

## CHAPTER 1

## InFocus

ITU201\_W801

# GETTING TO KNOW MICROSOFT WORD

Microsoft Word is a word processing application that is usually part of a suite of Microsoft applications, known as Microsoft Office.

You can use Word to create all sorts of documents, including letters, reports, faxes, forms, emails, web pages, invitations and certificates.

Before you leap into creating anything, it is worth taking some time to become familiar with the Word window and its features.

**In this session you will:**

- ✓ gain an overview of the meaning and origins of word processing
- ✓ gain an overview of the common types of documents that can be word processed
- ✓ learn how to start **Microsoft Office Word 2010**
- ✓ gain an understanding of the **Word 2010** screen
- ✓ gain an understanding of how **Microsoft Word 2010** works
- ✓ learn how to use the **Ribbon**
- ✓ learn how to use the keytip badges on the ribbon
- ✓ gain an understanding of **Backstage View** in **Microsoft Word**
- ✓ learn how to use shortcut menus
- ✓ gain an understanding of how dialog boxes work
- ✓ gain an understanding of the **Quick Access Toolbar**
- ✓ gain an understanding of the status bar
- ✓ learn how to exit correctly and safely from **Microsoft Word 2010**.

# UNDERSTANDING WORD PROCESSING

Every facet of our everyday existence is controlled by the written word. We receive information, follow instructions and record events, often using documents that consist of carefully

chosen words. The ability to create these documents, to change them, to enhance the way they look, and to print them is what is now referred to as **word processing**.

## Word Processing – A Definition

**Word processing** refers to the ability to create, edit and store text, and to reprint it as many times as desired. Word processing is used to create a multitude of personal and business documents, such as letters, memos, faxes, reports, books, essays, brochures, flyers, price lists, and the list goes on!

## The Roots of Word Processing

The desire for humans to communicate in writing can be traced back to our cave dweller ancestors who painted images of hunting and everyday life on cave walls. Who knows, these might even have been the first training manuals or reports on hunting expeditions!

The ancient Egyptians used writing to record commercial trading transactions. Initially using clay and stone, they then invented writing on paper, or **papyrus**, to speed up the process of writing.

In 1492 Johannes Gutenberg invented the world's first printing press which allowed one document to be produced and disseminated many times. Many historians attribute world-shaking events such as the English, French and American revolutions to the invention of printing and the communication of ideas.

The printing press marked the beginning of using machines to produce writing. This idea of using machines for writing was kicked on in 1873 when Christopher Latham Scholes invented the first commercially-practical typewriter. This typewriter was marketed by the Remington Arms company. Earlier experimental typewriters used an alphabetical keyboard. However, the action of the type bars in these machines was sluggish and the bars tended to jam. Scholes developed the **QWERTY** keyboard so that letters used in combination were further apart, therefore allowing more time for the type bars to return to their normal position and avoid jamming. In 1878 ten-finger typing was established using the **QWERTY** keyboard – essentially, this has meant that the **QWERTY** keyboard has survived to this day even on modern computers.

Typewriting gained enormous popularity in offices around the world in the first half of the twentieth century. New office procedures and jobs were created around the typewriter – many organisations had special typing pools, which consisted of teams of people (usually young women) typing documents.

In 1961 IBM introduced the Selectric typewriter. It was an electric typewriter with fewer moving parts than a manual typewriter, and was much faster to use. In 1964 IBM released the **Magnetic Tape Selectric Typewriter** that allowed typed information to be stored and retrieved. This machine was marketed as a **word processing** machine because for the first time text could be stored, replayed (typed automatically from the tape), changed and printed as many times as required.

In 1972 Lexitron and Linolex introduced the first modern word processing system which displayed documents on a screen rather than on paper. This machine stored the documents on cassettes. The screen allowed text to be entered, rearranged or deleted without the need for producing a paper copy.

In 1973 IBM released a new word processing machine that stored documents on **floppy disk**. Early storage systems could hold only several pages. The floppy disk allowed the storage of large, multi-page documents. The word processors were special machines designed specifically for producing documents.

In 1981 IBM released the **IBM Personal Computer** which used floppy disk storage technology. This was one of the few machines ever invented in history that had no specific purpose. It soon became apparent that the programs used in word processing machines could be stored on floppy disk. Once stored on floppy disk they could be used in personal computers, thus converting the personal computer to a word processing machine.

This concept has grown and is the underlying basis of modern word processing. Programs such as **WordStar**, **DisplayWrite**, **WordPerfect** and later, **Microsoft Word**, emerged, allowing the personal computer to produce documents with a size and complexity far greater than earlier machines. Today, virtually all word processing is done on personal computers using word processing programs.

# TYPES OF WORD-PROCESSED DOCUMENTS

The first word-processed documents were business documents such as letters, memos and reports. With the development of screen and print technologies, it is now possible to use word

processing software to produce a much greater variety of documents such as brochures, newspapers and newsletters, greeting and business cards, and more.

Type	Characteristics	Intended Audience
Letters	Letters are usually one or two pages in length and consist mostly of text	Business associates, customers, suppliers, friends, relatives, etc
Memos	Memorandums are internal business documents that usually consist of one or two pages of text	Fellow employees, management, subordinates
Faxes	Faxes are documents transmitted over telephone lines. They are usually brief and are used to convey information quickly and succinctly. Faxes can be printed and sent from a fax machine or they can be sent in electronic format directly from a computer connected to a telephone line	Business associates, customers, suppliers
Reports	Reports are normally multi-page documents providing information or findings of an investigation or survey to the reader. They usually consist of text. Long reports may also have a table of contents and an index	Business associates, clients, management, creditors, shareholders, general public, community groups, etc
Briefing Papers	Briefing papers are documents that provide background and useful information regarding an historical or upcoming event	Sales people, managers, committee members, company board members, etc
Minutes	Minutes records what officially went on in a meeting. They can be informal or formal and basically describe what was discussed, what decisions were made, what actions need to be taken, and who is responsible for carrying out those actions	Attendees and other interested parties
Essays and Assignments	Essays and assignments are normally multi-page documents conveying ideas, opinions or research findings. They mostly consist of text	Teachers, lecturers, mentors
Training Manuals	Training manuals are normally multi-page documents designed to instruct and inform. They range from mostly text to highly structured documents. (Note: this publication was produced using Microsoft Word)	Course attendees, people wishing to acquire new skills and knowledge, people wishing to gain a qualification or accreditation
Books	Books are multi-page documents consisting mostly of text. They have a table of contents and usually an index	People seeking information and/or entertainment
Brochures	Brochures are mostly laid out with graphics and text. They are often no more than several pages in length. Increasingly, these are transmitted electronically via the internet	Clients, potential customers
Newsletters	Newsletters are used to convey news, updates and activities for clubs, groups, organisations, products, and the like. They are organised into columns and consist mostly of text	Clients, customers, general public, club members, etc
Flyers	Flyers are normally one-page information sheets that are highly graphical and structured advertising a product or event	Clients, potential customers, club members, etc
Emails	Emails are usually short letters sent via the internet or through a computer network	Anyone with an email connection

# STARTING WORD

To create a new document, or edit an existing one, the first thing that you need to do is to start **Microsoft Word**. As a standard software application, how **Microsoft Word** is started is

largely determined by Windows. For example, it can be started from the Windows **Start menu**, from a **shortcut**, or even by opening a document that was created in Word.

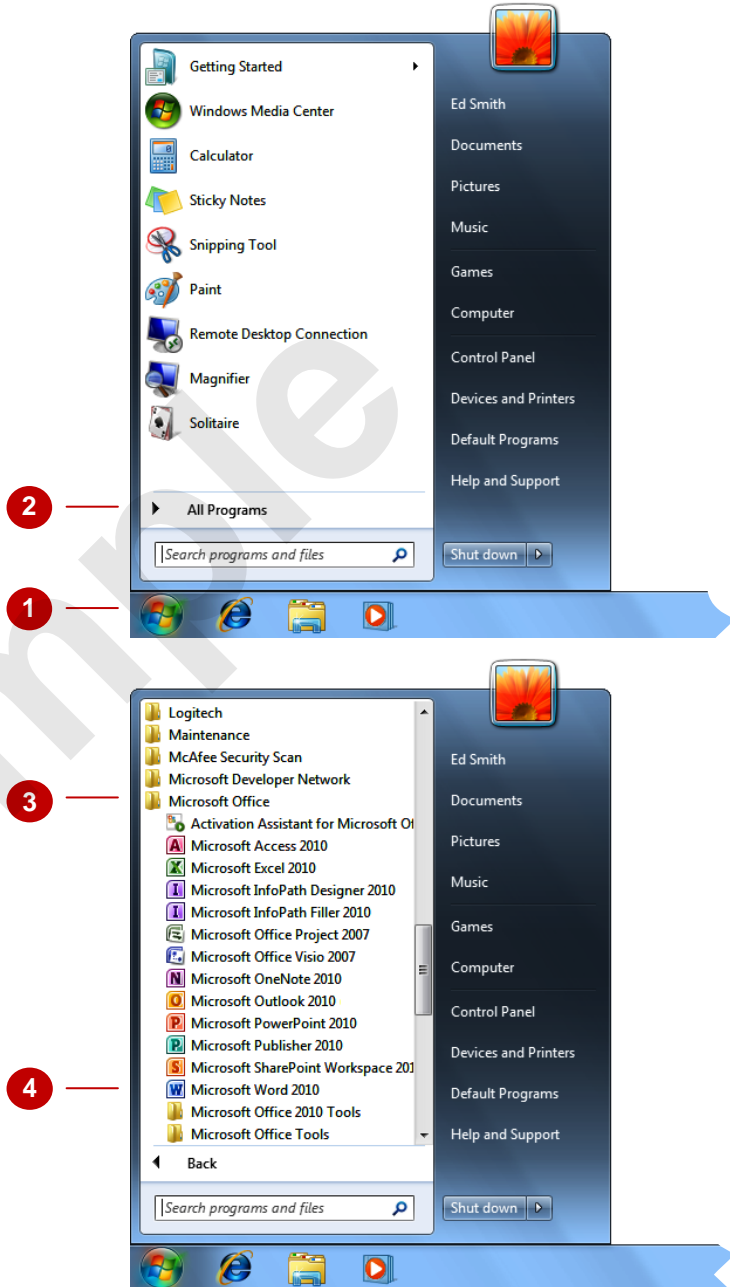
## Try This Yourself:

**Note**

*Before you begin, ensure that your computer is switched on and that the Windows desktop is displayed on your screen...*

- 1 Click on the Windows **Start** button at the bottom left-hand corner of the screen to display the menu
- 2 Click on **All Programs**
- 3 Click on **Microsoft Office**
- 4 Click on **Microsoft Office Word 2010**

*After a few moments a blank document will appear in Word 2010*



## For Your Reference...

To **start Microsoft Word**:

1. Click on the Windows **Start** button
2. Click on **All Programs**
3. Click on **Microsoft Office**
4. Click on **Microsoft Office Word 2010**

## Handy to Know...

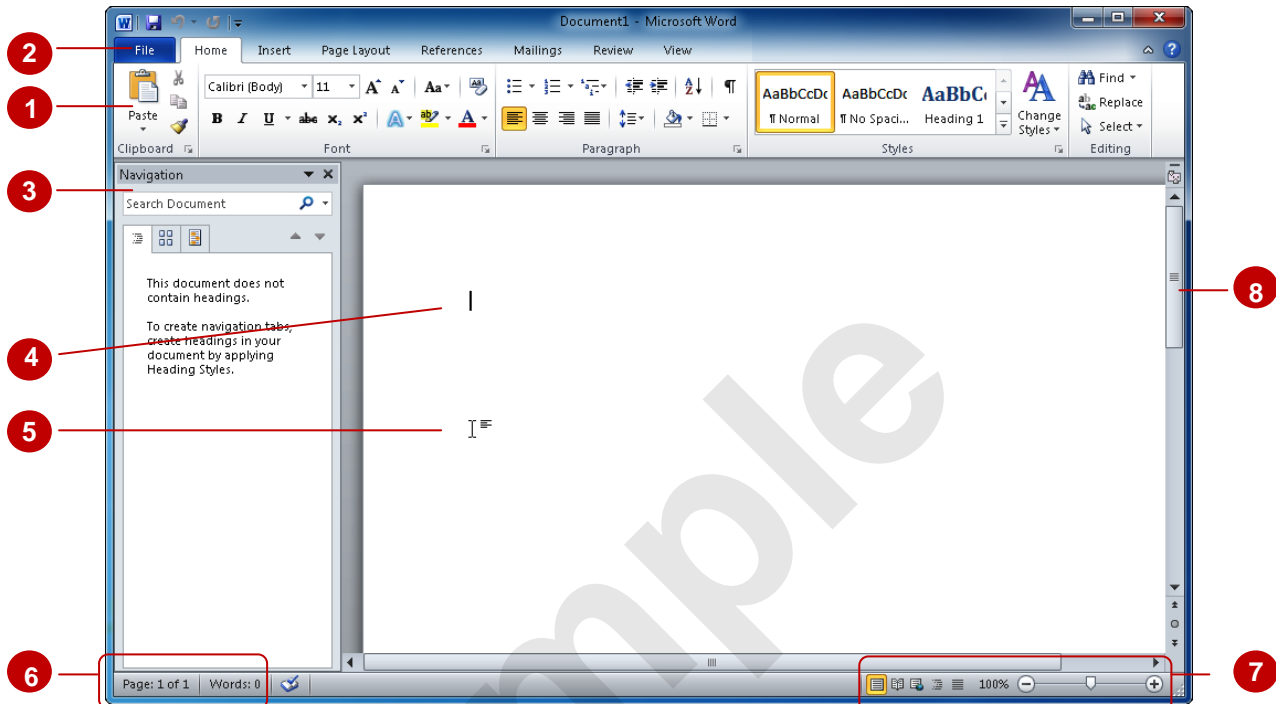
You can also start Word by:

- Double-clicking on a Word **shortcut**
- Double-clicking on a document file icon in a file listing
- Choosing a document from the **Recent Items** list on the **Start** menu.

# THE WORD SCREEN

The Microsoft Word 2010 screen is made up of several key components which are described on this page. Some of these components, such as the **Ribbon** and **Backstage**, are common to all

other Office 2010 applications so once you know how they work you won't have to relearn them when you use other applications.



- 1 The **Ribbon** is the tabbed band that appears across the top of the window. It is the control centre of Word 2010. Instead of menus, you use the **tabs** on the Ribbon to access the **commands** that have been categorised into **groups**. The commands include **galleries** of formatting options that you can select from, such as the **Styles** gallery shown here.
- 2 The **File** tab is used to access the **Backstage view** which contains file management functions, such as saving, opening, closing, printing, sharing, and so on. *Word Options* are also available so that you can set your working preferences and options for Word 2010.
- 3 The **Navigation pane** lets you view all of your document's headings and pages; locate and restructure the content by dragging headings; and find all instances of specific words, phrases or items such as figures and tables – without having to scroll through the search results.
- 4 The **Insertion point** shows where the text will appear if you start typing.
- 5 The **Mouse Pointer** is used, amongst other things, to move the insertion point to different locations in the document. It may appear as a pointer or an I-bar, as in this example, or any number of other forms, depending upon its function at that position on the screen.
- 6 The **Status Bar** appears across the bottom of the window and displays the current location of the insertion point, including page number, section number, column, and so on. It can also be used to access navigation commands such as Go To.
- 7 The **View** buttons and the **Zoom Slider** are used to change the view or to increase/decrease the zoom ratio for your document.
- 8 The **Scroll bar** indicates your current position in the document and lets you move to other positions in the document by clicking or dragging. The arrows can also be used to move through the document.

# How MICROSOFT WORD 2010 WORKS

For a new user the Word 2010 screen may seem tricky – particularly the commands area at the top of the screen. The screen comprises three key areas. The data you type is placed on a **page**.

The data can be manipulated using commands on the **Ribbon**. The page is part of a larger entity known as a document or file, and everything you do to the file is controlled in **Backstage view**.

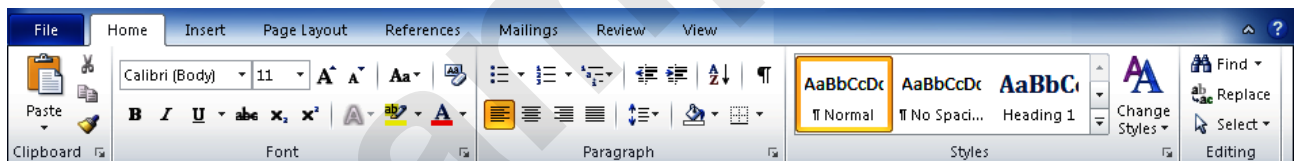
## The Page

If you create a new blank document, it will appear as a blank **page** in the document window with a blinking insertion point. When you start typing, the text will appear at this location. You can also create a new document from a template, such as this resume shown to the right, where specific information will appear by default in the page, and you can edit it and add your own data as desired.



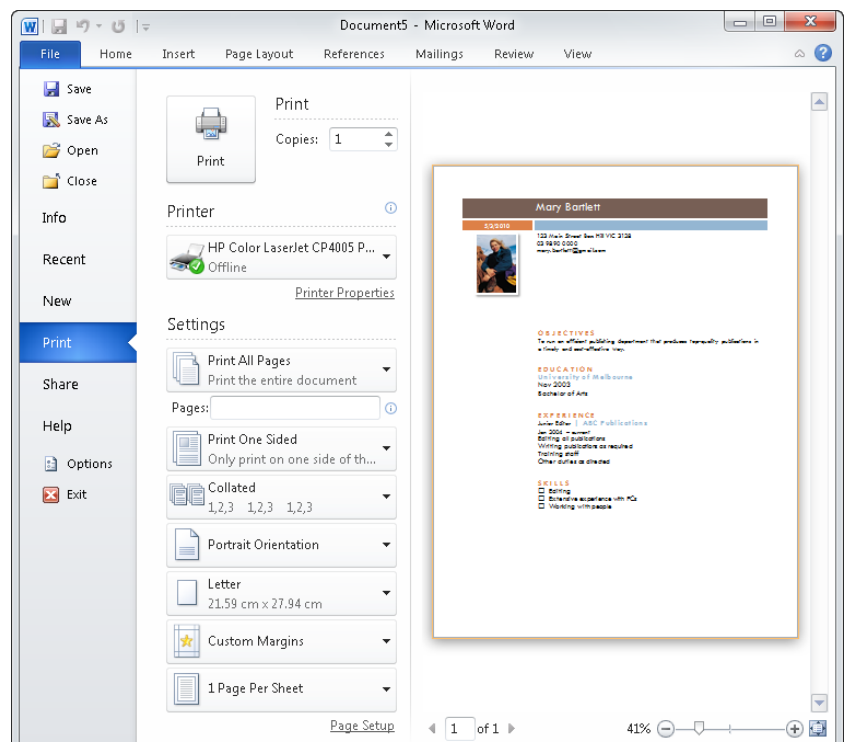
## The Ribbon

When you need to do something with the data on a page, such as format it, colour it, move it, copy it, and much more, you'll find all of the relevant commands on the **Ribbon**. The **Ribbon** has the commands organised thematically using a series of tabs across the top.



## Backstage View

When you want to do something with the data in your document, such as save it so that you can access it again later, print it, share it with a colleague, send it to your boss, protect it from prying eyes, or whatever, you will need to access the **Microsoft Office Backstage view** of Microsoft Word. **Backstage view** is accessed using the **File** tab on the **Ribbon**. Rather than offering you commands on a **Ribbon**, **Backstage** occupies the entire screen and has a series of options down the left side. In our sample to the right, the **Print** option is active, and that is why you can see a preview of the document and a series of print-related options on the right side of the **Backstage view**.





# USING THE RIBBON

The **Ribbon** is the command centre for Word. It provides a series of **commands** organised into **groups** that are placed on relevant **tabs**. Tabs are activated by clicking on their name to display

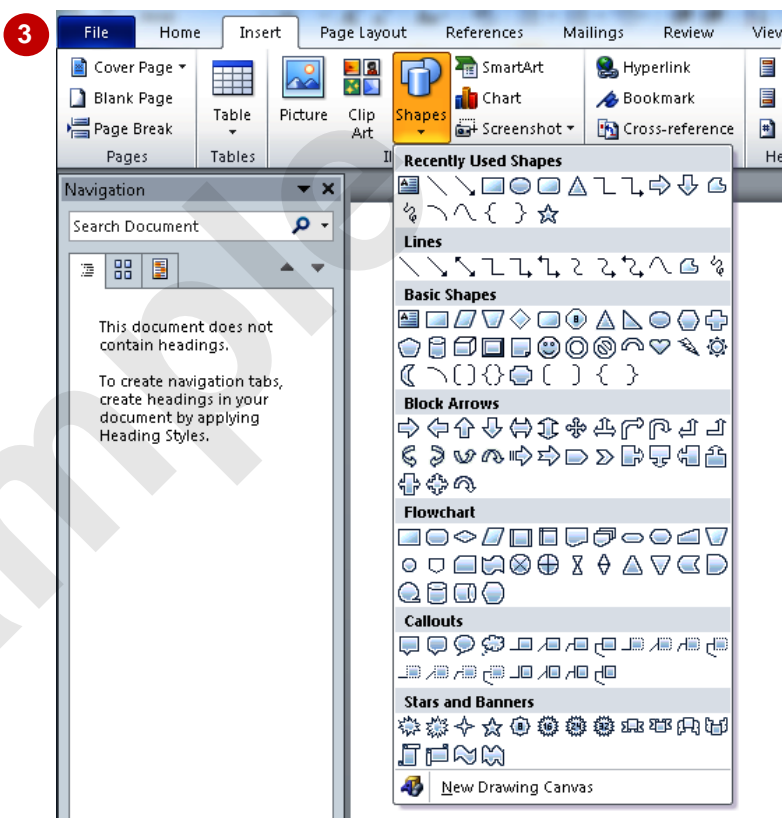
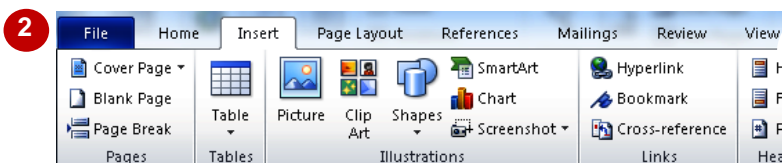
the command groups. Commands are activated by clicking on a button, tool or gallery option. Everything you could possibly want to do in Word will be found somewhere on this Ribbon.

## Try This Yourself:

Open File

*Before starting this exercise ensure you have a blank document open...*

- 1 Examine the groups on the **Home** tab  
*These are the most commonly used commands,...*
- 2 Click on the **Insert** tab  
*The commands on this tab are used to create pages, tables, illustrations, links, headers and footers, text objects and equations...*
- 3 Click on **Shapes** in the **Illustrations** group to display the Shapes gallery  
*This includes a huge range of shapes as well as the menu option New Drawing Canvas at the bottom of the list...*
- 4 Click on each of the tabs and examine the commands  
*Some of these open dialog boxes...*
- 5 On the **View** tab, click on **Zoom** in the **Zoom** group to open the **Zoom** dialog box
- 6 Click on **[Cancel]** then click on the **Home** tab



## For Your Reference...

To **use** the **Ribbon**:

1. Click on a tab to display the commands
2. Click on a button to activate a command, display a gallery or display a dialog box

## Handy to Know...

- Additional tabs known as **Contextual tabs** appear in specific circumstances. For example, if you insert a picture, the **Picture Tools: Format** tab will appear. This provides quick access to all of the tools you may need to modify and work with the picture.

# USING RIBBON KEYTIPS

The **Ribbon** is normally accessed with a mouse. However, you can also use the keyboard to access **Ribbon** commands. When you press **Alt**, the letters known as **key tips** or **access keys**,

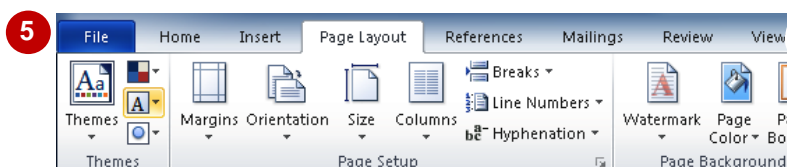
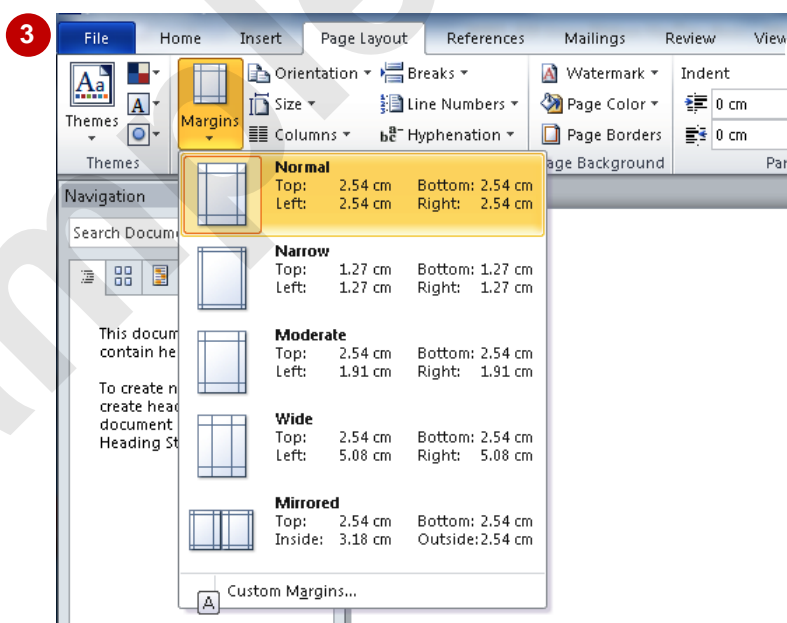
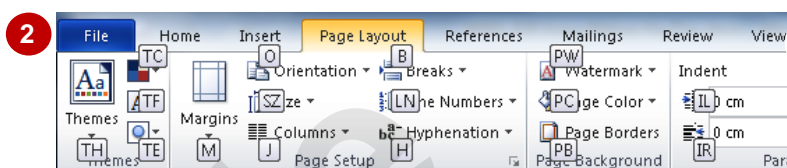
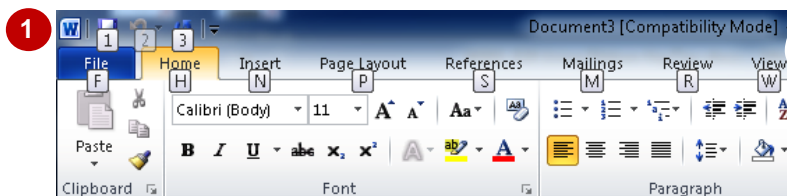
will appear next to commands on the ribbon. Pressing a key on the keyboard will activate the corresponding command on the **Ribbon** just as if you'd clicked the command with the mouse.

## Try This Yourself:

**Open File**

*Before starting this exercise ensure you have a blank document open...*

- 1 Press **Alt** to display the **KeyTips**
- 2 Press **P** to activate the **Page Layout** tab and display the keytip for the **Page Layout** commands
- 3 Press **M** to display the **Margins** options  
*You can use the arrow keys **↑** and **↓** to move through the options or press **A** to see Custom Margins ...*
- 4 Press **Esc** twice to return to the previous level of access keys
- 5 Press **Tab** several times to cycle through the commands on the **Page Layout** tab
- 6 Press **Esc** to return to text entry mode



## For Your Reference...

To **use KeyTips** to access commands:

1. Press **Alt** to display the **KeyTips**
2. Press the letter key of the command or tab that you want to select
3. Press **Esc** to return to text entry mode

## Handy to Know...

- You can still use the shortcut keys for menu commands that were available in previous versions of Office. For example, **Ctrl + B** applies bold to selected text.



# UNDERSTANDING THE BACKSTAGE VIEW

The **Ribbon** lets you work *on the content* in a document – you can add more content, format it, insert pictures into it, copy it, and much more. The **Backstage view**, which is accessed using

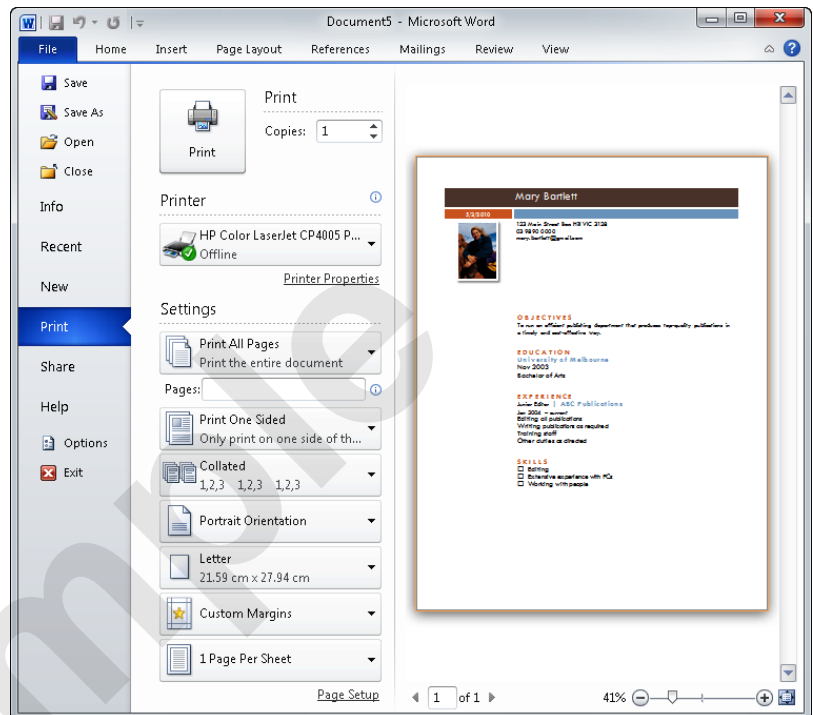
the **File** tab, lets you *do something with* the content you create. You can save it to use it later, print it on paper, send it via email, and more, using the options found in **Backstage view**.

## The Backstage View

The **File** tab on the **Ribbon** is not a normal tab – as you can tell by the fact that it is coloured. Clicking on the **File** tab launches a mini-program within Microsoft Word known as **Backstage View**. **Backstage**, as it's known for short, occupies the entire screen although the tabs from the **Ribbon** still remain visible across the top.

At the left of the **Backstage** is a navigation pane which is made up of **Quick commands**, smallish buttons which will perform an operation immediately, and largish **tabs**, which display more options and information to the right of the screen.

The whole underlying purpose of the **Backstage** is to let you protect your data, share it with others, and provide you with valuable information both about your data and the status of



## Quick Commands

The **Quick commands** provide immediate access to an operation.

	Save	Saves the current document
	Save As	Allows you to save the current document under a different name or location
	Open	Opens a previously saved document
	Close	Closes the current document
	Options	Provides access to options that allow you to control how Word looks and works
	Exit	Allows you to close and exit Microsoft Word

## Backstage Tabs

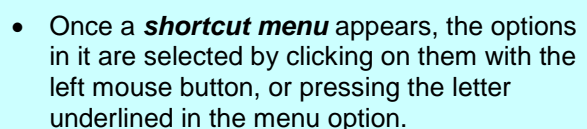
The **Backstage tabs** provide more options for working with a document

	Info	Provides status information about the current document and lets you manage versions and permissions
	Recent	Provides a list of recently saved documents
	New	Lets you create a new document and provides access to a huge gallery of templates
	Print	Lets you print the current document and also previews it
	Share	Lets you share your document with other people
	Help	Provides access to Microsoft's help network and also provides licensing information about your software


where you click. **Shortcut menus** provide an alternative, usually a quick one, to trudging through the **Ribbon** to find a specific operation or command.

## Open File

5 Click anywhere on the page with the **left** mouse button to close the shortcut menu



# UNDERSTANDING DIALOG BOXES

Dialog boxes contain a series of controls that are used to adjust settings for a particular aspect of a document. They appear either when you click on a **dialog box launcher**  at the bottom right

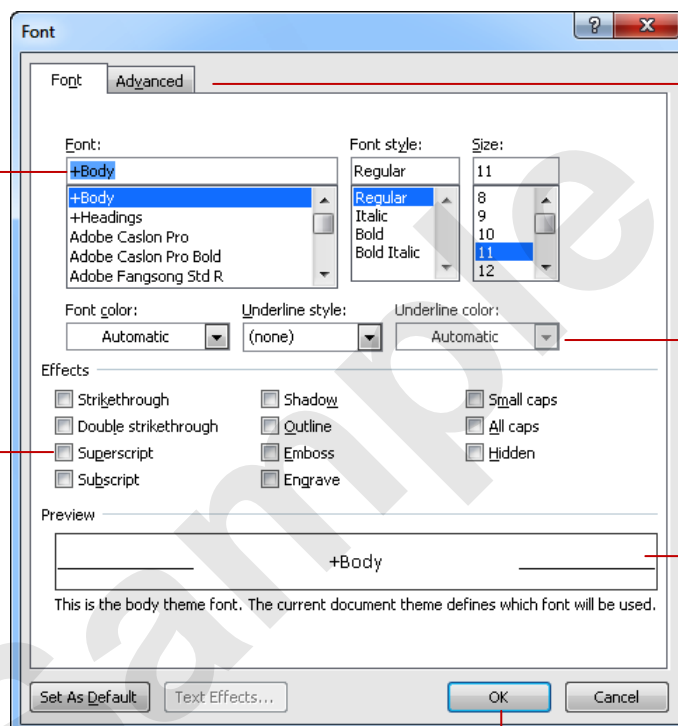
corner of a group, or when you click on a command that displays a dialog box. Dialog boxes are often used for adjusting some of the more advanced aspects of a document.

## Typical Dialog Box Controls

Dialog boxes have various tools to help you perform tasks. These tools are known as **controls** and some typical ones are shown below.

**Text boxes** are used to enter text such as font or size.

**Check boxes** turn settings either on or off. When on they display a tick and therefore these controls are also known as tick boxes.



**Tabs** are used to provide more settings on the one dialog box.

**Drop arrows** provide a list of options for the text box when the arrow is clicked. The list "drops down" from the arrow.

**Preview boxes** provide a preview of what the selected settings will look like.

**Command buttons** provide a means of saving the changed settings [OK], or closing the dialog box without accepting any changes made [Cancel].

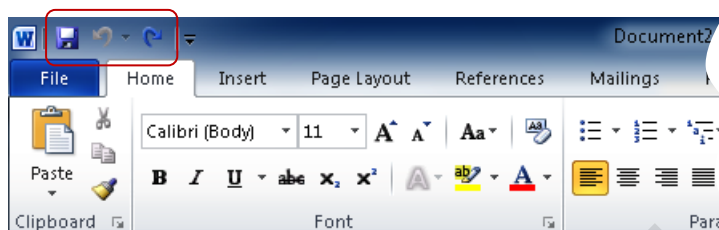
# UNDERSTANDING THE QUICK ACCESS TOOLBAR

The **Quick Access Toolbar**, also known as the **QAT**, is a small toolbar that appears at the top left corner of the Word window. It is designed to provide access to the command tools you use

most frequently, such as **Save**, and includes by default the **Undo** and **Redo** buttons. You can add buttons to the **Quick Access Toolbar** to make finding your favourite commands easier.

## The Quick Access Toolbar

The **Quick Access Toolbar** is positioned at the top left corner of the Microsoft Word 2010 screen. In its default state, it includes the **Save** tool, the **Undo** tool and the **Redo** tool.



## Customising the Quick Access Toolbar

Appearing immediately to the right of the **Quick Access Toolbar**, the **Customise Quick Access Toolbar** tool displays a list of commonly used commands that you can add to the toolbar. You can select the items that you want to add. The ticks that appear to the left of the menu options show you that an option is already displayed.

