4. When you have finished typing and editing the reply, click the **Send** button (if you are online) to send the message.

Note. If you click the **Send** button while you are offline, the mail will be placed in the **Outbox** folder and will automatically be sent the moment you are online.

Reply without the original message insertion.

To remove the original message, select the text, and then press the **DELETE** key or set options in the **Options** dialog box.

1. On the **Tools** menu, click **Options**.
2. Click the **Reading** tab.
3. Under **When replying to a message** box, click the down arrow, then select **Do not include original message**, then click **OK.**
4. Follow the procedure used to reply a message with the original message insertion.
   This time, the **Reply** message window will not contain the message you are replying to at the bottom.

Note. After replying to an e-mail, the **E-Mail** icon will indicate a checkmark showing that the mail has been replied to.

Creating and sending an e-mail message.

√ To communicate with another user who has an e-mail address. This is cheaper than sending fax or using the telephone especially for long distance calls.

√ It is also faster to send e-mail than to post a letter.
E.g., to send a letter around the world using e-mail takes some few minutes as compared to the weeks ordinary mails take.

1. Start the **Microsoft Outlook** window.
2. On the toolbar, click the **New Mail Message** button.
   The message composition window is displayed.

3. In the **To…** and/or **Cc…** boxes, type the e-mail addresses of each recipient.
   - If you want to sent copies of the message to other people, type in their e-mail addresses in the **Cc…** box, separating the addresses with a semicolon (**;)**.
   - To add e-mail names from the **Address Book**, click the book icon in the **New Message** window next to **To**, **Cc**, and then select names.

   - You can also send a **Blind Carbon Copy** (**Bcc**). In this case, the recipients entered receive the message but their names are hidden from other recipients of the message. To use the **Bcc** box, click the **View** menu, and then select **Bcc field.**

4. In the **Subject** box, type a message title.
5. In the lower grid of the message composition window, type in the message that you want to send. You can format the e-mail message using the formatting tools like, Bold, Font size, Underline, etc.

6. When you have finished typing the message, editing, and spell checking, click the **Send** button on the **New Message** toolbar.

Notes.

- To save a draft of your message to work on later, click the **File** menu, then click **Save**. You can also click **Save as** to save a mail message in your file system in mail (.eml), text (.txt), or HTML (.htm) format.
- A message that returns to the sender because it cannot reach its destination is referred to as a **Bounced message**.

Checking the spelling in mail messages.

Before sending a mail message, you can spell check it to correct any spelling mistakes in the mail. **Outlook Express** uses the spelling checker provided with Microsoft Office 97 programs, such as Microsoft Word, Microsoft Excel, and Microsoft PowerPoint.

1. In the **New Message** window, click the **Spelling** button on the toolbar, (or click the **Tools** menu, and then choose **Spelling)**.
2. The **Spelling** dialog box appears. The misspelt words are highlighted and shown in the dialog box. Choose the correct word by selecting it, and then click the **Change** button.
   If the word or phrase is correct but is not in the dictionary, click **Ignore**.

3. Once spell checking of the mail is complete, and a dialog box appears, click **OK**.

Formatting e-mail message text.

To add special emphasis or structure to message text-such as bold, color, or bulleted lists, and also to add graphics and links to Web sites in your mail messages, use **Hypertext Markup Language (HTML)** - the standard language for formatting text for the Internet.

To use HTML formatting on all outgoing messages.

- ❖ When you create messages using HTML formatting, only mail programs that support HTML can read the formatting. If the recipient's mail or newsreading program does not read HTML, the message is displayed as plain text with an HTML file attached. The recipient can view the attached file by opening it in any Web browser.

To send the message in HTML formatting;

1. In the main window, click the **Tools** menu, click **Options**, then click the **Send** tab.
2. In the **Mail Sending Format** or **News Sending Format** sections, click **HTML**.

To use HTML formatting on an individual message.

In an e-mail message window, make sure HTML formatting is turned on, i.e., Click the **Format** menu, then choose **Rich Text (HTML)**. A black dot appears by the command when it is selected.

To change the font, style, and size of text.

You can change the way the text looks for all your messages or you can make changes to selected text within a message.

To change the text style for all messages.

1. On the **Tools** menu, click **Options.**
2. Click the **Compose** tab, then click the **Font Settings** button.

To format text within individual messages.

1. Select the text you want to format. To change the font for an entire message, click the **Edit** menu, then click **Select All**.
2. On the **Formatting** toolbar, click the buttons for the options you want.

To format a paragraph.

1. Click anywhere in the paragraph, or select the text you want to format.
2. Use either the **Formatting** toolbar or the commands on the **Format** menu to change the text.

Inserting items in a message.

To insert a Business card in all messages.

1. On the **Tools** menu, click **Options**, then select the **Compose** tab.
2. In the **Business Cards** section, select the **Mail** or **News** check box, and then select a business card from the drop-down list.

Notes.

- To change information in a business card, click the **Edit** button.
- To add a business card or signature to an individual message, in a message window, click the **Insert** menu, then click either **Signature** or **My Business Card**.

To include a sound in a message.

1. Click anywhere in the message window.
2. On the **Format** menu, point to **Background**, and then click **Sound**.
3. Enter the name of the file you want to include and the number of times you want the file to play.

To insert a picture in a message.

1. In the message, click where you want the image to appear.
2. On the **Insert** menu, click **Picture**, then click **Browse** to find the image file.
3. Enter Layout and Spacing information for the image file as needed.

Notes.

- ❖ If message recipients are not able to view your inserted images, click the **Tools** menu, and then click **Options**. Click the **Send** tab, click **HTML Settings**, and then make sure that **Send pictures with messages** is selected. Then resend your message.
- ❖ To insert a background picture in your message, in the message window, click the **Format** menu, point to **Background**, then click **Picture**. Click the **Browse** button to search for the file you want to use.

Attaching files to e-mail messages.

√ You can attach a copy of any type of file such as a document, spreadsheet, graphic image or a presentation to your e-mail messages.

1. Click the **New Message** button.
2. In the **Message Composition** dialog box, enter the e-mail address and type in the message to be sent.
3. Click where you want the file attachment to appear, then click the **Insert File** button to display the **Insert File** dialog box.
4. Locate the folder that contains the file you want to attach, and then click the file.
   To select multiple files, hold down the CTRL as you click each of the files.
5. Click the **OK** button.
   The attached file is displayed as an icon in the body of the message. The icon indicates the file type and name. e.g., *Sales Results.xls*
6. Click the **Send** button.

To open or view the attached file.

Documents that contain file attachments display a paper **clip** image in the view or folder next to the document file.

Once the document is open, Microsoft Outlook displays an icon representing the attachment.

Note. You must have the application in which the attachment was composed in order to open it. The **MIME** (**Multi-purpose Internet Mail Extension**) type of file enables Internet browsers to access an Internet mail file without prompting the user to specify the program used to create the attached file.

1. In the **Inbox**, select the e-mail message that contains the attachment.
2. Double-click the e-mail message to open it.
3. Double-click the icon that represents the attachment.

Deleting an attachment.

1. Open the e-mail message that contains the attachment.
2. To delete the attached file, click the file icon, then press the **Delete** key.

Organizing E-mail messages.

√ You can use Outlook Express to organize your incoming messages and make it easy to send mails.

To use your online time efficiently, use Outlook Express to find messages, automatically sort incoming messages into different folders, keep messages on a mail server, or delete them entirely.

Organizing the Inbox.

You can organize the messages in your Inbox quickly by sorting them.

To quickly sort messages by *Subject*, *Sender* or the *Date received*, click on the respective column header.

E.g., to sort your messages in alphabetical order by sender, click on **From** in the column header.

To create a Mail folder.

1. On the **File** menu, click **New**, then choose **Folder**.
2. Enter the name of the folder in the **Name** box, e.g., *My Own*.
3. Select the **Inbox** folder so that the mail folder created will become a subfolder of the Inbox.
4. You can add details, such as a description of the folder in the **Description** box, then click **OK**.

To move or copy a message to another folder.

1. In the message list, select the message (s) you want to move or copy.
2. On the **Edit** menu, click **Move to Folder** or **Copy to Folder**, then select the folder you want to move or copy the message to.

To delete a mail message.

1. In the message list, select the message.
2. On the toolbar, click the **Delete** button (or press the **Delete** key).

Notes.

- To restore a deleted message, open the **Deleted Items** folder, and then drag the message back to the **Inbox** or other folder.
- If you don't want messages to be saved in the **Deleted Items** folder when you quit Outlook Express,
  1. Click the **Tools** menu, then click **Options**.
  2. On the **Maintenance** tab, select the checkbox labeled **Empty messages from the 'Deleted Items' folder on exit**.
- To manually empty all deleted items,
  1. Select the **Deleted Items** folder.
  2. On the **Edit** menu, click **Empty Deleted Items Folder**.

Sending a Web page by e-mail.

√ You may find some interesting and useful material on the Internet that you would like to share with friends and colleagues.

You can send Web pages by e-mail to other people even if the recipients are not connected to the Internet.

1. Access the Web page you want to send.
2. Click the **File** menu, point to **Send**, then click **Page By E-mail** or **Link By E-mail**.
3. If necessary, choose the correct profile to use from the **Profile** dialog box, i.e., Outlook Express, and click **OK**.

4. In the **Message** dialog box, enter the address of the recipient, then click the **Send** button.

Note. You must have an e-mail account and an e-mail program set up on your computer.

Blocking Unwanted messages.

You can control the mail and news messages you get in Outlook Express . You can block certain people from sending you mail, you can hide conversations that don't interest you, and you can guard against being sent damaging code in mail by setting security levels.

To block messages from a sender or domain.

You can block messages from a particular sender or domain.

- The **Domain** is the name following the **@** symbol in an e-mail address.
- **Domain** - A group of networked computers that share information & resources.

When you block a sender or domain, no e-mail or news message from that sender or domain will arrive in your **Inbox** or in the news messages you read.

E-mail from blocked senders goes directly into your **Delete** folder while Newsgroup messages from blocked senders are not displayed.

1. From your e-mail Inbox or the list of messages in a newsgroup, select a message from a sender you want to block.

2. On the **Message** menu, click **Block Sender**.

The e-mail address of the sender will appear in the **Address** box. You can type a different address or domain in the **Address** box if you wish.

3. Select the blocking option you want: mail, news, or both kinds of messages.

Important. Blocking a sender applies to standard POP mail only. It does not apply to HTTP mail (Hotmail) or IMAP messages

Differences between E-mail and General Post office mail.

1). E-mail is computerized, while Post office mail is manually operated.
2). Post office mail is slow, while E-mail is fast & has a wide area of coverage.
3). E-mail is more secure.

Advantages of E-mail.

Electronic mail has several advantages over regular mail.

(i). It is cheap & economical.
It costs almost nothing to transmit an e-mail message over the network, i.e., there is no need for stamps, envelopes, etc.

(ii). It is secure, i.e., access to a user's mailbox can be restricted by use of a password.

(iii). It is faster, i.e., mails can be sent instantly.
The delivery of an e-mail message normally takes seconds or minutes, depending on the distance to the receiver.

(iv). It is efficient, i.e., a message prepared only once can be sent to several people.

(v). It is convenient.
With E-mail, you can send your messages when it is convenient for you and your recipients respond at their convenient times.

(vi). E-mail is cheaper in terms of the time invested in preparing the message.
The expectations and culture of sending & receiving e-mail are different from that of sending regular letters. Regular business letters & inter-office memos are expected to be error-free and formatted according to certain standards. In contrast, most e-mail users accept less well-formatted messages and slight typographical errors are overlooked. So, less time is spent perfecting the appearance of the message.

(vii). E-mail can act as a substitute for the Telephone calls, thus allowing the user to avoid **telephone tag** (i.e., the process of repeatedly exchanging voice mail messages because you or the other person may not be available when the other calls).
E-mail can often communicate enough of a message so that the entire "conversation" will take less time than a phone call.

E-mail is particularly effective for multinational organizations, which have people working in different time zones around the world.

Disadvantages of E-mail.

(i). The initial installation cost is higher.
(ii). Messages may be lost before they are read due to virus infections.
(iii). Messages may not be kept for future reference due to the high cost of storage, i.e., it requires regular deletion of messages from the hard disk.

Using the Address Book.

√ The **Address Book** is a directory of personal details, including e-mail addresses, for the people to whom you send messages (called **Contacts**).

It is used to store/keep track of e-mail addresses, mailing addresses, phone numbers, and other information about your friends and also provides space for notes.

You can store such addresses in the Address Book so as to address mails more easily, i.e., each time you want to send e-mail messages, you simply select the names from the list of addresses.

This will save the time used to enter lists of e-mail addresses as well as help maintain their accuracy. E.g., an e-mail address like Njiiri.mworia@mit.edu.uk can be difficult to remember. In addition, one can easily make a typing error when typing the address.

The Address Book is accessible from **Internet Explorer**, **Outlook Express** and **NetMeeting**, thus enabling you to keep one list of addresses that are accessible by various programs.

To add a contact to the Address Book.

1. To open the Address Book, click the **Address Book** button.
   There can be several types of address books in the Address Book dialog box including the Global Address list and Personal Address Book.

2. In the **Show names from the** box, select the type of address book you want to use.

   The **Global Address list** is the address book that contains all e-mail addresses for users, groups, and distribution lists in your organization that you can address messages to. The Administrator creates and maintains this address book.

   The **Personal Address Book** is the address book used to store personal distribution lists you frequently address messages to, such as a list of your friends.

3. Click the **New Entry** button.
4. Specify the entry type of the contact, i.e., whether it is an Internet address or an entry for a distribution list.
5. Type in the display name for the address as well as the full e-mail address.
6. Complete the dialog box with the rest of the contact details using the other tabs, e.g., Business or Phone Numbers, then click **OK**.
   The contact address is added to the Address Book.

To edit a contact in the Address Book.

1. Open the Address Book.
2. Select the contact that you want to edit.
3. On the File menu, click Properties.
4. Make the necessary changes to the information, then click **OK**.

To create a contact from a mail message.

When you receive a mail message, you can add the sender's details (name and e-mail address) to your Address Book.

1. From the **Inbox**, right-click a message.
2. Select **Add sender to Address Book**, from the shortcut menu that appears.

To delete a contact from the Address Book.

1. Open the Address Book.
2. Select the address that you want to remove from the Address book.
3. Click the **Delete** button (or press the **Delete** key).
4. Click **Yes** to confirm that you want to delete the name or entry.

To create a distribution list.

If you send mails to the same group of people frequently, you can create a group address list. Group address lists are known as **Distribution lists**.
When you address a message to that group, each individual in the group receives it.

Note. You must have a Personal Address Book set up in order to be able to create a personal distribution list.

1. Open the **Address Book**.
2. Click the **New Entry** button.
3. In the **Select the entry type** box, click **Personal Distribution List**, and then click **OK**.
4. In the Name box, type a name for the group, e.g. Sales Dept., then click the **Add/Remove Members** button.
5. To add members to the group, select a contact or name from the left hand list box, then click the **Members** button (or double-click on a name) to move the name to the right list box.
   The contact is copied to the Personal Distribution List box.

6. Repeat step 5 until you have all the names you want in your group in the Personal Distribution List, then click OK.
   The group or distribution list is usually listed in the Address Book.

To send a message using the Address Book or distribution list.

1. In the Microsoft Outlook window, click **File** then select the **New Mail Message**.
2. Click the **To…** button to open the Address Book.
3. Select the contact names from the list or select the distribution list, then click on **To ->**.

   Note. To see the full e-mail addresses, select the name of the person from the lists and click on **Properties** button.

4. Click **OK** to return to the message composition dialog box.
5. Type out the rest of the message and click on **Send**.

READING MAIL MESSAGES OFFLINE.

Once you have opened the E-mail program, it is not necessary for you to be connected directly so that you can read & write your e-mail messages. You may choose to work offline to save on costs.
When you are offline, **Outlook Express** downloads mail messages to your local computer. When you connect (or choose to work online) again, messages in your Outbox are sent, messages you marked for deletion are removed, and all other actions taken offline are completed at once.

There are 2 situations where it is beneficial to use Outlook Express offline:

(i). If your ISP charges you by the hour or if you have only one phone line. Under these conditions, you might want to reduce time spent online.
(ii). If you use a Laptop to read your messages while you are traveling or any other time you are not connected to the Internet.

To set up Outlook Express to reduce online time.

1. On the **Tools** menu, click **Options**.
2. On the **Connection** tab, select **Hang up after sending and receiving.**

If you connect to an IMAP or HTTP server, click the server name in the folder list, and then make sure that the items you want to view offline are checked.

This procedure can be used to set up Outlook Express so that it automatically disconnects after you select **Send and Receive** from the **Tools** menu.

You can then read and compose messages offline without incurring charges or tying up a phone line.

Note. To reconnect to send or receive messages, click the **Tools** menu, point to **Send and Receive**, and then select the option you want.

To read messages while you are away from your Internet connection.

1. On the **Tools** menu, select **Options,** then click the **General** tab.
2. Under the field labeled **If my computer is not connected at this time**, select **Connect only when not working offline**.
   If you connect to an IMAP or http server, click the server name in the folder list, make sure that the items you want to view offline are checked, and then click **Sync Account.**
3. On the **File** menu, click **Work Offline.**

Note. To check the type of account you have, click the **Tools** menu, and then click **Accounts**. Select your e-mail account and then click **Properties**. The account type is listed on the **Advanced** tab.

CHAPTER 8: EMERGING ISSUES AND TRENDS

As social media, app stores and global availability become standard, many companies are looking to enhance the online customer experience. And while retail and other transactions via Internet are customary, more than ever companies are simplifying the ways in which customers interact with their website and ultimately make online purchases. Here are eight trends happening right now in global ecommerce that seek to enhance the user experience:

1. Micro-payments: Among the most revolutionary changes in the coming months—not years—is the use of micro-payment systems from a variety of financial firms, e.g., Paypal, Visa, WesternUnion, among others, including banks. This trend is facilitated by the W3C working group that approved these protocols and technical standards for the interworking. These systems will change not only how we carry money but how we value money and think about purchases. (Consider how a purchase of $4.99 feels in a mobile app store vs. at Dunkin' Donuts.) Payment systems that make it easier to buy online, coupled with mobile technologies will accelerate the usage of global e-commerce applications.

2. Mobile technologies: More people access the Internet on their mobile devices than on any other device. We are rapidly approaching the time (if we are not already there) where designs must be created for the mobile web first, and for the desktop second. Mobile technologies facilitate comparison shopping; with the advent of barcode reader apps and price-comparison databases, a consumer could snap a bar code in Walmart and quickly reference product reviews and prices on walmart.com (or compare prices with Walmart competitors). Mobile technologies also facilitate impulse buys – especially with the advent of micro-payments tied to the mobile device. Just recently, Starbucks customers can not only place an order with their Smartphone, but also make a purchase.

3. Social media: As Facebook has become the most visited site on the Web, the role of social media, including Facebook and its local clones such as Twitter, is increasingly important. Social media sites Page **112** of **112** increasingly act as points of entry to e-commerce sites, and vice versa, as e-commerce sites build rating, loyalty and referral systems tied to social media. Group buying (e.g., Groupon) is also gaining mainstream ground, with many "deal of the day" sites competing for an increasingly savvy consumer base, but improvements lie ahead as the social aspects and user experience are refined.

4. Fulfillment options: I believe that users will want to have multiple fulfillments and return options when interacting with a vendor: ship to address, courier, pick-up in store, return to store, etc. Having many fulfillment options is how customers view their overall customer experience. Some companies have made a business proposition online by being exceptional in service to the online channel (e.g., Zappos).

5. Global availability: Increasingly, consumers want the availability to buy products from foreign sites and have them delivered locally. Thus, currency and customs will be of growing concern to many online retailers. Along with this, there will be concerns with local privacy laws and restrictions on related data collection and storage.

6. Localization: While the trend is to globalize, what‘s often more important is to localize. User Centric‘s (now GfK‘s User Experience team) research clearly shows that sites that _feel‘ local – with proper imagery, language, time/date, weights/measures, currency, etc. – resonate far more than sites that seem culturally distant or sterile.

7. Customizability: Consumers want control, and want to be able to design the details of the items they purchase.

8. Time-based availability: Some of the hottest and most successful sites are those that have a time-critical response component. Sites like Groupon, Gilt and others capitalize on the perception of limited-time availability. Creating a sense of urgency drives traffic and purchase behavior.