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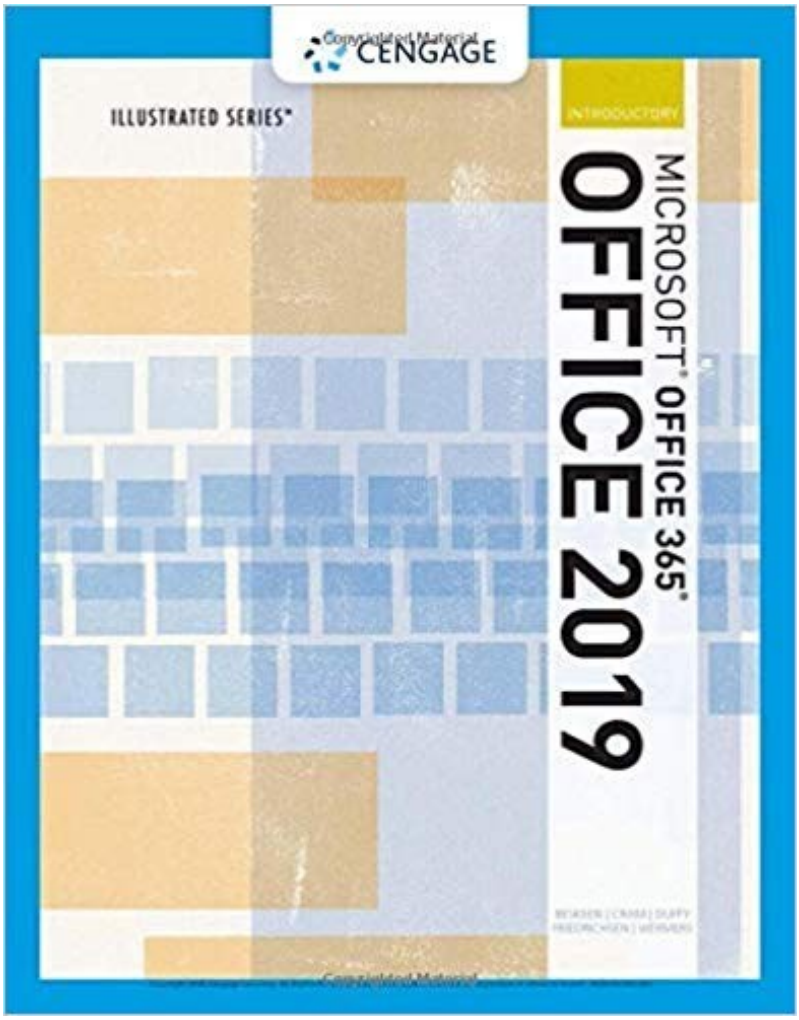

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CENGAGE

ILLUSTRATED SERIES™

INTRODUCTORY

MICROSOFT® OFFICE 365®

OFFICE 2019

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Getting to Know Microsoft Office Versions

Cengage is proud to bring you the next edition of Microsoft Office. This edition was designed to provide a robust learning experience that is not dependent upon a specific version of Office.

Microsoft supports several versions of Office:

- **Office 365:** A cloud-based subscription service that delivers Microsoft's most up-to-date, feature-rich, modern productivity tools direct to your device. There are variations of Office 365 for business, educational, and personal use. Office 365 offers extra online storage and cloud-connected features, as well as updates with the latest features, fixes, and security updates.
- **Office 2019:** Microsoft's "on-premises" version of the Office apps, available for both PCs and Macs, offered as a static, one-time purchase and outside of the subscription model.
- **Office Online:** A free, simplified version of Office web applications (Word, Excel, PowerPoint, and OneNote) that facilitates creating and editing files collaboratively.

Office 365 (the subscription model) and Office 2019 (the one-time purchase model) had only slight differences between them at the time this content was developed. Over time, Office 365's cloud interface will continuously update, offering new application features and functions, while Office 2019 will remain static. Therefore, your onscreen experience may differ from what you see in this product. For example, the more advanced features and functionalities covered in this product may not be available in Office Online or may have updated from what you see in Office 2019.

For more information on the differences between Office 365, Office 2019, and Office Online, please visit the Microsoft Support site.

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2. Click the links to download your **Instructions file**, **Start file**, and **Support files** (when available).
3. Open the Instructions file and follow the step-by-step instructions.
4. When you complete the project, upload your file to SAM or MindTap for immediate feedback.

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4. Read the module and complete the project.



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Word **Module 1**

Creating Documents with Word

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

Module Objectives

After completing this module, you will be able to:

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

Files You Will Need

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

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Word
Module 1

Understand Word Processing Software

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

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

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

DETAILS

You can use Word to accomplish the following tasks:

- **Type and edit text**
  The Word editing tools make it simple to insert and delete text in a document. You can add text to the middle of an existing paragraph; replace text with other text, undo an editing change, and correct typing; spelling; and grammatical errors with ease.
- **Copy and move text from one location to another**
  Using the more advanced editing features of Word, you can copy or move text from one location and insert it in a different location in a document. You also can copy and move text between documents. This means you don't have to retype text that is already entered in a document.
- **Format text and paragraphs with fonts, colors, and other elements**
  The sophisticated formatting tools in Word allow you to make the text in your documents come alive. You can change the size, style, and color of text, add lines and shading to paragraphs, and enhance lists with bullets and numbers. Creatively formatting text helps to highlight important ideas in your documents.
- **Format and design pages**
  The page-formatting features in Word give you power to design attractive newsletters, create powerful résumés, and produce documents such as research papers, business cards, brochures, and reports. You can change paper size, organize text in columns, and control the layout of text and graphics on each page of a document. For quick results, Word includes preformatted cover pages, pull quotes, and headers and footers, as well as galleries of coordinated text, table, and graphic styles. If you are writing a research paper, Word makes it easy to manage reference sources and create footnotes, endnotes, and bibliographies.
- **Enhance documents with tables, charts, graphics, screenshots, and videos**
  Using the powerful graphics tools in Word, you can spice up your documents with pictures, videos, photographs, screenshots, lines, preset quick shapes, and diagrams. You also can illustrate your documents with tables and charts to help convey your message in a visually interesting way.
- **Use Mail Merge to create form letters and mailing labels**
  The Word Mail Merge feature allows you to send personalized form letters to many different people. You can also use Mail Merge to create mailing labels, directories, email messages, and other types of documents.
- **Share documents securely**
  The security features in Word make it quick and easy to remove comments, tracked changes, and unwanted personal information from your files before you share them with others. You can also add a password or a digital signature to a document and convert a file to a format suitable for publishing on the web.

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FIGURE 1-1: A report created using Word

Add headers to every page

Insert graphics

Format the size and appearance of text

Create columns of text

Create tables

Add lines

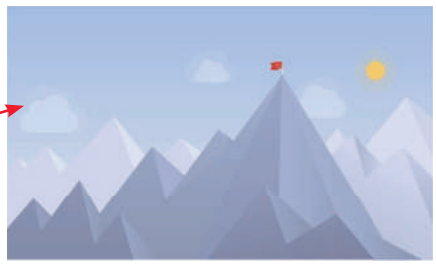
Add bullets to lists

Create charts

Align text in paragraphs evenly

Add page numbers in footers

JCL Talent, Inc. Marketing Report October 2021



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JCL Job Seeker Survey Results

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

Survey Methods

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

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

Job Seeker Profile

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

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

Employment Preferences

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



Job Seeker Satisfaction

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

▶ 1

Word

Planning a document

Before you create a new document, it's a good idea to spend time planning it. Identify the message you want to convey, the audience for your document, and the elements, such as tables or charts, you want to include. You should also think about the tone and look of your document—are you writing a business letter, which should be written in a pleasant, but serious, tone and have a formal appearance, or are you creating a flyer that must be colorful, eye-catching, and fun to read? The purpose and audience for your document determine the appropriate design. Planning the layout and design of a document involves deciding how to organize the text, selecting the fonts to use, identifying the graphics to include, and selecting the formatting elements that will enhance the message and appeal of the document. For longer documents, such as newsletters, it can be useful to sketch the layout and design of each page before you begin.

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Word
Module 1

Explore the Word Window

Learning Outcomes
- Create a blank document
- Open Word

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

STEPS

1. Start Word, then click Blank document

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

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

2. Move the mouse pointer around the Word program window

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

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

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

DETAILS

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

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

- The **title bar** displays the name of the document and the name of the program. Until you give a new document a different name, its temporary name is Document1. The left side of the title bar contains the **Quick Access toolbar**, which includes buttons for saving a document and for undoing, redoing, and repeating a change. The right side of the title bar contains the **Ribbon Display Options button**, which you use to hide or show the Ribbon and tabs, the resizing buttons, and the program Close button.

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

- The **File tab** provides access to **Backstage view** where you manage files and the information about them. Backstage view includes commands related to working with documents, such as opening, printing, and saving a document. The File tab also provides access to your account and to the Word Options dialog box, which is used to customize the way you use Word.
- The Ribbon contains the Word tabs. Each **tab** on the Ribbon includes buttons for commands related to editing and formatting documents. The commands are organized in **groups**. For example, the Home tab includes the Clipboard, Font, Paragraph, Styles, and Editing groups. The Ribbon also includes the **Tell Me what you want to do box**, which you can use to find a command or access the Word Help system, the **Share button**, which you can use to save a document to the Cloud, and the **Comment button**, which you use to see comments.
- The **document window** displays the current document. You enter text and format your document in the document window.

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

- The rulers appear in the document window in Print Layout view. The **horizontal ruler** displays left and right document margins as well as the tab settings and paragraph indents, if any, for the paragraph in which the insertion point is located. The **vertical ruler** displays the top and bottom document margins.
- The vertical and **horizontal scroll bars** are used to display different parts of the document in the document window. The scroll bars include **scroll boxes** and **scroll arrows**, which you use to scroll.
- The **status bar** displays the page number of the current page, the total number of pages and words in the document, and the status of spelling and grammar checking. It also includes the view buttons, the Zoom slider, and the Zoom level button. You can customize the status bar to display other information.
- The **view buttons** on the status bar allow you to display the document in Read Mode, Print Layout, or Web Layout view. The **Zoom slider** and the **Zoom level button** provide quick ways to enlarge and decrease the size of the document in the document window, making it easy to zoom in on a detail of a document or to view the layout of the document as a whole.

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FIGURE 1-2: Elements of the Word program window

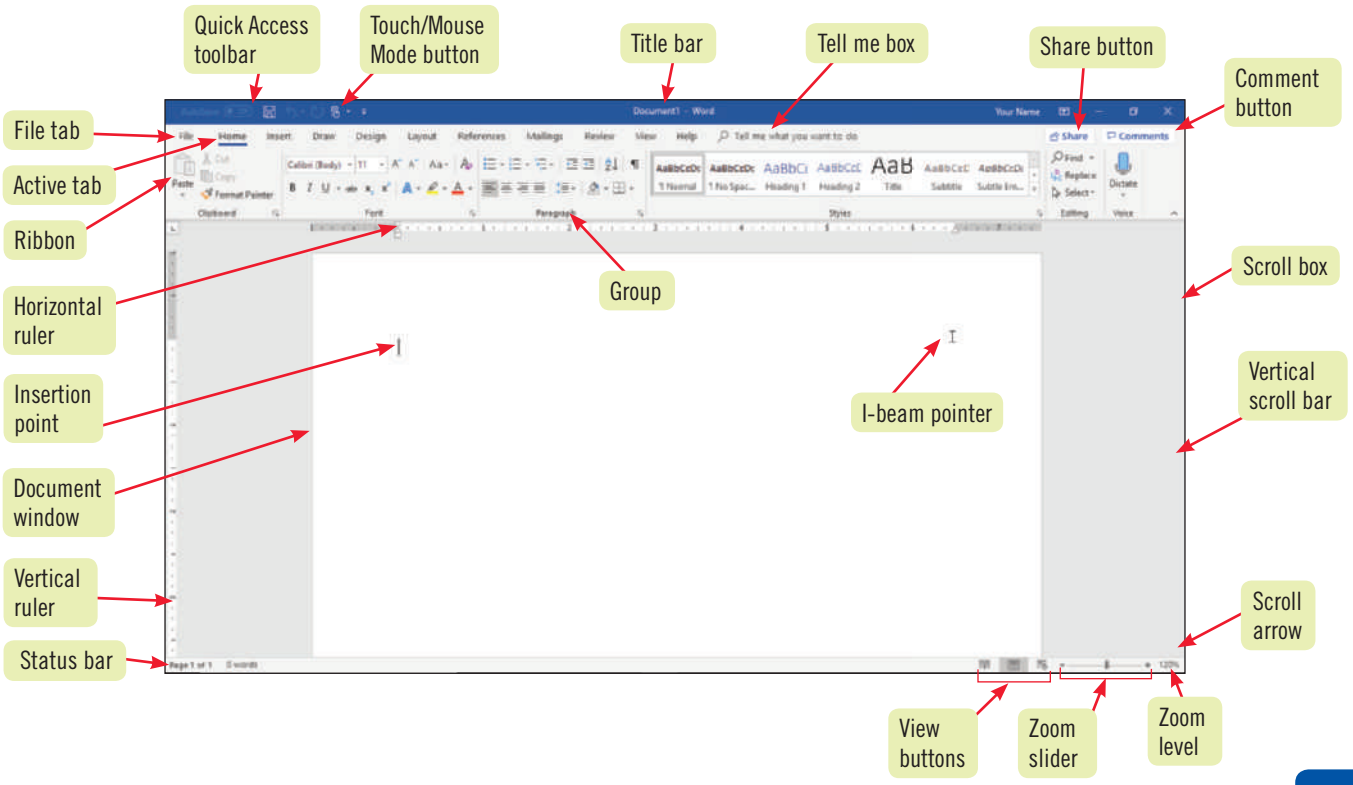

TABLE 1-1: Common mouse pointers in Word

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

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