



CHAPTER 5

Introduction to Word Processing

OBJECTIVES

1. Define common terms related to word processing.
2. Review the basic functions of a word processing program.
3. Explore the Microsoft Word program and related navigational functions.
4. Utilize keyboard shortcuts when creating and editing documents.
5. Create, format, edit, save, spell check, and print documents.
6. Utilize templates when creating documents.
7. Design a brochure or flyer using more advanced Word features.

► Introduction



A word processing program permits one to manipulate text and related objects such as pictures and images when working with a specific document or template. The main purpose of a word processing program is to support the user in creating text documents, editing (insert, delete, and replace) text and objects, formatting the document to increase readability and appearance, printing the document for distribution, saving the document for future use or reference, and sharing the document with others. This chapter introduces selected word processing features using Microsoft Word 2019/365.

► Common Terms

Understanding some of the common concepts related to word processing or text manipulation makes using Word easier, while increasing one's ability to problem-solve. By using the appropriate terminology, one can search the **Tell me what you want to do** help dialog box for support.

Block A block is a selected (highlighted) section of text the program treats as a unit. You can apply most individual formatting functions, such as bold and underline, to blocks of text, thereby making formatting and editing functions more efficient.

- Font** A font is a collection of characters using a particular size, weight, and style of typeface. In Word, the initial default font is Calibri (Body), size 11. This default font can be reset by the user. Fonts can be manipulated in various ways such as changing size, bolding, italicizing, and changing color. One can manipulate fonts by clicking various icons on the Font group located on the Home tab.
- Format** Formatting is the process of editing the appearance of a document by altering the fonts, adding tables, pictures, and other images; and manipulating other properties. In Word, formatting options vary depending on whether you are formatting characters (such as font size, appearance, or special effects such as highlighting or using superscript/subscript), formatting paragraphs (using tabs or changing alignment, indentation, line spacing, and line breaks), or formatting pages (inserting headers, footers, margins, and changing paper size or orientation).
- Hard return** The hard return is a code inserted in a document by pressing the **Enter key**. A hard return inserts an invisible paragraph marker that indicates the end of a paragraph or line of content. In Word, the paragraph marker ¶ can be used to help format a document. Users may show the paragraph markers by clicking the Show/Hide icon ¶ found in the Paragraph group on the Home tab. The paragraph marks will not be displayed when typing in the document. To always show the paragraph marks when working in any document click the **File** tab, then **Options**, then **Display**, and place a check in the **Always show Paragraph marks** check box.
- Header/Footer** These terms refer to lines of text that appear at the top of a document (header) or at the bottom of a document (footer). Headers typically display information such as titles or names, and a footer displays page numbers or editing notes.
- Insert** To insert means to add characters in the text at the point of the cursor, thereby moving all subsequent text to the right. Insert mode is the opposite of overtype mode and is the default mode in most word processing programs. In Word, the Insert tab is next to the Home tab on the ribbon; use it to insert pages, tables, illustrations, links, and so forth.
- Overtyping** Overtyping (typeover) means to replace the character under the cursor by the character typed. To turn it off, click the **File** tab, click **Options**, click **Advanced**, and remove the check marks next to **Use the Insert Key** and **Use Overtyping Mode** check boxes.
- Point** A point is a typographical term for a unit of measure which is roughly equivalent to 1/72 of an inch. A 12-point type is approximately 12/72 of an inch.
- Ruler** The ruler is a measurement tool found under the ribbon; you can use it to set tabs or indents to format content by aligning graphics, text, images, etc. To display it, click **View tab** and place a check mark in the square next to ruler.
- Scrolling** Scrolling is the process of moving vertically up or down in a Word document to view specific portions of a page of text. When a Word document is magnified greater than 100%, a horizontal movement from left to right across the screen is possible. This navigational process can be performed by clicking the **scroll bar** found on the right side or at the bottom of the screen if the page is magnified greater than 100%. When scrolling, the location of the insertion point does not change until the user clicks elsewhere in the document.
- SmartArt** SmartArt is a feature in Word that permits you to easily create a visual representation of your information. Blocks of information can be displayed in groups or nonsequential patterns.
- Soft Return** A soft return is the automatic action performed in Word when the typed line of text reaches the right margin of a document, moving the insertion point to the next line within the document as additional text is typed.

Table	A table is a collection of rows and columns formed by lines that intersect in a grid format. The grid allows individual cells to be formatted differently. From the Insert tab one can insert or draw a table with various numbers of columns and rows or insert a predefined table template.
Template	A template is a predesigned or structured document that can be personalized for individual needs. When you select File, New a list of templates appears, along with the option to search online for additional templates. Some common templates include flyers, calendars, memos, and résumés.
Toggle	Toggle allows a user to change from one mode of operation to another mode (e.g., turn something on or off or for example, from inserting text to overtyping text). The action can be performed by clicking on a toggle switch  On  Off or by clicking in a box next to the functionality to be altered.
Typeface	The typeface specifies the unique design of the characters. Common typefaces are Times New Roman, Calibri, Helvetica, and Arial. Sometimes the term is used interchangeably with font.
Word wrap	Word wrap is an automatic feature that carries text to the next line of a document if the text extends beyond the right margin.

► Introduction to Microsoft Word

Information and illustrations used in this chapter reflect Microsoft Office (MS) Word 2019(365) Application(s) in Windows 10. Although MS Word is one of the most popular word processing software programs being used today, there are other programs that provide similar functionality, formatting, and word processing options. Most of these software systems are free when purchasing new electronic devices, can be downloaded from the web, or are purchased for a small fee (see **TABLE 5-1**).

As students and healthcare professionals, you will be required to submit text-based (word) documents reflecting work you have completed. These documents could reflect assignments, research, schedules, policies, or

TABLE 5-1 Word Processing Applications

Name	URL	Cost
Google Docs	https://docs.google.com/document/u/0/	Free, requires a Google account
OpenOffice (APACHE)	http://www.openoffice.org/	Free, open source
Zoho Docs	https://www.zoho.com/writer/?ref=investintech	Free
Dropbox Paper	https://www.dropbox.com/paper	Free, requires a Dropbox account
EtherPad	https://etherpad.org/	Free, open source
AbiWord	https://www.abisource.com/	Free
Jarte	http://www.jarte.com/	Free, basic package
SoftMaker (Free Office)	https://www.freeoffice.com/en/	Free
LibreOffice	https://www.libreoffice.org/	Free




information that is key to your role or institution. Word processing permits you to create new documents, edit existing documents, and reformat documents illustrating new images, pictures, or outlines. The following content provides information on how to successfully use Word to create these documents.

Ribbons and Keyboard Shortcuts



MS Office programs are organized using a *ribbon* consisting of tabs, groups, and commands. Specific tabs and related icons on the ribbon allow you the flexibility to edit, enhance, or proof a document. Word offers two options for editing or enhancing a document. First, you can use the mouse to open tabs on the ribbon and click command icons within the various groups. A second option is to use keyboard shortcuts to issue the command for enhancements or desired editing action. The general rule is if your hands are on the keyboard, use the keyboard shortcut keys; if your hands are not on the keyboard, use the mouse and ribbon options. See Chapter 4, Table 4-1, Keyboard Commands and Shortcut Keys. For example, **Ctrl+N** opens a new document, saving several clicks of the mouse. When first learning keyboard shortcuts, you may want to create a document listing the shortcuts and place it close to your computer for quick reference until you memorize the keyboard shortcuts you use more frequently.

Starting Word

The options for starting Word are introduced and described in Chapter 4. This list summarizes those approaches.

1. Click the **Start** icon , then the **Word** icon  (see Figure 4-13).
2. Click the **Word** icon  on the desktop or on the taskbar if it appears there (see Figure 4-14).
3. Use **File manager** or **This PC**, browse to previously created file, and double-click **file name**.

Opening and Creating a New Document

After starting Word, and selecting a new blank document or template, type and format the new document as desired. As noted in Chapter 4, there are various ways to create a new document. Once in Word, you can open a new document by clicking the **New Document** icon  in the **Quick Access Toolbar** (QAT). To add the new document icon to the QAT, click the **QAT Customization Arrow** , then **New**, and the new document icon appears instantly on the QAT (see **FIGURE 5-1**).

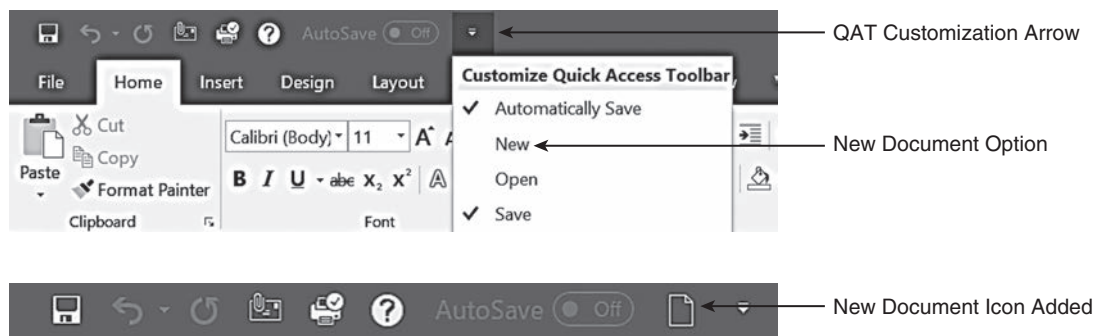



FIGURE 5-1 QAT Option to Add New Document Icon

Used with permission from Microsoft.


For each document opened, Word presents a screen with the title bar and ribbon at the top, a blank window or document workplace in the center (based on template chosen), a scroll bar on the right side of the screen, and a status bar and taskbar on the bottom of the screen, unless these default settings have been changed. A blinking vertical bar **|**, or insertion point marker, is visible, representing the position of the cursor in the document. Also visible is a marker that denotes the placement of the mouse pointer, which is

different from the insertion marker. Typically, by default, the pointer has the appearance of a capital letter “I” . The mouse pointer appearance could vary based on how software was installed on the computer.

Recovering Documents

Chapter 4 outlines several ways to save a document, but if the document is lost unexpectedly, such as occurs when there is a power failure, there are two ways to access unsaved files through **AutoRecover**. To recover an unsaved file using AutoRecover, follow the steps outlined below.

Open a blank Word document:

1. Click **File tab** -> **Open**, then scroll to bottom of page and click **Recover Unsaved Documents** , **open** the document, and **save** immediately.
2. Click **File tab** -> **Info** -> **Manage Documents** -> **Recover Unsaved Documents** (see **FIGURE 5-2**).

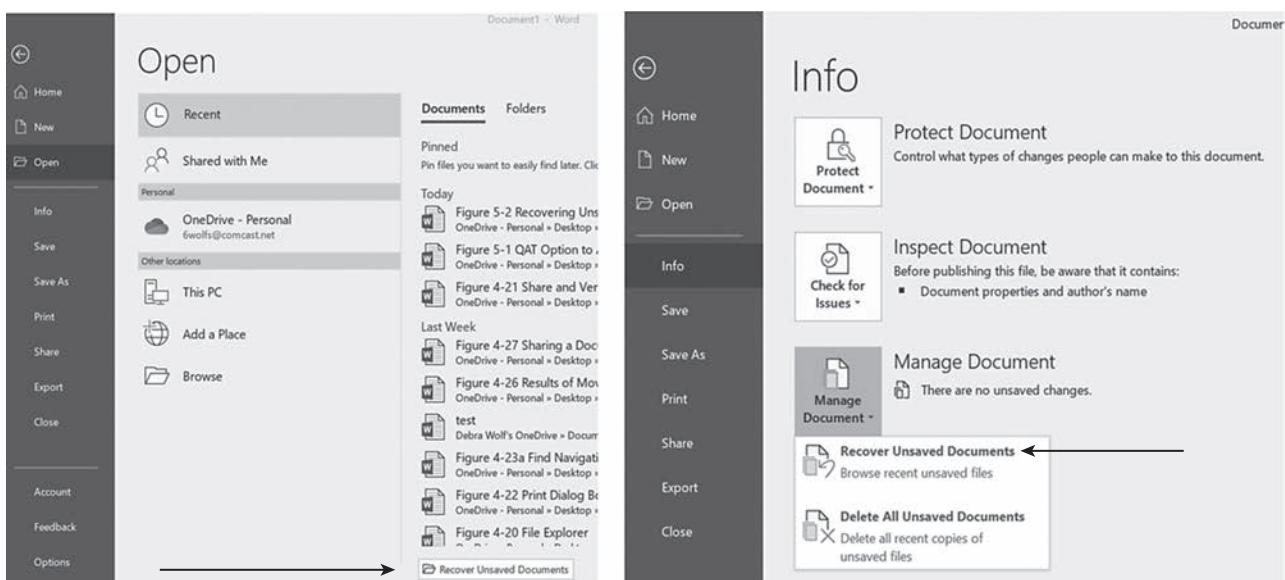


FIGURE 5-2 Recovering Unsaved Documents

Used with permission from Microsoft.

To confirm AutoRecover is turned on, click **File** -> **Options** -> **Save** -> and be sure a check mark is placed in the box next to Save AutoRecover Information. You can then select how often, in minutes, the system will save.

Here are additional tips to consider:

1. Use AutoSave if working in Office 365, which saves automatically to the cloud using OneDrive or SharePoint. Be cautious as AutoSave can overwrite files you don't want to overwrite. See <https://www.zdnet.com/article/microsoft-office-tip-the-new-autosave-may-not-be-as-useful-as-you-think/>.
2. Pay attention to software alerts or warnings. These warnings pop up as alerts to remind you that taking certain actions will have a predetermined result. For example, saving a document with the same name as another document prompts an alert asking whether the original file is to be replaced (see **FIGURE 5-3**). Do not respond with “Replace existing file” unless you have no need for the original document or its content.
3. Always keep a backup or duplicate copy of a document. Automatic backup services are available for free from Google Backup and Sync, Aomei Backupper Standard 4, Macrium Reflet, Paragon Backup & Recovery, Cobian Backup, and OneDrive. Just as important is a routine schedule for backing up your files (weekly, every other week, or monthly).

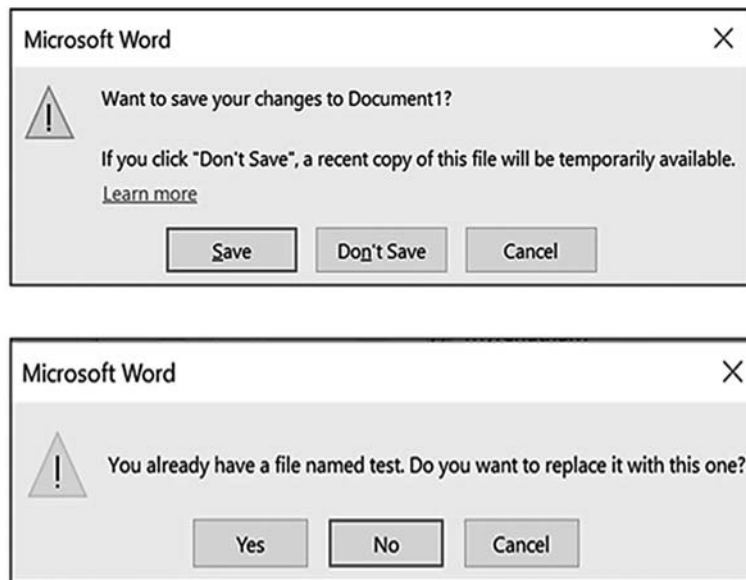


FIGURE 5-3 Pop-Up Alerts When Working in Word

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Saving Documents in Different File Formats

Word saves documents in file formats that are unique to word processing, using different file extensions. Using the **Save As** feature provides options of saving documents with a different extension. **FIGURE 5-4** reflects several format extensions you can use to save a Word document.

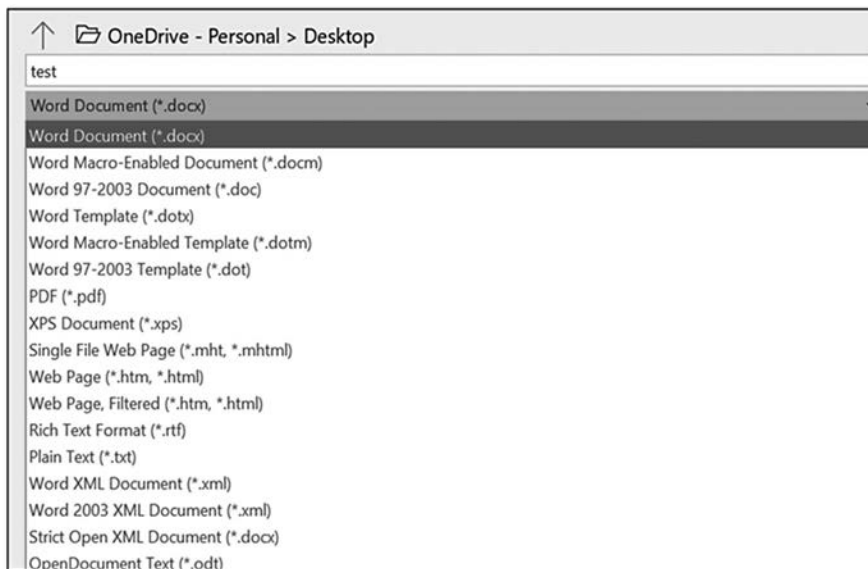




FIGURE 5-4 File Format Extensions


Used with permission from Microsoft.

Opening a Previously Saved Document

When changes or additions are necessary in a Word document that was previously saved, several options are available to reopen the document.



If Word is not open:

1. Click the **Word** icon  located on the desktop, taskbar, or from the Windows **Start** icon . A list of Recent documents appears on the left. Click the desired **document** you want to open and edit.

2. If the desired document is not visible, click the link at the bottom of the list, **Open Other Documents** (or **More documents** depending on which version of MS word you have) previously saved. The list is organized by the time period in which the file was last opened, such as Today, This Week, Last Week, or Older. If the file is still not visible, you can access various storage locations (located to left of the list) where the file was originally saved.
3. Click the **File Explorer** icon  located on the desktop or the taskbar, as discussed previously in Chapters 3 and 4.

Efficiently Using the Ribbon

The Word ribbon contains a series of task-oriented tabs and commands (organized in groups) to keep like tasks together (see Figures 4-1 and 4-4). Each tab contains a different set of commands that help you use Word more efficiently. For example, the Home tab has six groups (Clipboard, Font, Paragraph, Styles, Editing and Voice). Each group has several commands. In the editing group, commands consist of Find, Replace, and Select.

Word offers three options in viewing the ribbon. You can automatically hide the entire ribbon, show tabs only, or show tabs and commands, which is the default setting (see **FIGURE 5-5A**). By clicking the Ribbon Display Options  (located on the top right side of title bar), you can select any of the three options (see **FIGURE 5-5B**). You can also press **Ctrl+F1** or click the **Collapse the Ribbon** icon  (located to far right of the ribbon

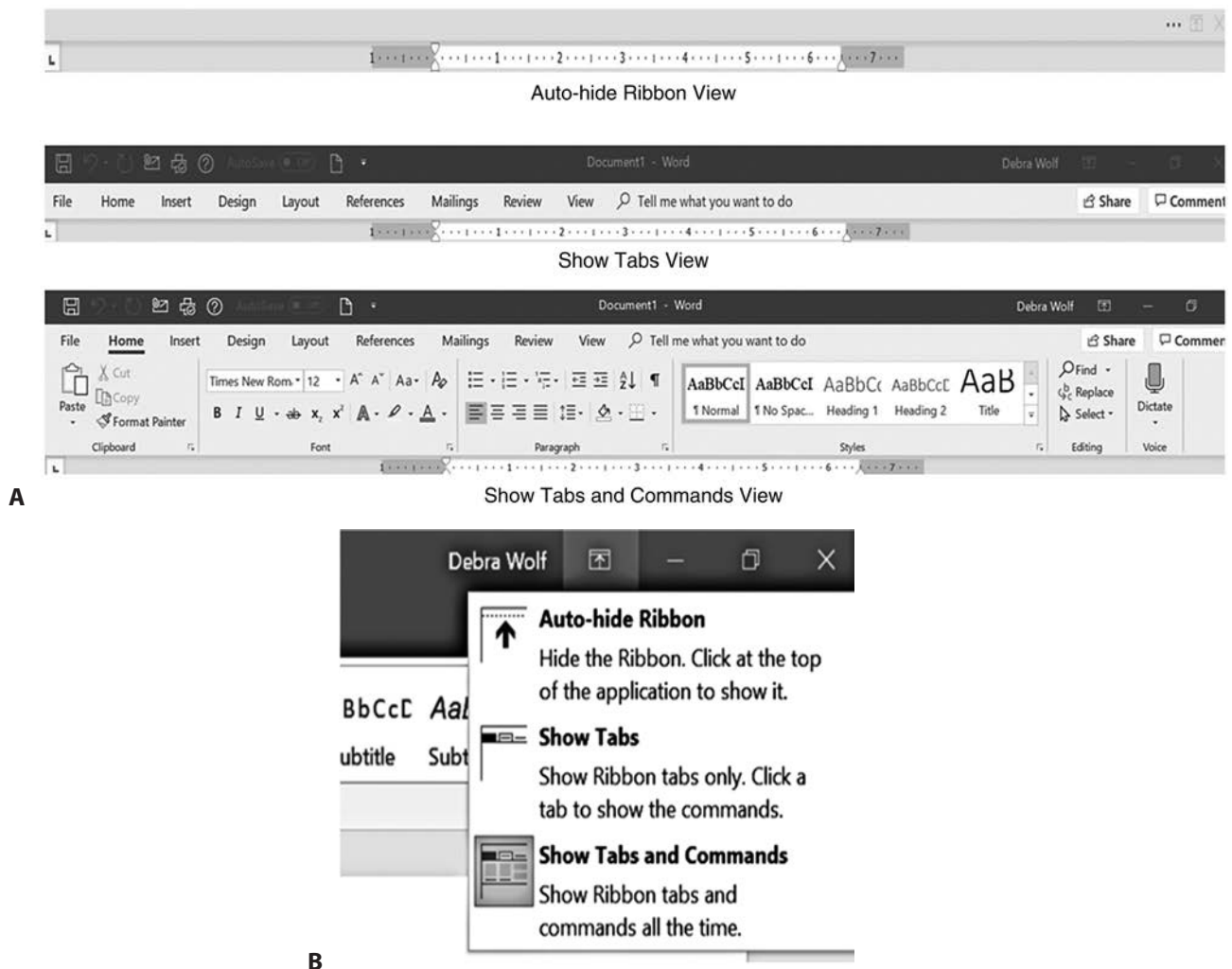


FIGURE 5-5 A. Three Ribbon Views. B. Ribbon Display Options

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regardless of which tab is open), to hide the commands and view only the tabs. To personalize the ribbon, you can add frequently used Word commands to the QAT such as undo, redo save, or spelling & grammar check (see Figure 4-3).

Word also allows you to customize the ribbon by renaming or relocating existing tabs or creating new tabs with unique commands. To personalize the ribbon:

1. Right-click anywhere on the **Ribbon** and select **Customize the Ribbon** or you can click **File** tab, **Options**, then **Customize the Ribbon**.
2. In the dialog box that appears (see **FIGURE 5-6**), several options are available. You can learn more about customizing a ribbon at <https://www.zdnet.com/article/microsoft-office-tip-the-new-autosave-may-not-be-as-useful-as-you-think/>

NOTE: You may not be able to customize the ribbon in community spaces or computer labs.

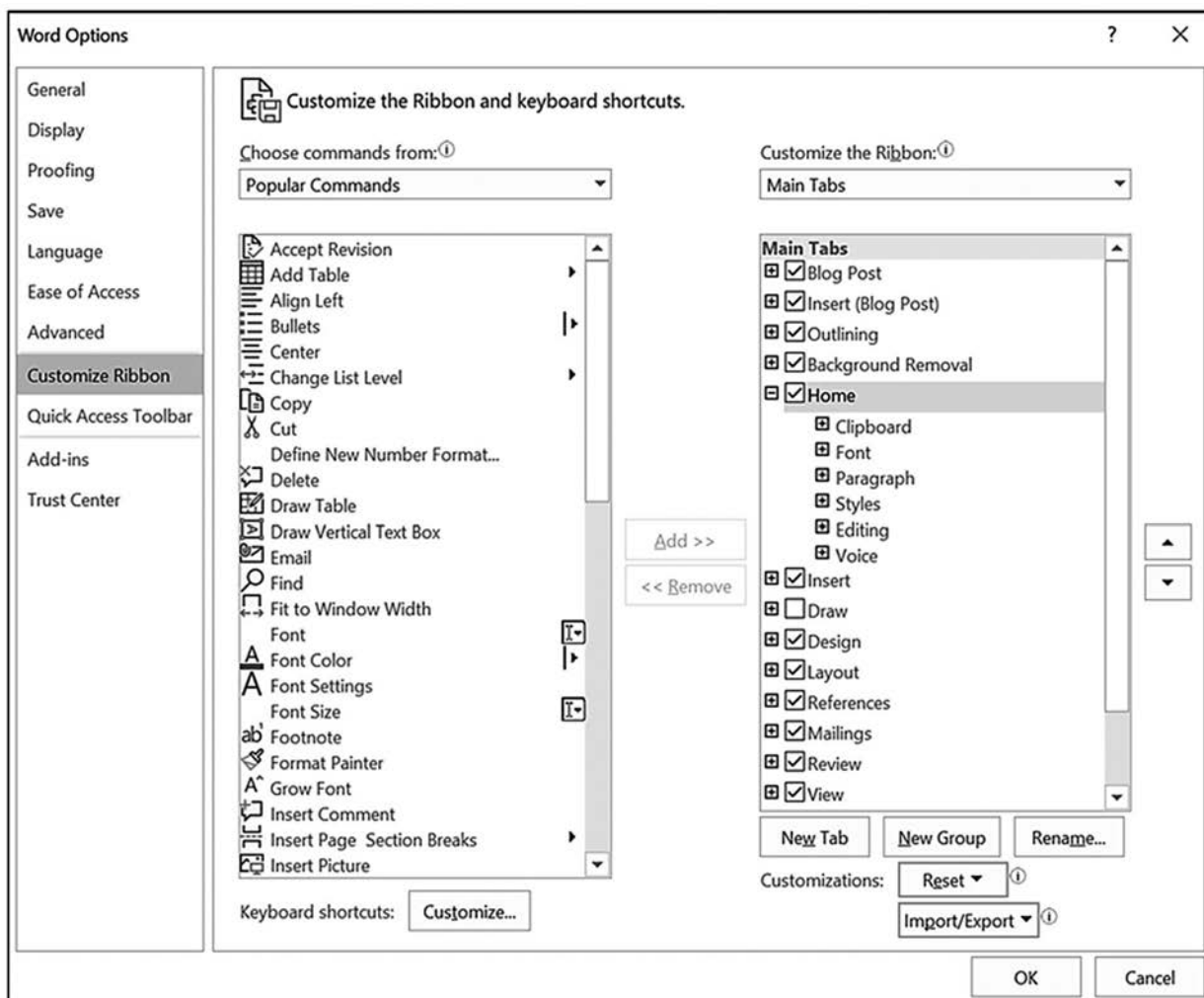


FIGURE 5-6 Customize the Ribbon and Keyboard Shortcuts Dialog Box

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FIGURE 5-7 displays each tab and its corresponding group of commands. Below is a brief description of each tab as it appears by default on the ribbon:

File The File tab was discussed in detail in Chapter 4 when introducing MS applications common layouts. The only variation when using Word is the option to Save a Copy if you are working in a document that was already saved to your computer. Depending on your system's configuration and version of Word, you may or may not see this.

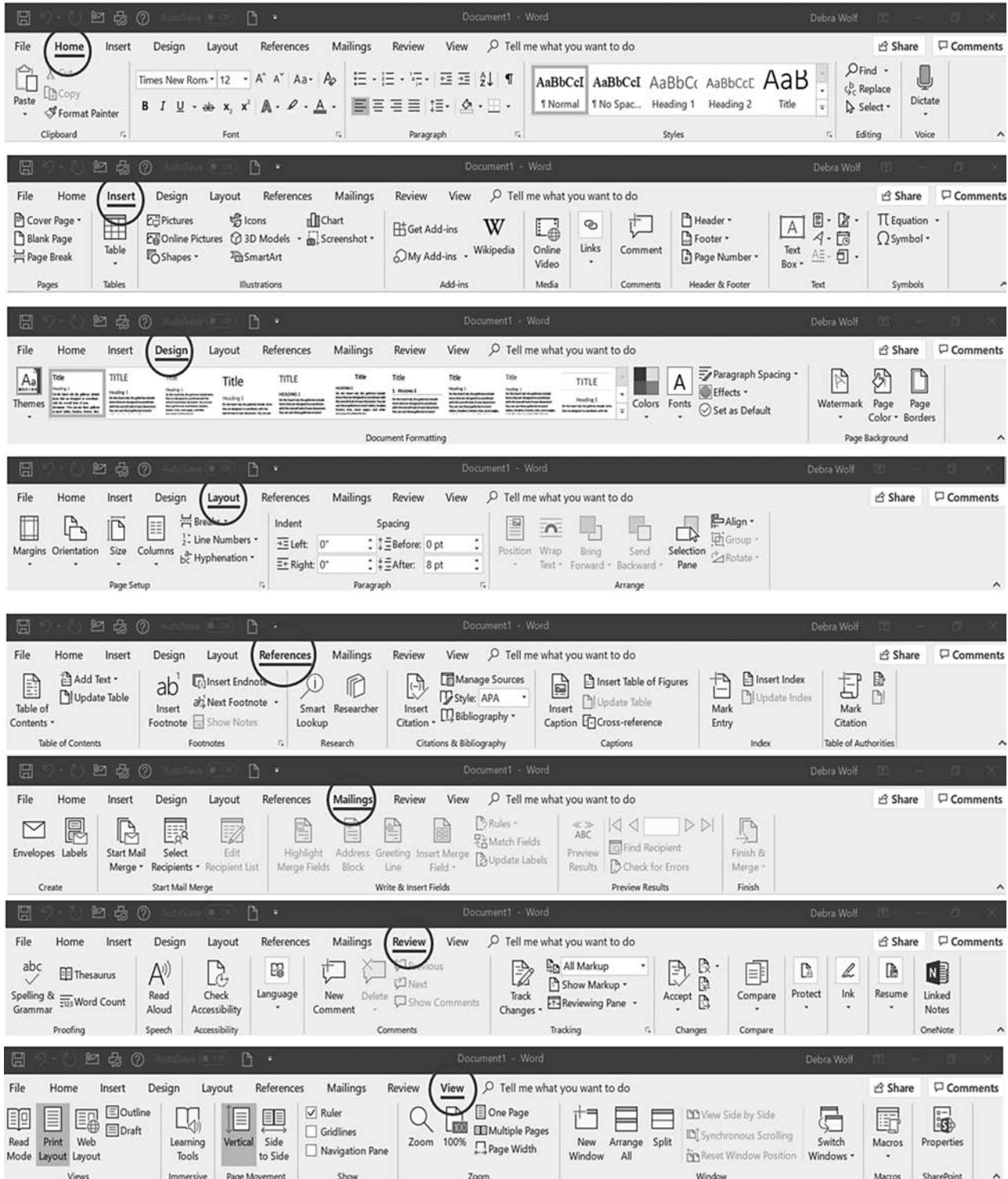



FIGURE 5-7 Tabs and Commands in Word

Home The Home tab includes six groups: Clipboard, Font, Paragraph, Styles, Editing and Voice. These groups allow you to format the document by (1) cutting, copying, or pasting items to the clipboard; (2) selecting a font style, size, and color; (3) setting indents and spacing, adding bullets or numbers to a list, and adjusting text alignment; (4) selecting a document style; (5) using Find and Replace; and (6) use voice to insert text in the document. Each of the groups, except the editing and voice group, offers a **dialog box launcher**  located in the lower-right corner. By hovering your mouse pointer over each launcher, a dialog box appears, describing additional functionality that is offered. Click a **Launcher** icon to assess the additional commands.

Insert The Insert tab has groups such as Pages, Tables, Illustrations, Add-ins, Online Video Media, Links, Comments, Header & Footer, Text, and Symbols. Note that none of the groups have a dialog box launcher. You can add a cover page or insert a blank page, page break, header, footer, table, chart, SmartArt, comments, or images using this tab. If you hover the mouse pointer over each command, a pop-up window appears offering a short description of what it does. If you click the individual command, a submenu of options appears. **FIGURE 5-8** illustrates the Page Number command description and submenus.

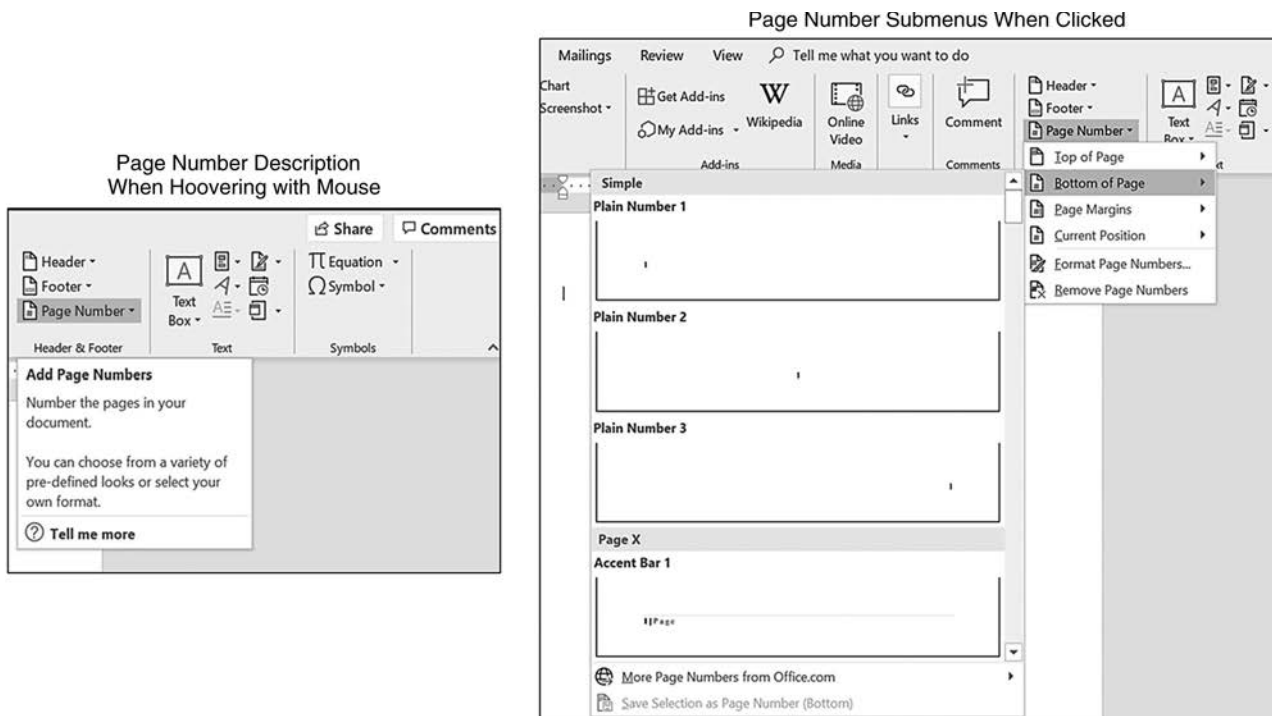


FIGURE 5-8 Command Description and Submenus

Used with permission from Microsoft.

FIGURE 5-9 shows the menu for inserting a header (such as a running head for a thesis paper). Notice the scroll bar located to the right of the submenu. You can scroll through 20 different heading types to select the one that best fits your document's needs. Under the submenu box, there are additional options to see more header templates, to edit a header, or to delete a header. You can use the Insert tab commands to insert a variety of items such as a hyperlink, bookmark, or text box.

Design The Design tab has three groups: Themes, Document Formatting, and Page Background. Each group provides unique commands to alter the design and appearance of your document such as fonts and colors. In the page background group, you can add a watermark imprint to a document such as

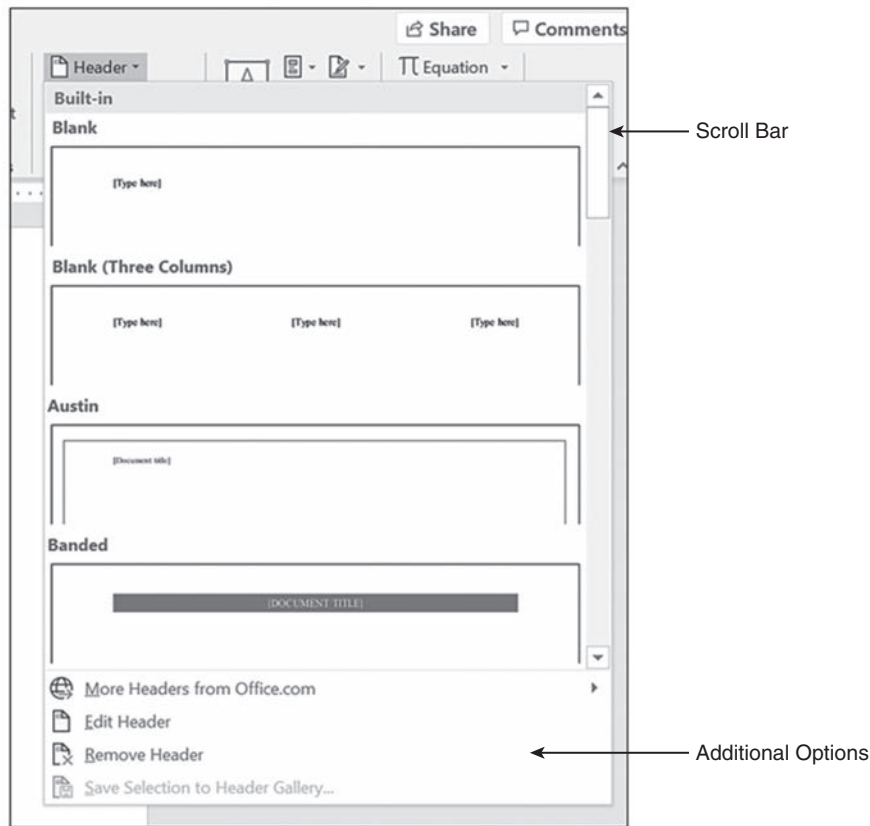


FIGURE 5-9 Header Command Submenu

Used with permission from Microsoft.

“confidential” or “draft.” Within the document formatting group, you can alter the format of the entire document to alter the look of headers and paragraph spacing.

Layout

The Layout tab has three groups: Page Setup, Paragraph, and Arrange. These groups help you select the page margins, page orientation, paragraph indents, and spacing. Within the Page Setup group, you can insert columns into your document or insert numbers for each line of text when editing or referencing specific sentences in the document (see **FIGURE 5-10**). For example, when creating a patient brochure, you might want to set up the document in three columns and landscape format.

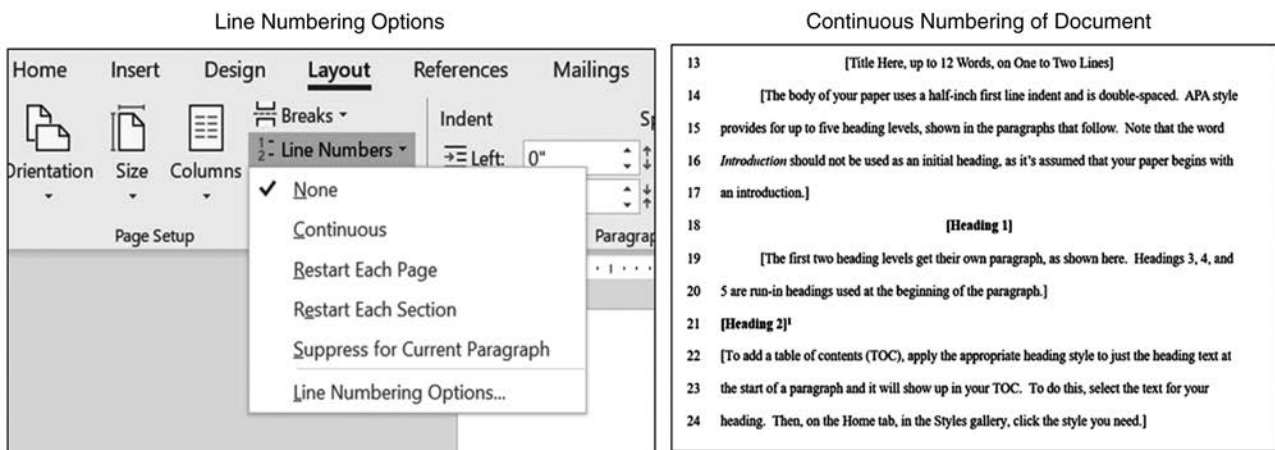


FIGURE 5-10 Line Numbers Command

Used with permission from Microsoft.

References The groups under the References tab include Table of Contents, Footnotes, Research, Citations & Bibliography, Captions, Index, and Table of Authorities (cases, statutes). These groups help you add endnotes, footnotes, citations, index, and table of contents to a document. For example, you can insert a table of contents in a thesis paper; manage citation sources such as books, journals, or websites; insert the citation in the document; and choose the style such as APA or MLA (see **FIGURE 5-11**). In addition, you can automate the creation and updating of a table of contents for documents that require them.

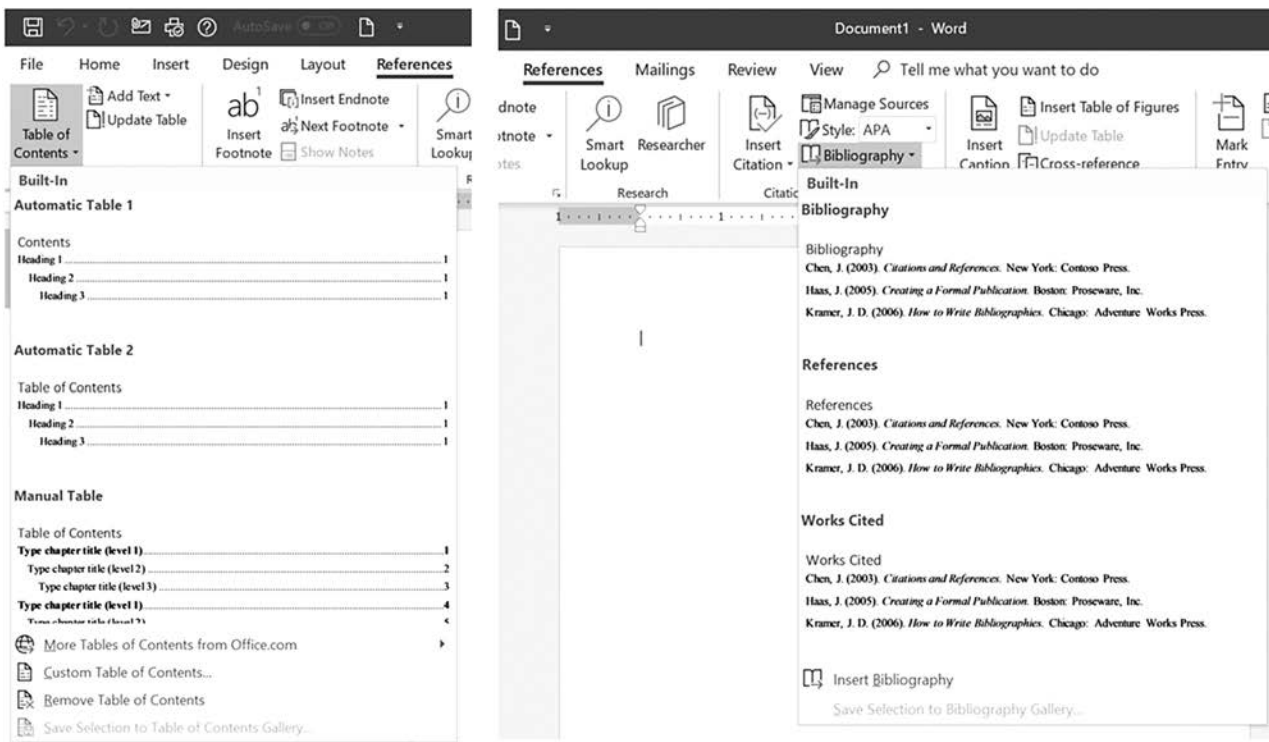


FIGURE 5-11 Reference Tab Commands

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Mailings The Mailings tab has five command groups to help you prepare envelopes, labels, mail merge letters, and recipient lists. These groups are Create, Start Mail Merge, Write & Insert Fields, Preview Results, and Finish.

Review The Review tab has 12 groups for proofing and reviewing a document: Proofing, Speech, Accessibility, Language, Comments, Tracking, Changes, Compare, Protect, Ink, Résumé and OneNote. These groups help you check spelling and grammar, do a word count, track changes, insert comments, enable Screen-Tips for showing a word in another language, or protect a document from changes by someone else.

Although not part of the Review tab, you may also use a readability index to test the readability level of the document. This feature provides information about the reading level required to understand the document you are creating. The readability level of the document should match the reading ability of the audience for whom the document is intended. To set this option, click **File** tab, **Options**, **Proofing**, and **Show readability statistics**, **OK**. Now, when you finish checking the spelling and grammar of the document, a readability statistic box will also appear (see **FIGURE 5-12**). This consideration is very important when developing patient education materials; however, this approach is not sufficient for measuring the health literacy level needed to understand the document. Chapter further explains health literacy.

Readability Statistics	
Counts	
Words	88
Characters	489
Paragraphs	1
Sentences	5
Averages	
Sentences per Paragraph	5.0
Words per Sentence	17.6
Characters per Word	5.3
Readability	
Flesch Reading Ease	26.5
Flesch-Kincaid Grade Level	13.9
Passive Sentences	0.0%

FIGURE 5-12 Readability Statistics

Used with permission from Microsoft.

View The View tab allows you to view and maneuver your document using eight groups of commands: Views, Immersive, Page Movement, Show, Zoom, Windows, Macros, and SharePoint. For example, you can view a document in Read Mode, Print Layout, Web Layout, Outline, or Draft Form using the View group. You can use the immersive group learning tools to assist with reading. The Page Movement group has commands to view pages by scrolling vertically or horizontally. The Show group provides check boxes to show or hide the ruler, gridlines, or navigation pane. Zoom commands provide options to increase or decrease the size of the overall document for viewing purposes. The status bar at the bottom of the window also provides access to zoom commands (see Figure 4-8). The Window group allows you to view more than one window on your desktop screen or to switch between windows. The Macros group allows you to automate a sequence of operations that can prove useful for repetitive tasks. The final group is SharePoint, which allows you to view and edit properties of documents shared via cloud for collaborative editing.

Moving Around the Document

There are several ways to move around a Word document using specific keys on a keyboard. Depending on the keyboard, laptop, or iPad being used, the keys noted below can be found in different locations on your keyboard. Some keys, such as Home and End, may not exist on an iPad.

Arrow keys	Four directional keys, typically located on bottom-right corner of keyboard. Move the insertion point (a vertical bar) one line at a time up or down the document or one space at a time if moving right or left.
Ctrl+arrow keys	Right or Left arrow moves insertion point one word at a time versus one space; Up and Down arrow moves insertion point one section or paragraph at a time versus one line.
Home key	Moves the cursor to the beginning of the line.
End key	Moves the cursor to the end of the line.
Ctrl+Home	Moves the cursor to the beginning of the document.
Ctrl+End	Moves the cursor to the end of the document.
Page Up and Page Down Keys	Move the cursor quickly through the document one screen at a time.
Ctrl+PageUp	Moves the cursor to the previous page.
Ctrl+PageDown	Moves the cursor to the next page.

FIGURE 5-13 displays the vertical scroll bar located on the far-right side of document window and the horizontal scroll bar located at the bottom of window (only visible if zoom setting is greater than 100%). Dragging the vertical or horizontal elevator bar moves you quickly top to bottom or left to right in the document. Clicking the single arrow at the top or bottom of the vertical scroll bar moves the page up or down one line at a time. Clicking the single arrow on the right or left of the horizontal scroll bar moves the page small increments to right or left. Clicking on the single arrows does not alter the location of the insertion point. If you click on the title bar and drag, you can also move the full window around the computer screen or move the window to a second external monitor if one is connected to your computer.

NOTE: A scroll wheel on a mouse will also let you scroll up and down in a document by moving the wheel forward and back.

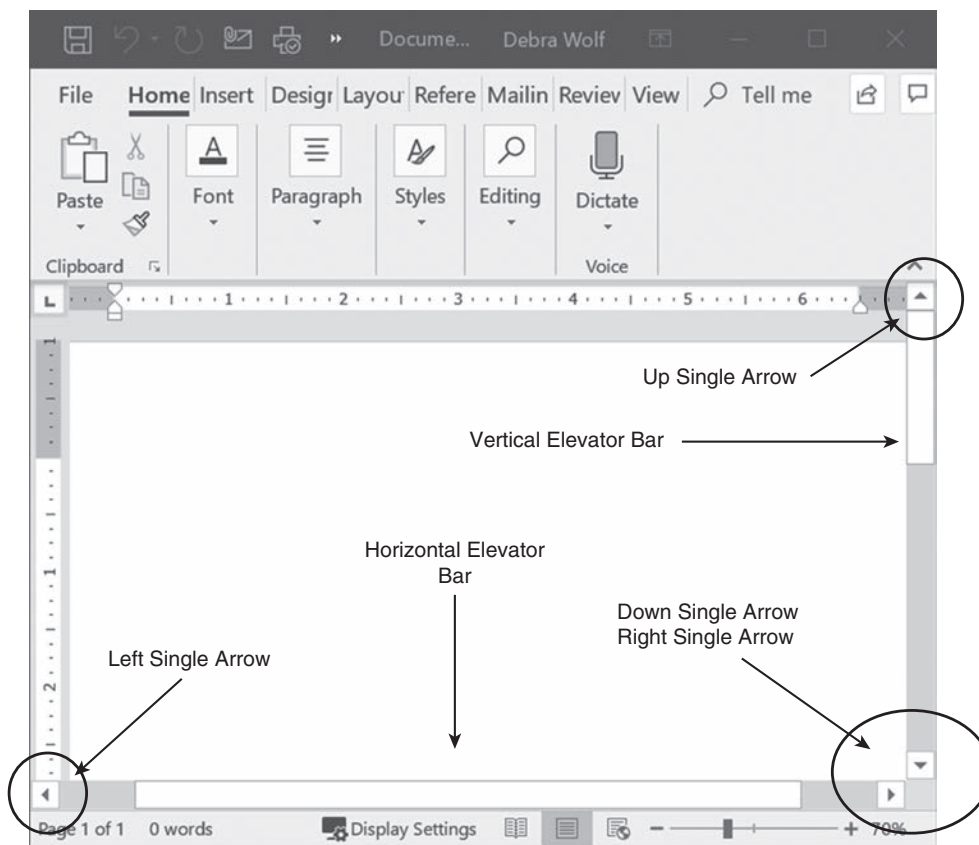


FIGURE 5-13 Scroll Bars

Used with permission from Microsoft.

Formatting the Document

By using formatting-related commands, a document can be made to look professional at the same time it makes the message in the document more comprehensible. The four components of formatting are character, paragraph, page, and document.

Character Formatting

The following terms describe the components of fonts and the options for character formatting.

Font A font defines a descriptive look or shape (font face or typeface), size, and style of a group of characters or symbols. The default font for Word is Calibri (Body). The general rule is to limit the number of different fonts in one document to three. This makes the document easier to read.

Size refers to the height of the characters and is measured up to 72 points per inch. Normal sizes for business documents are 10 to 12 points; Word's default size is 11 points. Style or attributes of a font include bold, italics, underline, and color. Use these attributes for emphasis—not for the whole document.

Spacing Spacing can be proportional or fixed pitch. Proportional means a variable amount of space is allotted for each character depending on the character width. Fixed space or monospace means a set space is provided for each character regardless of the character width. For example, an *I* is allowed the same amount of space as a *W*.

Special effects Word provides the user with the ability to apply special effects to characters. Some of these special effects are superscript, subscript, strikethrough, highlight, color, and small caps or all caps. Use these effects as appropriate for the document and the message. Use color only when printing on a color printer or viewing the document electronically. A black-and-white printer needs to translate colors into shades of gray, which may decrease the readability when printing in black and white.

Typeface A typeface is the specific design of a character or symbol, commonly referred to as the font face. For example, Helvetica, Courier, Times Roman, Times Roman Bold, and Times Roman Italic are all different typefaces.

To format a character's font size and style:

There are several ways you can choose or change the font size and style when working in Word:

1. Select the text by **highlighting** a word or section of the document. Click the **Home** tab. Choose the desired **font** and **size** from the Font group (see **FIGURE 5-14**).

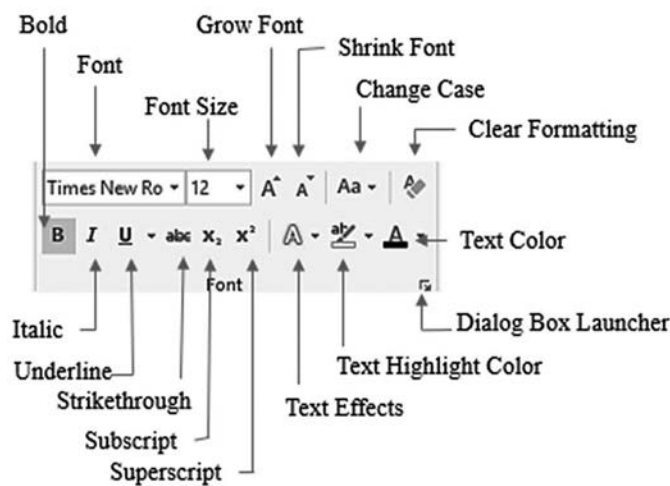


FIGURE 5-14 Font Group on Home Tab

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2. Select a **word or section** of text and click the **Font group dialog launcher**  and a two-tab dialog box appears (**FIGURE 5-15**). You can select a font, font style, size, effects, color, and character spacing (such as normal, expanded, or condensed) in this dialog box. You can also choose a new default font

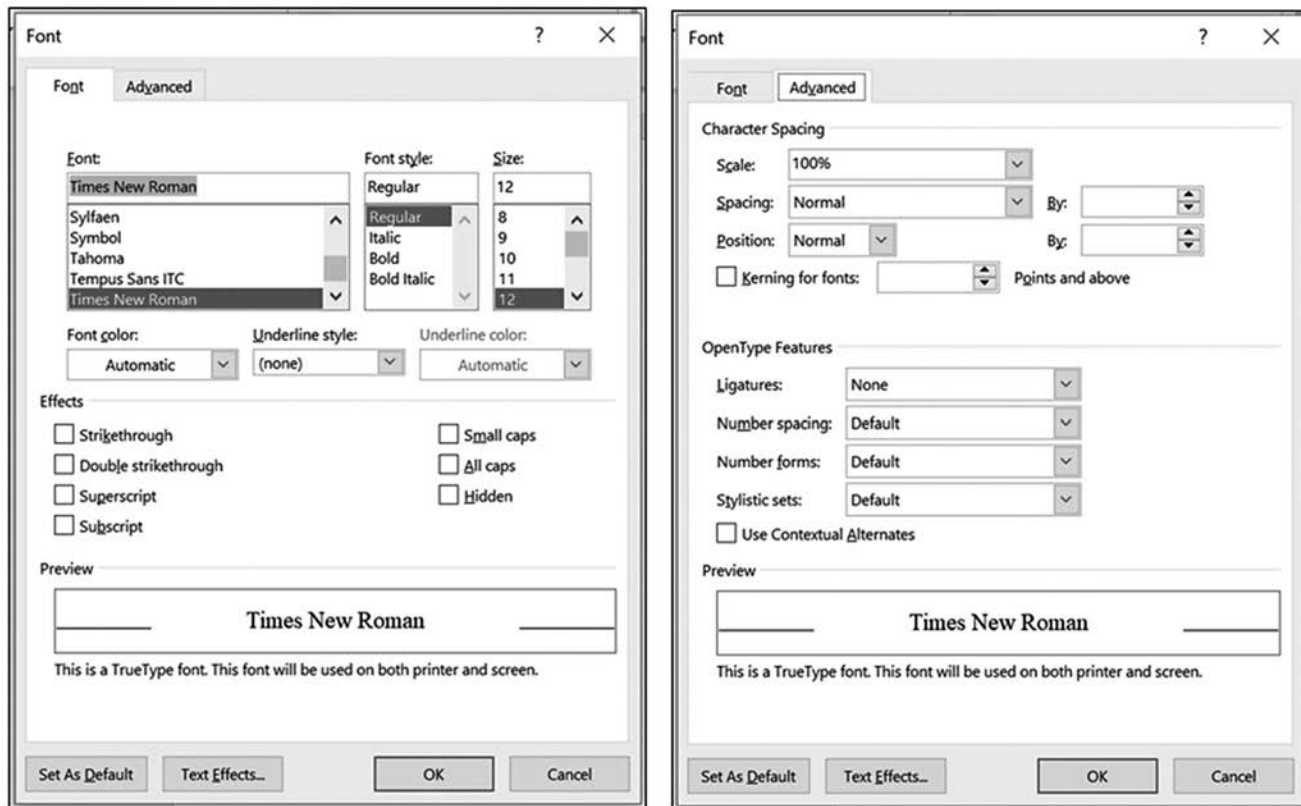
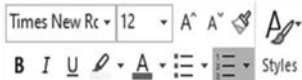



FIGURE 5-15 Font Submenu Dialog Boxes

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style and size that will be used for all documents by clicking on the **Set as Default** button. When working in a Word document, you can change the font as needed at any time. For example, you can highlight the entire document by choosing **Select** in the **Editing** group on the **Home** tab and then **Select All** (or press **Ctrl+A**). Once highlighted, you can reduce the font size before printing by choosing another font size or print style or both for the entire document.

*Using the **Style** buttons to bold, italicize, and underline:*

1. Highlight a **word** or **section of text**.
2. Click the desired **Style** icon **B I U** in the **Font** group to change style attributes. Alternatively, when you highlight a word or section of text, a miniature font toolbar  will appear as you hold the mouse arrow over the highlighted word; you can then choose bold, italic, or another font size from among the other choices on the toolbar. Note that the miniature toolbar disappears if you move your cursor, even though the text stays highlighted.
3. Clicking a **Style** icon again will change the style back to its previous style. You can also turn these attributes on or off by pressing **Ctrl+B** (bold), **Ctrl+I** (italic), or **Ctrl+U** (underline) when text is highlighted. Note that the underline icon underlines all the highlighted text. To access variations of the underline appearance, use the **Font dialog launcher** on the **Home** tab and select a desired underline style.
4. To change text effects and typography, click the **small arrow** next to the **Text Effect and Typography** icon , then select the effect, style, and color for the text. Even more styles and choices are available to format fonts when you click the dialog launcher in the **Font** group.

Paragraph Formatting

Just as there are options for formatting the characters, there are options for formatting paragraphs. A paragraph is defined by one or more lines of text that end with a paragraph mark ¶ (also referred to as the Show/Hide button). Note the paragraph mark is hidden by default. Paragraph formatting includes bullets, alignment or justification, indents, lists, line spacing, borders, shading, sorting, and tabs (see **FIGURE 5-16**). Below is a brief description of each command found in the Paragraph group.

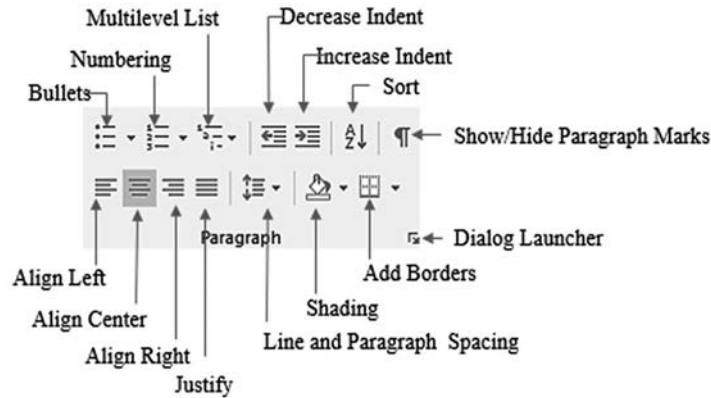








FIGURE 5-16 Paragraph Group on Home Tab

Used with permission from Microsoft.


Paragraph alignment

Alignment refers to the way lines of text are arranged in relation to the document's margins forming the edges of a paragraph. Word offers four types of alignment: flush left  (aligns flush relative to the left margin, staggered on the right, and is the most common alignment), flush right  (aligns flush relative to right margin and staggered on the left), centered  (paragraph centered horizontally between the margins and staggered on right and left sides), and justified  (left and right sides of paragraph align flush with both margins, with no staggered edges). Note, if you move the left and right *indent markers*   the paragraph will no longer be flush at left or right margins but flush with left or right indent markers.

Borders

Word provides you with the option to place a border around a paragraph to highlight or make that paragraph stand out. You can choose a line style, width, and color for the border.

Indent

To indent text within a sentence or paragraph means to establish indent settings that place subsequent lines of text the same number of spaces from the margin until the next hard return. Word has four indents: first line, left, right, and hanging, which the ruler displays (see **FIGURE 5-17**). To select a specific indent or tab, you must click in the box located to far left of the ruler. If you hover your cursor over the box, the name of the indent or tab will appear. Continue clicking in the box until you reach the indent or tab you want to set. Dragging the top indent marker  to the right

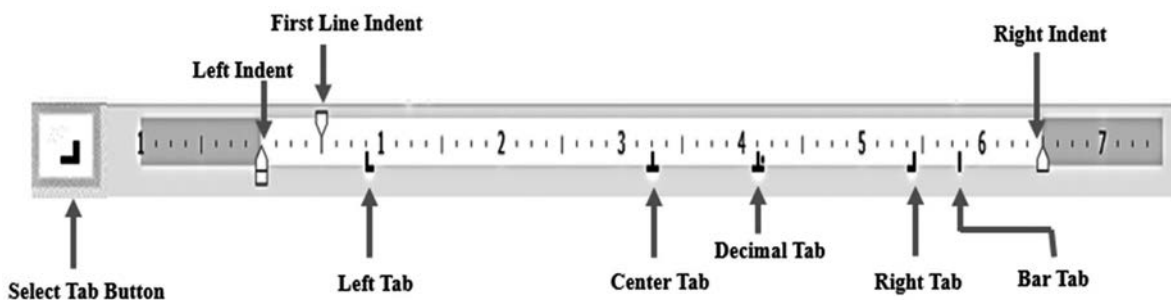










FIGURE 5-17 Ruler with Indents and Tabs






Used with permission from Microsoft.

sets the first line indent, which indents the first line of a paragraph. Pressing the **Tab** key performs the same action. Note that the marker below the ruler  consists of two markers. The pointed top half is considered the middle indent marker (which sets the left indent) and the bottom rectangle half  is the bottom marker. The middle or left indent marker is used to indent all lines of the paragraph except the first one. The middle or left marker  is also the hanging indent marker when you place it to the right of the first line indent marker. To apply a hanging indent (to the right of the first line), drag the middle marker to the right of the first line indent marker. A hanging indent will indent all lines of a paragraph except the first line. The top and middle markers will move together when the bottom marker  is selected. This will indent all lines of a paragraph. Note that the right indent marker  indents all lines of the paragraph from the right margin. This is typically used when inserting a direct long quote.

Line spacing Line spacing is the space between lines or the space before or after each paragraph. By default, Word assigns line spacing of 1.08 and 9 points after a paragraph. Many style manuals require double spacing for lines of text.

Lists Word provides for bulleted , numbered , and multilevel *lists*  that can turn your text into lists of items. Automatic bulleting and numbering can be helpful—and frustrating! For example, you might want to stop the list and then start another list later in the document. Word will pick up the previous number and continue numbering from it until you adjust the settings to start the number format with 1.

Shading Shading, also referred to as highlighting, means to set a paragraph in a color. Use it to highlight an important paragraph or group of sentences or to give a box look to the paragraph.

Tab A tab is a setting that places the subsequent text on that line a certain number of spaces or inches in from the left margin. Tab settings by default are five spaces (0.5 inch), although they are not visible to you. These settings can be changed to reflect the data as needed. Figure 5-17 reflects five styles of tabs that are available—left , right , center , decimal , and bar . You can adjust and place tabs on the ruler using the mouse. Never use the space bar to move text around; use the tab key. There should be only one tab between items. To line up text properly, adjust the tab location. Remember that numbers are right-aligned and numbers with decimal points are aligned over the decimal point.

When setting or adjusting tabs within a paragraph or document, have the ruler visible to guide you. By clicking on the **View** tab, the **Show** group commands are accessible. By placing a check mark next to the ruler, gridlines, and navigational pane, each become visible in the document. **FIGURE 5-18** illustrates the appearance of a document when the ruler, gridlines, and navigational pane are checked.

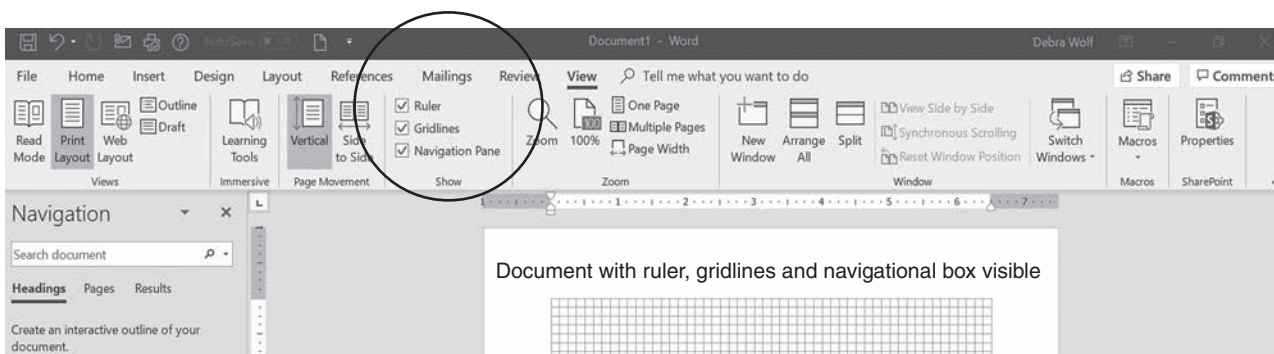




FIGURE 5-18 Show Group on View Tab

Used with permission from Microsoft.


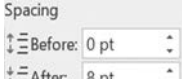
To add a border to a paragraph:

1. **Highlight paragraph**, click the **Border** icon  from the **Paragraph** group on the **Home** tab. A border appears around the paragraph.
2. To alter the border look, **highlight the paragraph** again, click on the **small arrow** to right of the **Border** icon; at the bottom of the dialog box, select **Borders and Shading**. There are several border styles to choose from as well as the color and width of the border to be used.

To set paragraph indents:

1. Place the **insertion point** in the paragraph that you will indent. Alternatively, you can highlight multiple paragraphs if you want to indent more than one paragraph.
2. Drag the **appropriate marker** to the chosen tick mark on the ruler bar. You may also access the indents under the Layout tab, Paragraph group, or by clicking the dialog launcher in that group.
3. You can also indent a paragraph by adjusting the left and right margins. Click **Layout** tab, then in **Paragraph** group you click **up and down arrows** next to Indent Right or Indent Left  to adjust paragraph width.


To adjust line spacing:

1. Click **Home** tab, then in **Paragraph** group, click the **Line and Paragraph Spacing** icon . Within the dialog box, you can choose how much space appears between lines (from 1 to 3 lines) and to add/remove space before and after a paragraph.
2. Another way to alter spacing is to click the **Layout** tab, then in **Paragraph** group click the **Spacing** icon arrows  to alter spacing before and after a paragraph.


To create a bulleted list:

1. **Type the text** to be bulleted.
2. Highlight the **text**.
3. Click the **bulleted list** icon in the **Paragraph** group of the **Home** tab or click the **down arrow** to select a different type of **bullet**.
4. You may also insert a bullet button and start typing the list to the right of the bullet. To modify the appearance of numbers and bullets, click the arrow in the button and choose an appropriate style.

To create a numbered list from existing text:

1. **Type the text** to be numbered. Make sure the Home tab is active.
2. Highlight the **text**.
3. Click the **numbered list**  icon in the **Paragraph** group of the **Home** tab or click the **down arrow** and select a **numbering style**.
4. To insert a second numbered list, you must select **Define New Number Format** found in the drop-down list of the **Numbering** command in the **Paragraph** group on the **Home** tab.

To create a numbered list from scratch:

1. Select the **Home** tab.
2. Place the **cursor** in the document where you intend for the list to begin.
3. Click the **Numbering** icon  in the **Paragraph** group (Figure 5-16).

4. Type the **list**, pressing the **Enter** key at the end of each item.
5. When you finish typing your list, press the **Enter** key twice or click the **Numbering** icon to turn off the automatic numbering.
6. Alternatively, you can type the **first number** and press the **Enter** key; for the next item, Word will automatically add the number 2. When your list is complete, simply backspace to get rid of the next number or press the **Enter** key twice. To immediately start a second list beginning with the number 1, press the **Enter** key three times.

To set the tabs:

1. Click the **Select Tab** button on the ruler bar until the correct tab mark appears (see Figure 5-17).
2. Click the notch on the ruler where the tab should be set. (The ruler bar must be showing to use this option.) You may adjust and apply additional tab features through the **Page Layout** tab, **Paragraph** group dialog launcher, and then **Tabs** at the bottom of the dialog box.

To remove tabs:

1. Click a **tab** on the ruler bar and drag it **off the ruler** into the document.
2. To clear all the tab settings at once, double-click a **tab** on the ruler, then **Tabs button** found at the bottom of the dialog box, then **clear all** button and then the **OK** button.

Page and Document Formatting

Page and document formatting alters the appearance of the page and the document. Features such as headers, footers, page breaks, margins, page orientation, pagination, section breaks, page backgrounds, and columns are examples of formatting options that can be used to alter the page look of the document.


Header/footer The header and footer are information areas that appear consistently at the top and bottom of each page or section of a document. Each can indicate the name of the document, the page number, the date, or any other information that is helpful.

Line breaks Using line breaks forces lines and paragraphs to move as desired. You can use the appropriate pagination options of “Widow/orphan,” “Keep lines with next,” “Keep lines together,” or “Page break.” To access this feature, you need to launch the Paragraph dialog box found on the Home tab. You can use “Page breaks” to force major areas of a paper (e.g., reference list or appendix) to start on a new page. You would use “Keep lines together” or “Keep lines with next” to ensure a subtitle is not stranded on the bottom of a page without the first two lines of text in that section.

Margins Margins are the distances between the text and the edges of the paper. By default, Word sets the margins to 1 inch at top, bottom, left, and right.


Page break A page break is the place where Word ends the text on one page before it continues text on the next page. You can manually insert a page break by going to the **Insert** tab and selecting Page Break from the **Pages** group or by pressing **Ctrl+Enter**. The program then places the break at the cursor or insertion point location. Use this feature cautiously until you make all the necessary document revisions. When you finish working in the document, you can review it to determine where page breaks are necessary. You can also insert a page break from the **Layout** tab in Word; choose **Layout** tab and then click **Breaks**. A list of choices appears. You may also select column, text wrapping around objects, and section breaks here.

Page orientation Page orientation refers to the layout of the paper. **Portrait** means the paper is upright, longer than it is wide; **landscape** means the page is sideways, wider than it is long.


Pagination Pagination simply refers to the process of assigning page numbers to your document. Word processing programs automatically keep track of your pagination, but if you want the numbers to appear in your document you need to select that option in the **Header & Footer**  **Page Number** group on the **Insert** tab, as discussed above. This gives you the ability to select the placement and format of the number including changing the numbering of pages back to 1.

Section break Section breaks permit you to apply several different formats in a single document, such as one format for a preface using roman numerals for page numbers, and another for chapters using arabic numerals. By default, a document is one section, so page and document formatting applies to the total document. When applying a section break, you can format each section differently. For example, preface material may have *i, ii, iii* page numbering while the body of the document has 1, 2, 3, and so forth.

To add a header or footer to a document:

1. Choose the **Insert** tab and select **Header** or **Footer** from the **Header & Footer** group (Figure 5-7). Selecting either **Header** or **Footer** displays the header/footer command submenu and options. See Figure 5-9.
2. Select one of the **options**.
3. **FIGURE 5-19** shows the ribbon that appears after you select the Header or Footer option. Only the left type text is shown for the header. Note the addition on the ribbon of the Header & Footers Tools design tab.
4. Type your **text** in the header (or footer) box by highlighting **[Type Text]**. The tab key moves the cursor from the left side to the middle of the page, and then to the right side. Choose the appropriate spot for inserting the name of the document or the date.
5. Click the **Close Header and Footer** button  when you finish (see Figure 5-19).
6. The header and footer can be used to insert page numbers into a document. **FIGURE 5-20** reflects the page number submenu options to insert page numbers at the top (header) or bottom (footer) of a page. You can also format the page number locations from the list of options.

To change the margins:

1. Click **Layout** tab and **Margins** icon .
2. Select the **margin** necessary. Notice tabs and indents, on the page and ruler, change automatically with the style of margin selected.

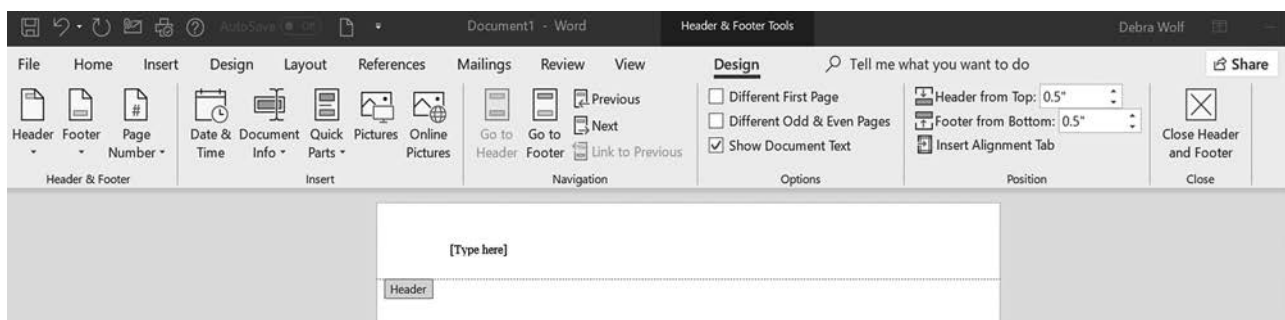


FIGURE 5-19 Header & Footer Design Tab

Used with permission from Microsoft.

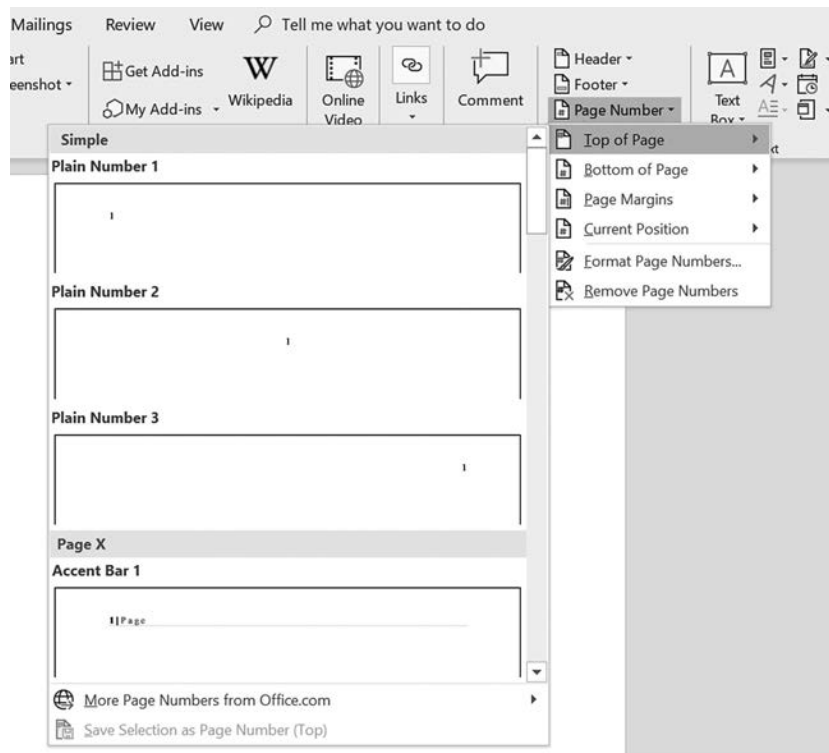


FIGURE 5-20 Page Number Options



Used with permission from Microsoft.

3. To change the margins of a section of the document, choose the **Layout** tab and click **Margins**; choose **Custom Margins** at the bottom of the box. The **Page Setup** dialog box appears.
4. Within the dialog box you can adjust the top, bottom, right, left or gutter margins (margin added to layout to adjust for binding needs). Within the **Apply to** options, you must select either to make changes from **This point forward** or **Whole document**.
5. Click **OK** button to save changes.

To set a page break:

1. Go to the **place** in the document where you want to place the page break.
2. Press **Ctrl+Enter** or select the **Insert** tab and **Page Break** from the **Pages** group (Figure 5-7).

To change page orientation:

1. From the **Layout** tab, click the **Orientation** icon  to quickly change the orientation (Portrait or Landscape) for all pages in the document.
2. To change the orientation for different pages within the document, place the cursor or insertion point on the page you wish to change. From the **Layout** tab click on the **page set up group** dialog box launcher . Select the desired orientation (see **FIGURE 5-21**). In the **Apply to** box (located at bottom of the page), select **Whole document** or **This point forward**. Click **OK**. To set only one page to landscape you need to create a section break for that page and the following page and set the first to landscape and then the following page back to portrait. You may want to use this formatting when inserting a wide table of data or images that require a landscape layout.
3. The **Page Setup** dialog box can be used to adjust a document's margins, paper orientation, paper size, and layout. In Figure 5-21, the margins are set 1 inch at the top and bottom of the page and on the left

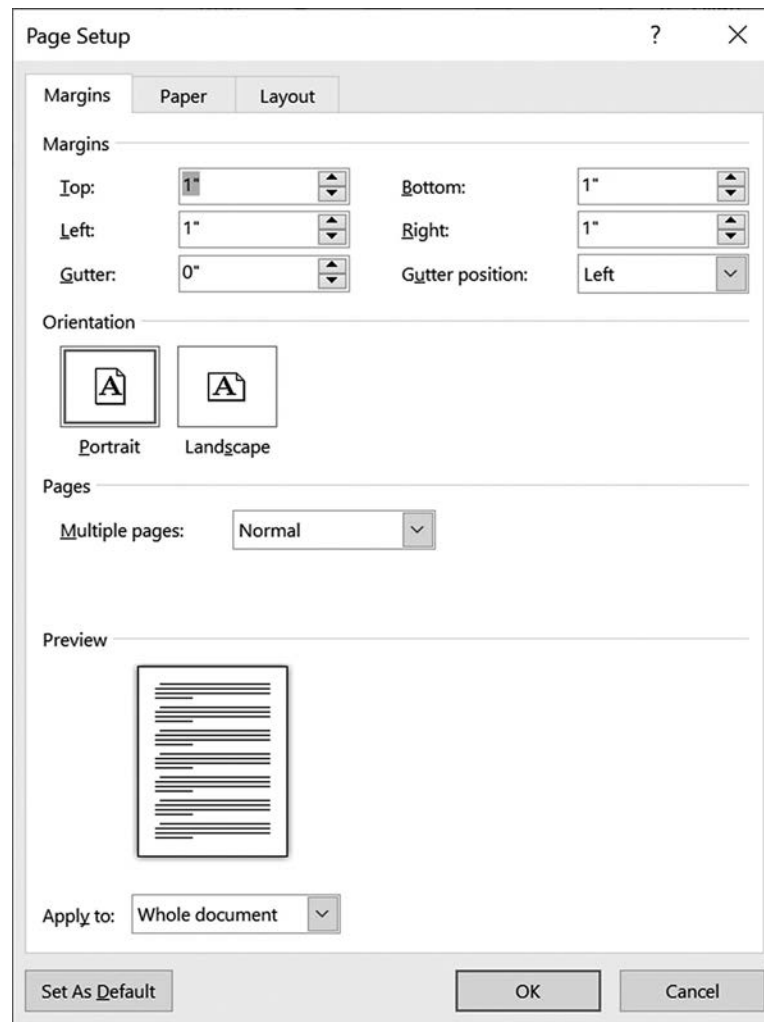


FIGURE 5-21 Page Setup Dialog Box



Used with permission from Microsoft.

and right sides of the page. Vertical centering of the text can also be set in this dialog box; use this feature to center a title page.

To add a section break to a document:

1. Go to the **place in the document** where you want to place the section break.
2. Click **Layout** tab.
3. Click the **Breaks** option in the **Page Setup** group.
4. Select an **option** from the **Section Breaks** part of the menu (**FIGURE 5-22**).

To change the page background:

1. Click **Design** tab. The **Page Background** group is located on the far right of the ribbon.
2. By clicking the **Page Color** icon  a variety of colors appear. Selecting one color changes the background color of all pages in the document.
3. Clicking the **Watermark** icon  opens a submenu of options to choose from such as CONFIDENT or DRAFT. You can also customize a new watermark or remove an existing watermark from this submenu (see **FIGURE 5-23**).

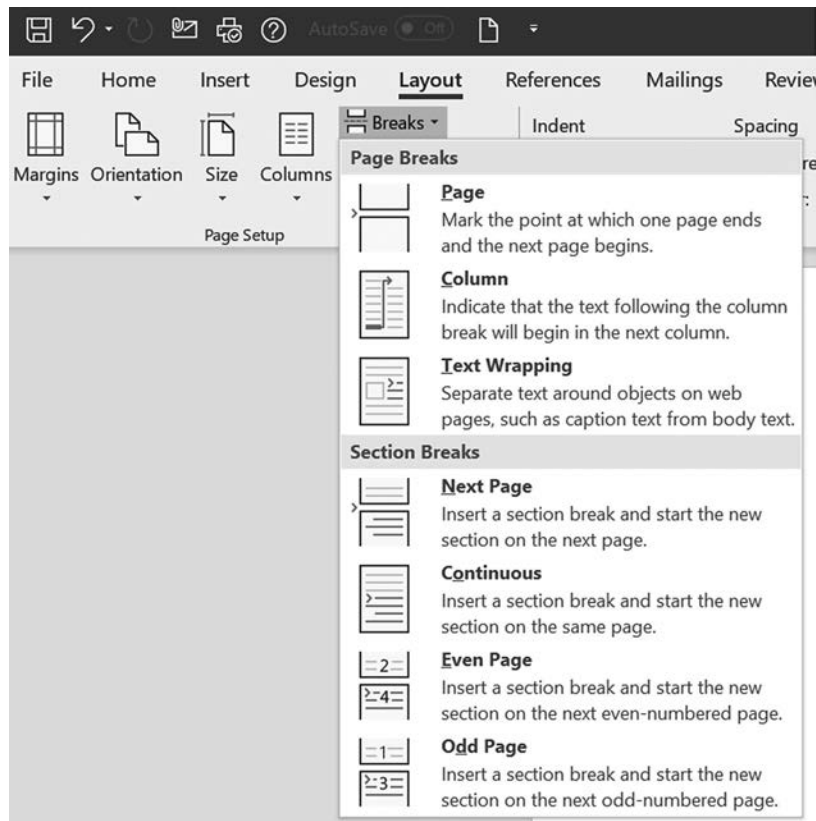


FIGURE 5-22 Page and Section Breaks

Used with permission from Microsoft.

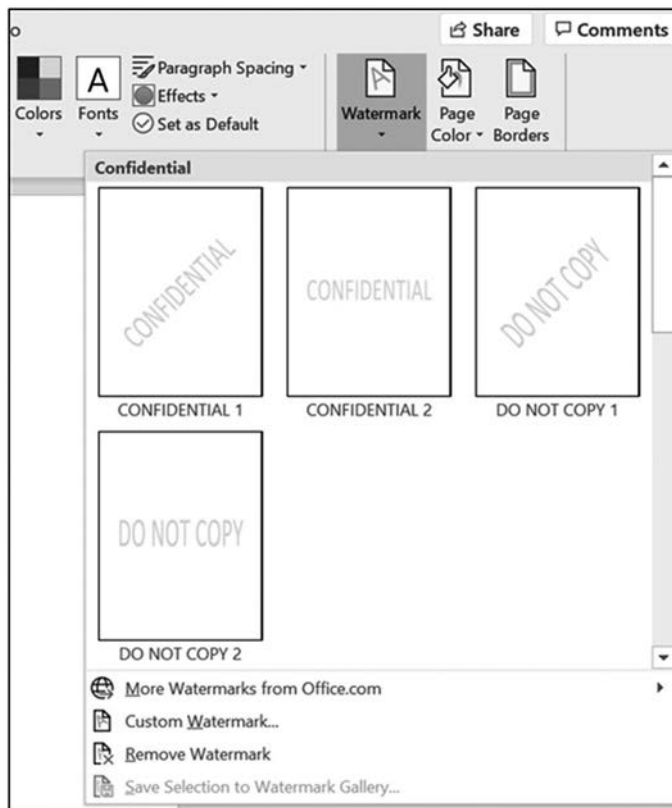


FIGURE 5-23 Page Background Group with Watermark Submenu Displayed


Used with permission from Microsoft.

Formatting a page or document can be achieved using various commands on the **Design**, **Insert**, or **Layout** tabs. If you frequently alter the format of single pages or entire Word documents, you may want to consider creating a new tab in Word and title it Format tab, adding the various formatting commands to the tab.

Preparing a Document

The previous section explained some of the key concepts in formatting your document. This section addresses when to consider formatting the document. You can prepare to set the formatting of a document in three ways: (1) by setting the formatting before you begin to type the text, (2) by typing the text and then formatting the document, or (3) by selecting a preformatted template. Personal preference should determine how to proceed; remember, however, that the idea is to create and format the document efficiently and effectively.

The process we describe below focuses on setting the formats before you create the document.

- Set the margins. By default, they are 1 inch all around. If you intend to bind your document, a left margin of at least 1.5 inches is necessary. If you plan to print a letter on paper with a letterhead, measure the letterhead's height. You may need a margin of as much as 2.4 inches to make sure that the body of the letter begins below the letterhead.
- Select the font type and size.
- Apply styles if necessary. If this is a formal paper, you may want to apply heading styles to the titles of the document parts, such as Introduction or Definitions. This will also permit you to generate a table of contents.
- Set paragraph formatting. The **Paragraph** group commands appears as shown in Figure 5-16. Many institutions require that you submit your paper in APA style, so you would need to change the line spacing using the **Line and Paragraph Spacing** icon shown in Figure 5-16. On a computer screen, it may be easier to work on a document that uses 1.5 or single spacing. Later, you can change this option to whatever spacing is required or preferred for the final product. You can also highlight the entire document (**Ctrl+A**) and change its spacing by pressing one of the following key combinations:
 - **Ctrl+1** to create single-spaced lines
 - **Ctrl+5** to create 1.5-spaced lines
 - **Ctrl+2** to create double-spaced lines
- Use the **Show/Hide** feature  to check that your formatting is done properly.
- Select the **Print Layout** view when working on the document. This shows you how the document will look when you print it.
- Type your document.
- Check your spelling and grammar.
- Save your work periodically and remember where you are saving it.

Viewing a Document

Word provides several ways to view a document on the screen while you are creating and editing the pages within the document. There are five views to choose from. Below is a brief discussion of each. The **Views** group of com-

mands  can be found on the **View** tab, to the far left of the ribbon.

- **Print Layout** is the most common option used and is set as the default. This layout is usually the best view for preparing a document.

- **Read Mode** provides a full-screen reading view that maximizes the space available on the screen for reading. This view hides the ribbon and status bar to provide the maximum viewing area on the screen. To exit the Read Mode, click **Esc** key on the keyboard.
- **Web Layout** view shows how the document will look when you display it in a browser.
- **Outline** view provides an outline view of the document. Click **Outline** and the outlining ribbon will appear (see **FIGURE 5-24**). An outline provides a map to guide the writing process for a document. An outline can also help to arrange pictures or columns and so on. Word uses its built-in heading styles for outlines (Heading 1, Heading 2, and so forth) by default.
- **Draft** view displays text only and can be helpful when editing. This view can be considered a “pared down” version of the Print Layout view.

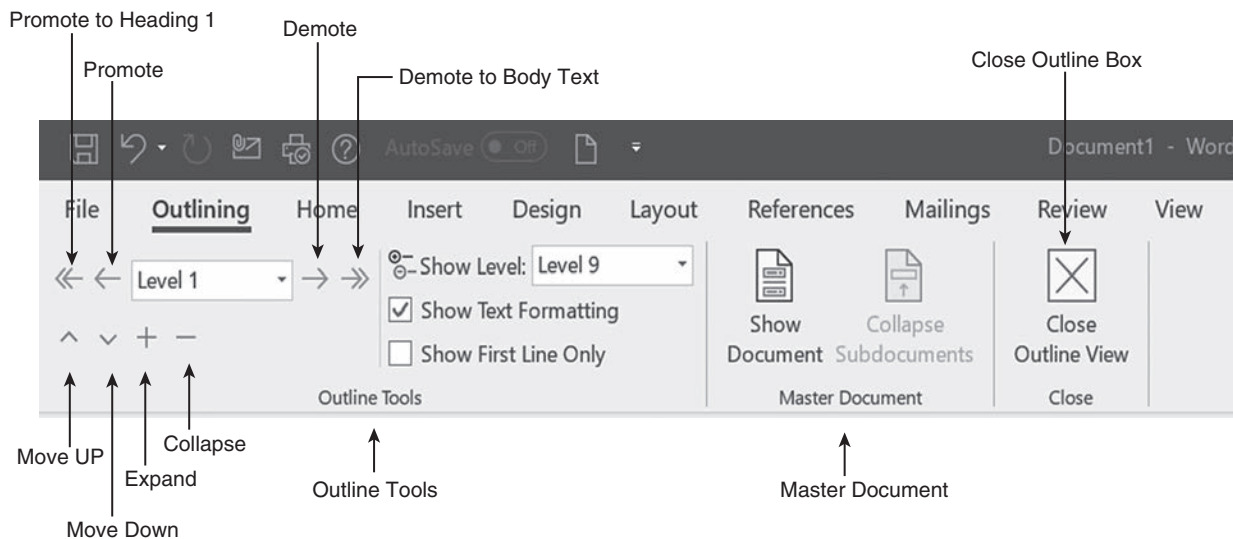


FIGURE 5-24 Outline View Ribbon

Used with permission from Microsoft.

You can also access a few of these views from the Status bar in Word (see Figure 4-8). Other groups in the View tab are Learning Tools, Page Movement, Show (as in ruler or gridlines), Zoom (which increases or decreases the viewing size and allows for viewing the document as one page or two pages), Window (which provides options for viewing multiple windows at one time), Macros (to record or view), and SharePoint (to view or edit properties of documents that are shared).

To change a view:

1. Select the **View** tab.
2. Click the **View Option** desired from the choices in **Views** group or click one of the icons in the

Zoom group that corresponds to the view desired.



Checking Spelling, Grammar, Readability, and Word Counts

Word includes spelling and grammar checks, translation, and thesaurus tools under the **Review** tab (see Figure 5-7). Word automatically checks spelling and grammar as you type. If you misspell a word or the word is not in the Word dictionary, a wavy red line appears under the word. If the program detects a grammar error, the wavy line is blue. Because wavy lines distract some people, Word provides an option to turn this feature off. A word of caution: you must still proofread your documents even after using spell and grammar checker. It is not unusual to find additional errors that were not caught by the use of spell and grammar checking.

To turn the spelling and grammar checker off:

1. Click **File** tab and then **Options**.
2. Click **Proofing**. Remove the **check marks** in “Mark grammar errors as you type” and “Check spelling as you type.” Changing these settings means you will need to run the spelling and grammar checker manually when you finish the document.
3. Click **OK**.
4. After you set this option, to check spelling and grammar click the **Spelling & Grammar** icon under the **Review** tab.



A grammar checker (an add-in that often comes with word processing programs) provides feedback to the user about errors in grammar. For example, using “there” when “their” is appropriate or using subjects and verbs that do not agree will result in a wavy blue (grammar) line appearing under the offending sentence or phrase. Within the grammar checker, you can select several settings and styles. By default, this feature shows the errors as the user types.

NOTE: You must still proof read your document as not all grammar errors will show or be detected.

A thesaurus is a built-in feature that helps you search for alternative words. In Word, the Thesaurus appears in the **Proofing** group under the **Review** tab.

To correct spelling and grammar errors with the checker set to default:

1. Right-click the **error**.
2. Select a **correction**, choose to **ignore it**, or **add the word** to the spelling dictionary. **FIGURE 5-25** shows the menu that appears when “error” is misspelled.

To run the spelling and grammar checker with default off:

1. Click the **Review** tab.
2. Click **Spelling & Grammar** icon.
3. Select a **correction**, choose to **ignore it**, or **add the word** to the spelling dictionary. Figure 5-25 shows the menu that appears when “error” is misspelled.

When adding a word to the dictionary, be sure that it is spelled correctly. The spelling dictionary is stored on the hard drive, so it is available only on the computer to which it was added. Some computer labs may refresh

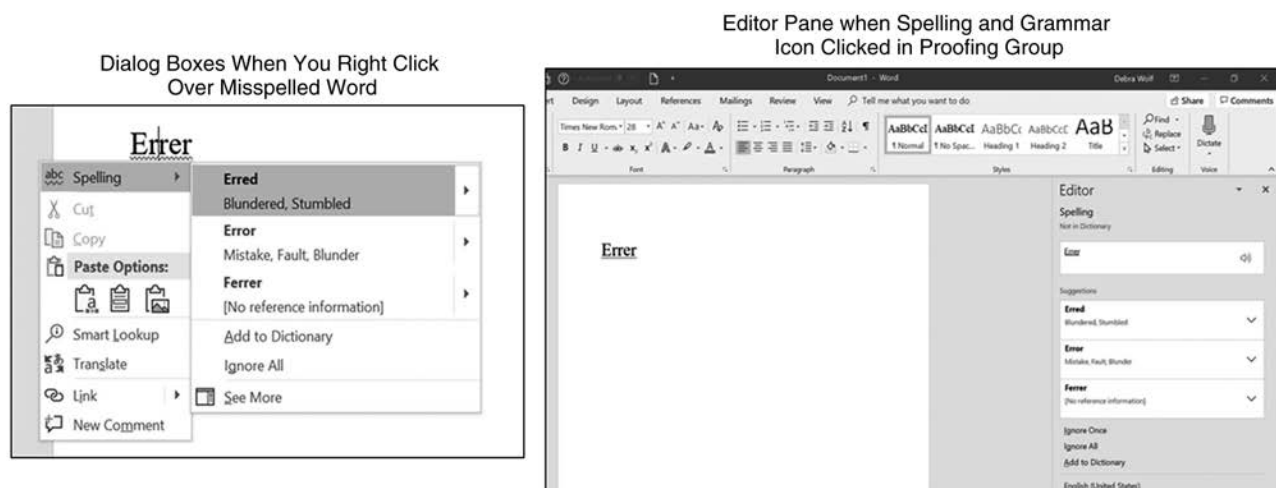



FIGURE 5-25 Spell Check Dialog Boxes and Editor Pane

Used with permission from Microsoft.


the computer image each time a new user logs in; in such a case, any words added to the dictionary will not be permanent.

Also under the **Review** tab is the **Word Count** icon,  which appears in the **Proofing** group. Performing a word count is helpful when you are writing an abstract or paper that has a word or character count limit. You can also determine the number of pages, words, lines, paragraphs, or characters in a document by using this option.

NOTE: Word also lists the number of words in the document in the left part of the status bar next to Page number.

Creating a Table

Tables in word processing have many uses. For example, they help you outline columns and rows for recording meeting minutes or for organizing information. Tables are also essential to research reports. Planning ahead (in terms of purpose, type of data, etc.) will help you determine the kind of table you will need. Considering these factors will help you determine the number of rows and columns needed. Among the choices for a new table in the **Tables** group are Insert Table, Draw Table, Convert text to table, Excel Spreadsheet, or (pre-built) Quick Tables.

FIGURE 5-26 shows the menu that appear when you click the **Table** icon  and then the **Quick Tables** under the grid. A dialog box appears when you select **Insert Table** (under the grid).

To create a table:

1. Place the **insertion point** where the table should appear in the document.
2. Click the **Insert** tab, the **Table** icon, and **Insert Table**.
3. Select the number of **rows** and **columns** and click **OK**.
4. You can also use the mouse, drag it over the cells on the grid until the number of rows and columns you desire are highlighted. When the highlighted rows appear on the page, press Enter to insert. Remember that a row is necessary for headers. Insert additional rows or columns if necessary.

To convert text separated by paragraphs, commas, or tabs into a table:

1. Select or highlight the **text** you want to convert to a table.
2. Click **Insert** tab, **Table**, and then **Convert Text to Table**.

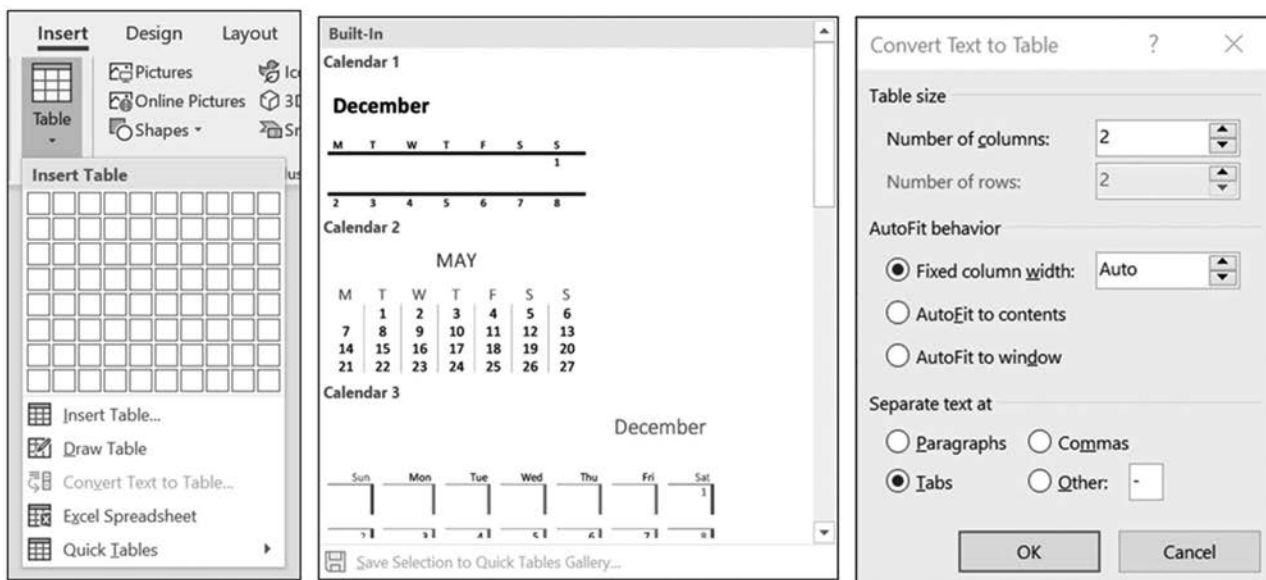


FIGURE 5-26 Table Menu and Dialog Box

Used with permission from Microsoft.

3. In the dialog box that appears, select the number of columns and rows desired.
4. Select how the text is currently separated (paragraph, commas, tabs, or other).
5. Click **OK** (see **FIGURE 5-27**).

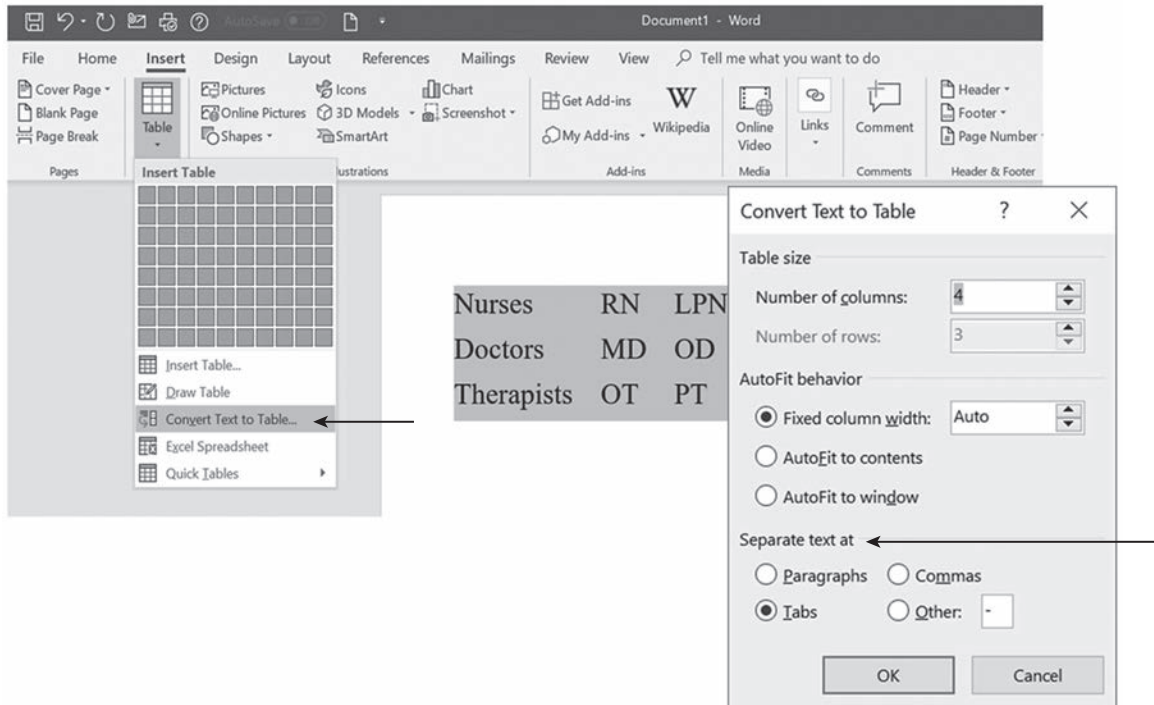


FIGURE 5-27 Converting Text to a Table

Used with permission from Microsoft.

To insert a row:

1. Right-click in a cell.
2. From the menu, select **Insert** and select **Insert Rows Above**  or **Insert Rows Below**  (see **FIGURE 5-28**).

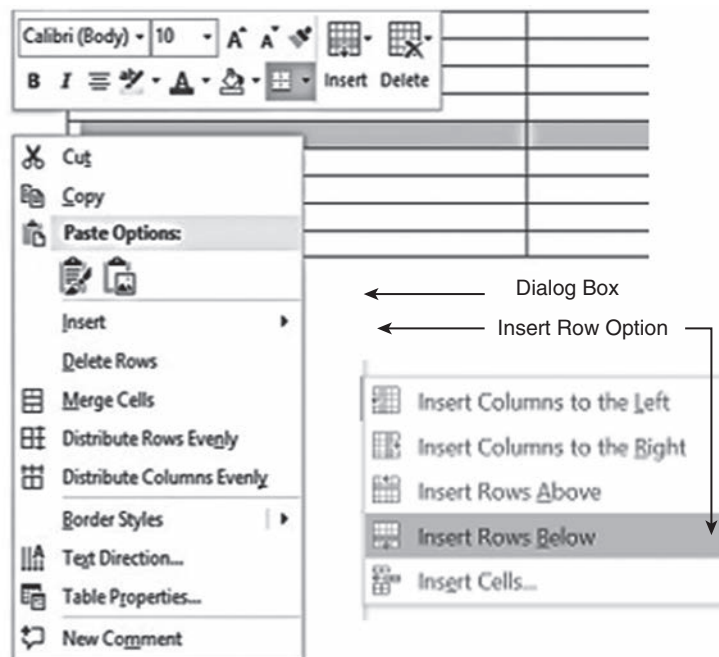




FIGURE 5-28 Right-Click Insert Options to Existing Table

Used with permission from Microsoft.

3. You may also insert multiple rows at one time by highlighting the **number of rows** to be inserted from an existing table. With the cursor in the left margin, right-click and select **Insert** and select **Insert Rows Above** or **Insert Rows Below** from the menu.
4. An easy way to insert rows, if the row you want to insert goes after the last row, is to click in the last cell of the table and press the **Tab** key.
5. Another way to insert one row at a time is to place the cursor in the left margin, close to the table border (but not inside the table). A small circle with a plus sign appears with two horizontal lines running across table. Click the **plus** sign repeatedly until you have the desired number of rows.



NOTE: Step #5 above may not work depending on what version of Office is running on your computer.

To insert a column:

1. Right-click in a **cell**.
2. From the menu, select **Insert**, then **Insert column to the left**  **Insert Columns to the Left** or **Insert column to the right**  **Insert Columns to the Right** from the dialog box.
3. To insert a number of columns, highlight the number of columns needed and repeat preceding steps 1 and 2.

Once a table is selected and in place, the **Table Tools** tab appears (see **FIGURE 5-29**). The tab has two subtabs labeled **Design** and **Layout**. Use the **Design** tab to alter the style of the table, shade sections, and add or paint borders. Use the **Layout** tab to adjust the table rows and columns, merge cells, change cell size, align content, sort content, or organize data. For example, you can change the width or height of a row or column, alter the style of the table, or delete grid lines.

To delete a table:

1. Click the **four-headed arrow**  on the top left of the table to select the table.
2. Right-click the **table** and select **Delete Table**.
3. Another option is to select the **Delete** icon  from the **Layout** subtab on the **Table Tools** tab.

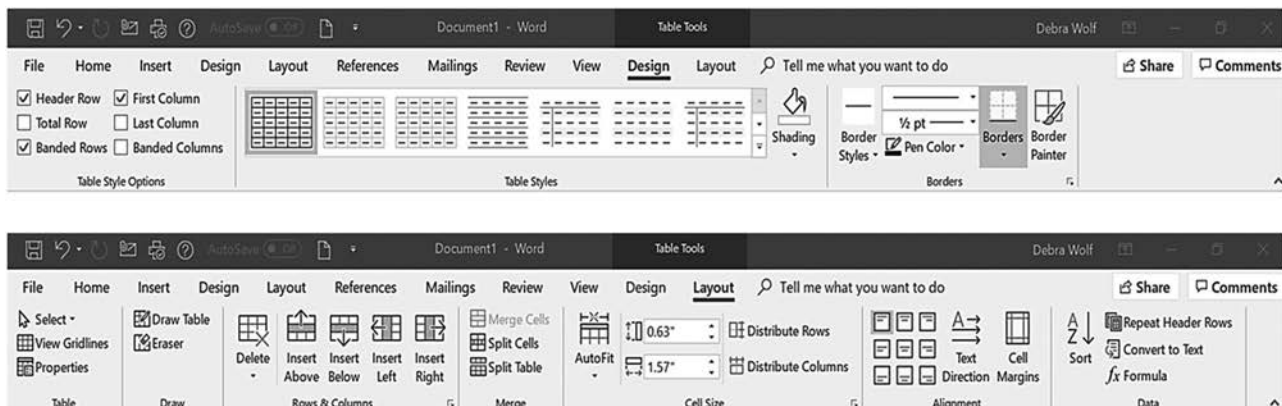


FIGURE 5-29 Table Tools Design and Layout Tabs

Used with permission from Microsoft.

Creating an Outline

Creating an outline before you start working on the actual content of the document will help keep you organized. Sometimes an outline is required prior to submitting a formal document. This provides you with a reminder of

what should be in the document and how it may need to be organized. Outlines are based on heading styles; they can include a maximum of nine levels of headings. **FIGURE 5-30** shows a brief multilevel outline of this chapter. Although it is shown in this figure, the title of the chapter is not generally included in the outline levels. It is better to use the heading styles for major content areas of the document, not the document title.

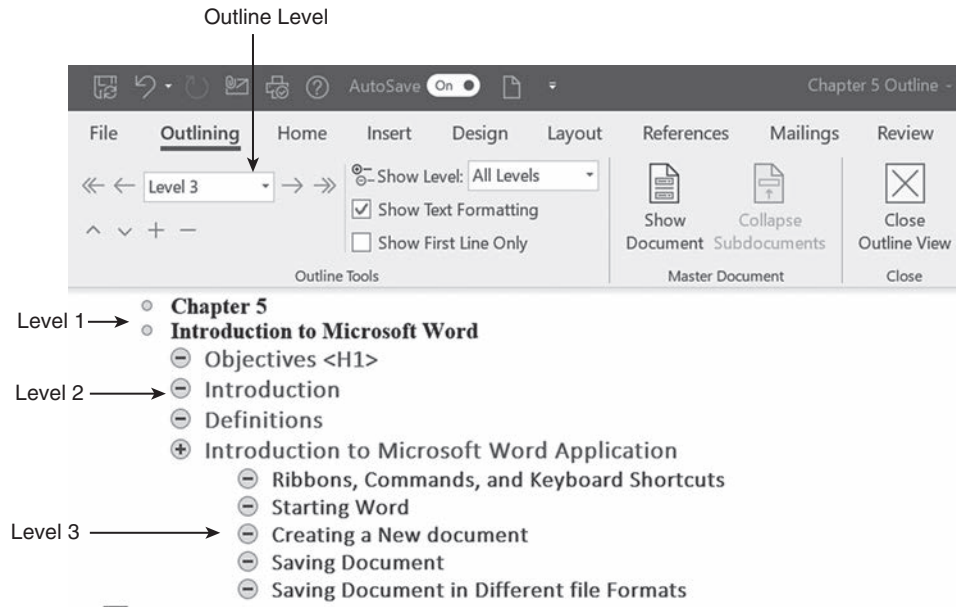



FIGURE 5-30 Outline View of Chapter 5 with Outlining Ribbon

Used with permission from Microsoft.

To make an outline:

1. To create an outline before you start the document, choose **View**, and then the **Outline** icon .
2. Type the **first line** in the Outline. It will show as Level 1.
3. Press **Enter**. Another line at the same level will appear.
4. Type the **next line of text** or press the **Tab** key. The **Tab** key demotes the next line to the Level 2. Note that a plus symbol **+** appears in front of the first line; this symbol indicates that there is a heading below it. If the minus symbol **-** appears, then there are no subordinates. To promote a level, press **Shift+Tab**.

If you want to create an outline after you write a document, be sure to apply the appropriate heading styles to the headings in your document. **FIGURE 5-31** illustrates the preset styles found on the **Home** tab that come with Word. You can redefine the formula for the default heading styles or apply a different style by choosing the **Styles** group dialog launcher, selecting the level to change, right-clicking, and making the desired changes (see Figure 5-31).

Creating a Table of Contents

A table of contents (TOC) usually appears at the beginning of a document after the title page and provides a list of titles and subtitles from selected levels along with their associated page numbers. Each title in the document that you want to display in the TOC must have a heading level assigned to it. The TOC feature will save you time when you edit and change the document.

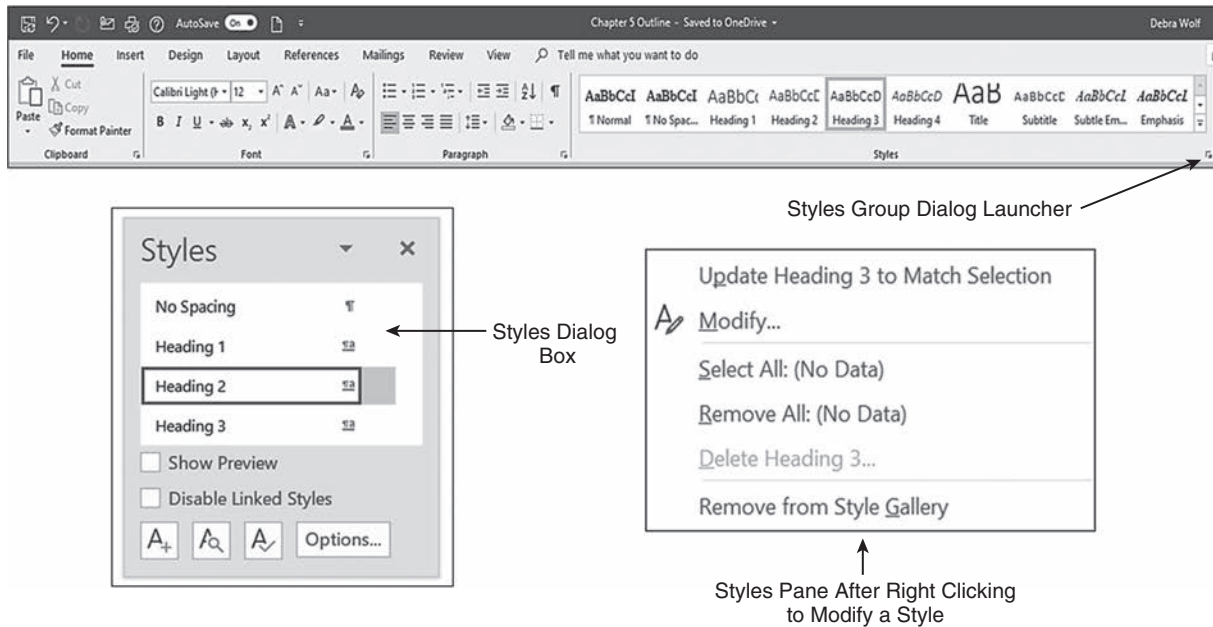



FIGURE 5-31 Styles Group, Submenu and Pane

Used with permission from Microsoft.

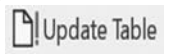
To create a table of contents once you create the document:

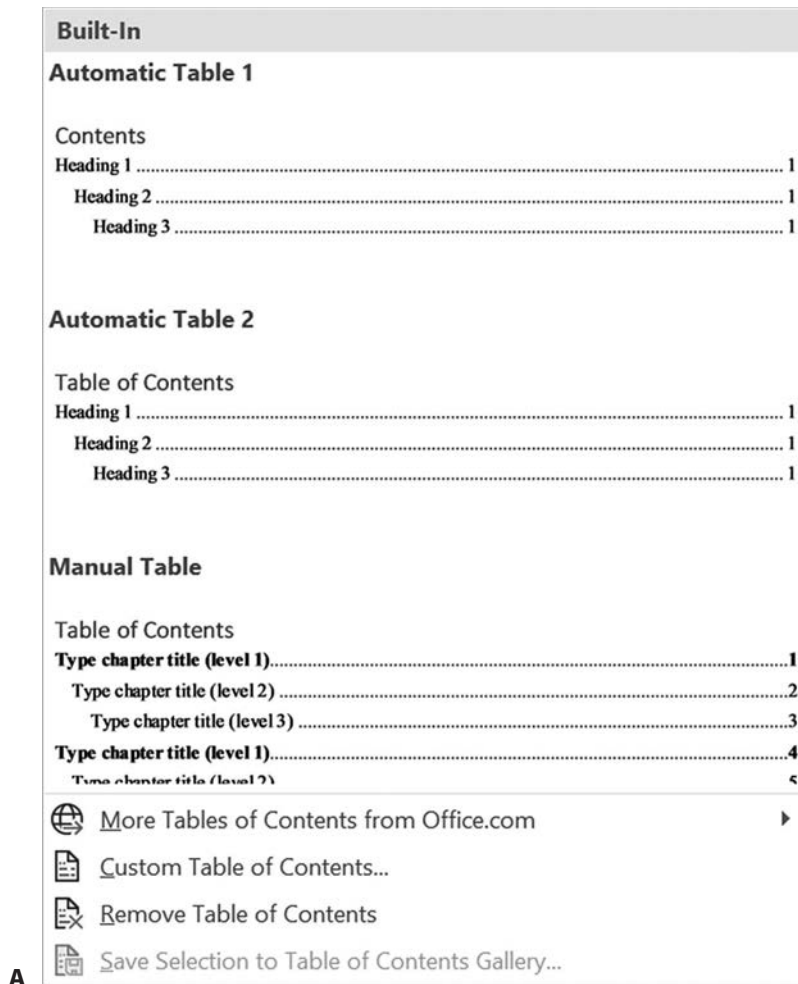
1. Go through your document and **assign a style** to each heading by highlighting the text and then clicking the **style of heading** you want from the **Home** tab **Styles** group. You can also launch the **Styles** dialog box and select from the list of options, for example, **Heading 1** for major headings and **Heading 2** for subordinate headings. Three levels of heads are usually satisfactory for most documents.
2. Place the insertion point on the **page** where you will generate the TOC. This place is usually after the title page. The TOC should begin a new page, so insert a page break after the title page.
3. Click the **Reference** tab, then the **Table of Contents** icon .
4. Select a predesigned table of contents style (see **FIGURE 5-32A**) or click **Custom Table of Contents** (see **FIGURE 5-32B**). The TOC will appear with a string of dots referred to as a “dot leader” between the heading and the page number on which the heading is located. You can quickly navigate to any heading from the TOC by hovering your mouse over the associated page number, holding the **Ctrl** key down, and clicking the associated page number.

Note: Don't format the title “Table of Contents” with a style as it will then be placed in the list of titles when you generate the table of contents.

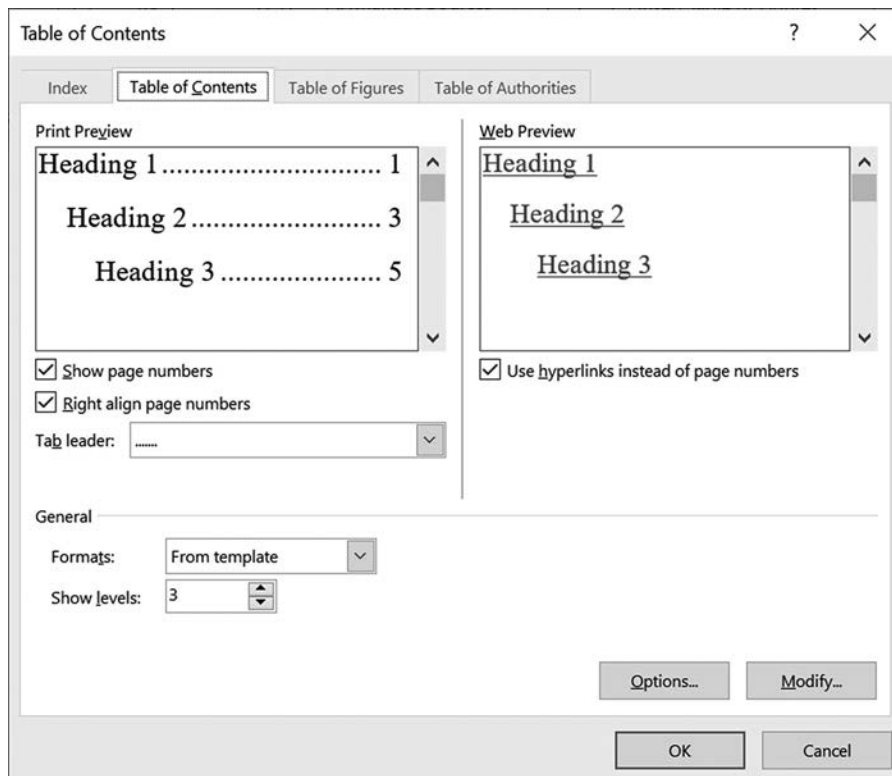
Custom Table of Contents gives you the option to customize the look of the TOC. Figure 5-32B shows you the options to customize the TOC in the dialog box.

To update the table of contents once you make changes to the document:

1. Click the **Table of Contents**.
2. Click the **Update Table** icon  that appears at the top left.
3. Select **Update page numbers only** or **Update entire table** and click **OK**. The table will update based on the selection you made.
4. You must update or regenerate the TOC after each change is made in the document in order to update the TOC list.



A



B

FIGURE 5-32 A. Table of Contents Dialog Box. B. Custom Table of Contents Dialog Box




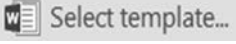

Used with permission from Microsoft.

Creating Merged Documents

Word has features that will help you create envelopes, prepare form letters, and print personalized copies of both for each person on a list. Word replaces merge fields from a main document with information from a data source. As with many other Word functions, there is more than one way to send a form letter to a list of people. We use the Step by Step Mail Merge Wizard to prepare the documents in the example in this section.

A mail merge requires the creation of two documents. A data source document contains the name, address, and any other necessary individualized data for each letter. The data source can be an Outlook address book, an Access database, an Excel spreadsheet with column headings, or a Word table. In this example, the data source is a Word table. Every data source consists of three parts: records, fields, and field headers. Each row in a data source is a *record*, and each column is a *field*. You must plan the data source carefully so that it does what you want it to do. A main document contains the same text that will appear in each letter and the field code from which to insert the personalized data from the data source.

To perform a step-by-step mail merge:

1. Open a New document.
2. Select the **Mailings** tab, and then click **Start Mail Merge** (FIGURE 5-33).
3. Click **Step by Step Mail Merge Wizard**  Step-by-Step Mail Merge Wizard... The next screen that appears shows Step 1 of 6 (Select document type) (FIGURE 5-34).
4. Choose **Letters** .
5. Click **Next: Starting document** .
6. Choose **Start from a template**, and then click **Select template** .
7. Click the **Letters** tab in the Select template window and select the **type of letter** (FIGURE 5-35).
8. Click **OK**. Within the right pane of Figure 5-35, a preview of the letter template appears.
9. Click **Next: Select recipients** .
10. Select **Type a new list**, and then click **Create**.
11. Type the **Title, First Name, Last Name, Address, City, State, and Zip Code** for the first recipient. (Use the **Tab** key to move between the address fields.) Some fields may be hidden, and the table must be enlarged left to right.

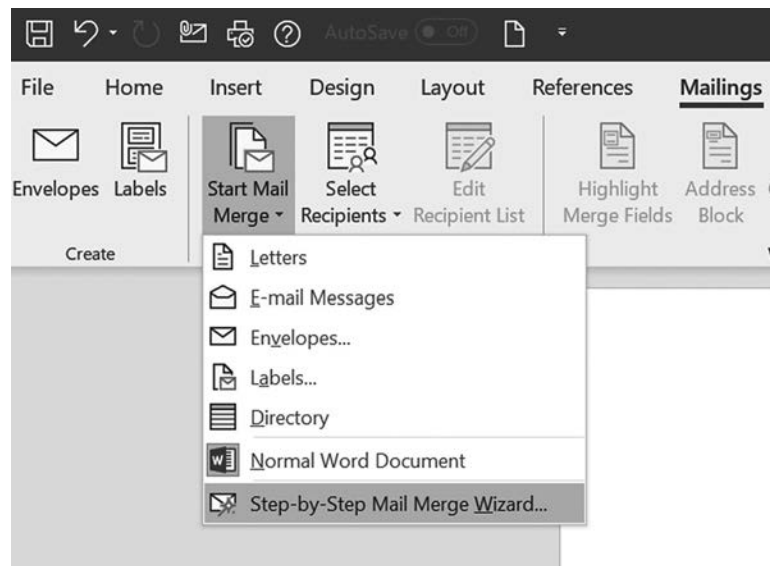


FIGURE 5-33 Mailing Tab and Start Mail Merge Menu

Used with permission from Microsoft.

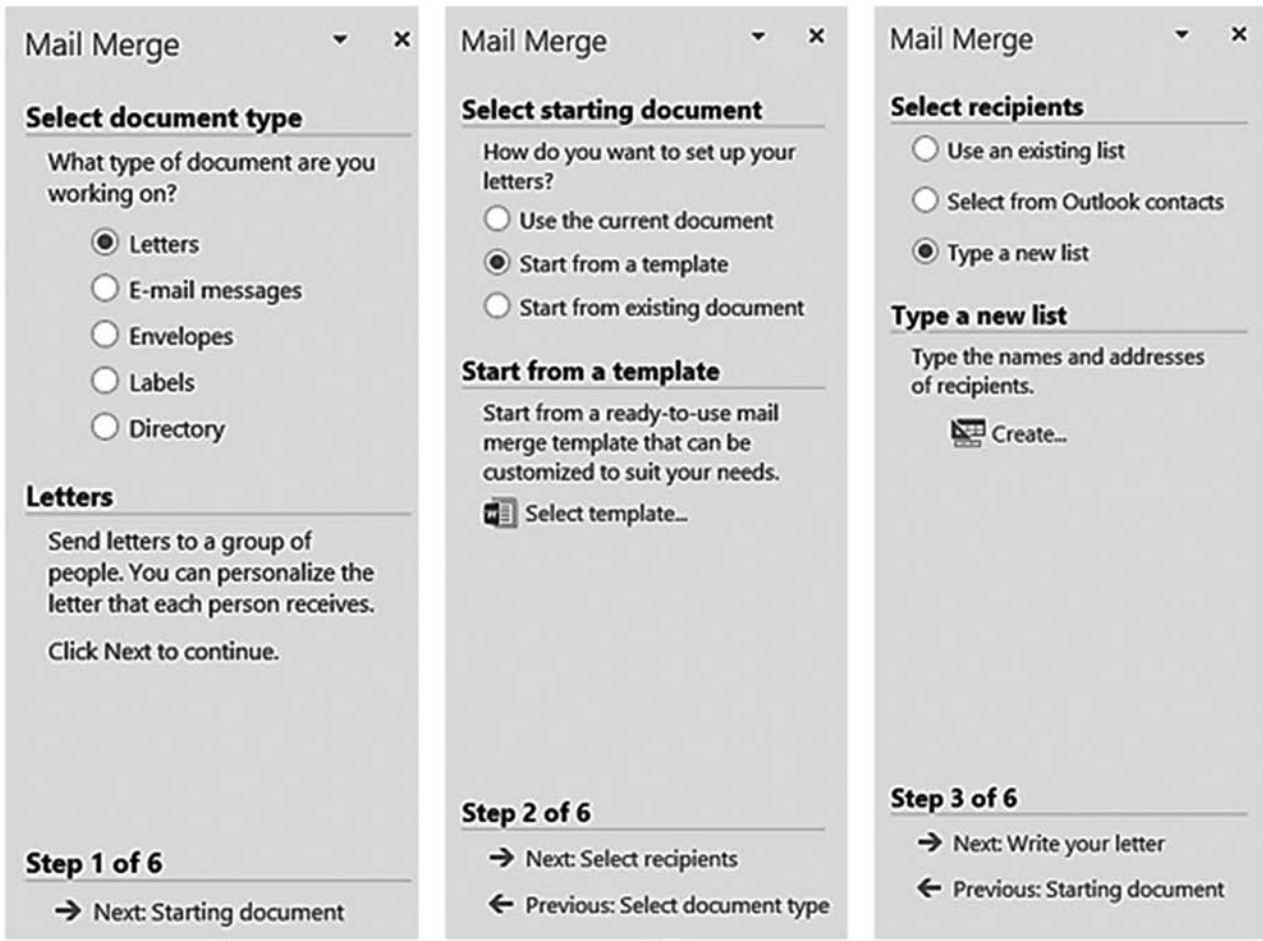


FIGURE 5-34 Steps 1 to 3 of Mail Merge Wizard

Used with permission from Microsoft.

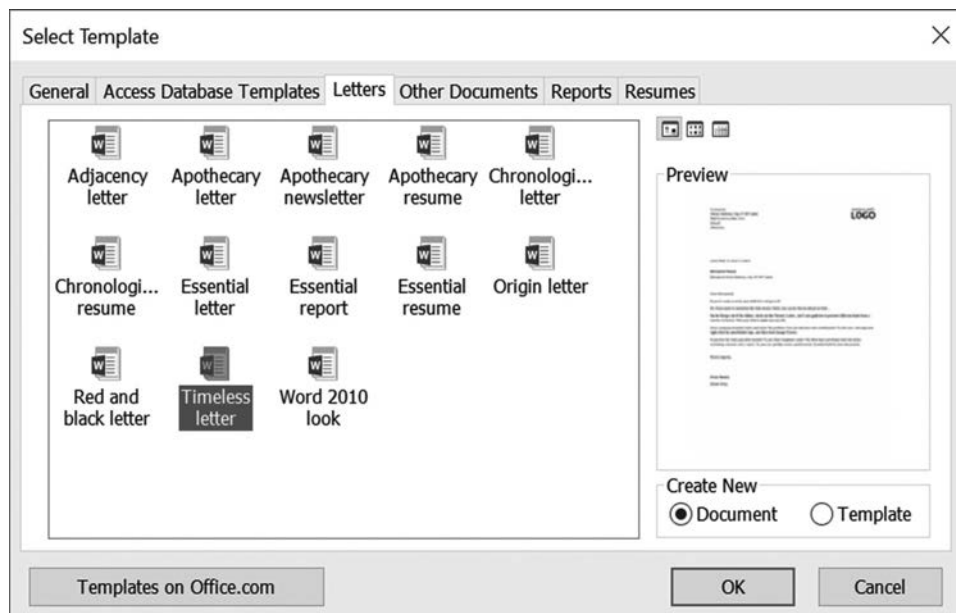



FIGURE 5-35 Dialog Window for Selecting a Letter Template

Used with permission from Microsoft.

12. Click **New Entry** and add a **second recipient**. **FIGURE 5-36** shows the New Address List window that appears after you add street names. Add two or three more recipients.
13. Click **OK** at the bottom of the window. The program will prompt you to name your list and save it in My Data Sources. Type a **name**, click **Save**, and then **OK**. **FIGURE 5-37** shows a Mail Merge Recipient List that is ready for mail merge.
14. Click **Next: Write your letter** → **Next: Write your letter** in Step 3 of 6. Now, in Step 4 of 6, the “Write your letter,” dialog box appears. See **FIGURE 5-38** for Steps 4 to 6.
15. Within the letter preview pane, select **Click here to select a date**, and then click the small down arrow that appears and select **TODAY**.
16. Type a **name under the date**. Add an **address** and a **phone number**.
17. Leave the **Address** and **Greeting** fields as is. If you desire to change the Greeting line, you must delete **Dear [Recipient]** (the existing verbiage from template), and then click **Greeting line**  **Greeting line...** found on right side of pane. **FIGURE 5-39** shows the dialog box for choosing the type of greeting line you desire. Click **OK** when you are finished.
18. Click inside the **body of the letter**, which highlights the existing verbiage, and type a **message**.
19. Click [**Warm regards,**] and type **Sincerely**.
20. Click [**User Name**] and add your name and appropriate information at the bottom of the letter.
21. Click **Next: Preview your letters** → **Next: Preview your letters** in Step 4 of 6 (Figure 5-38).
22. Preview the letters by clicking forward or backward arrows next to **Recipient** found on right pane of dialog box to view **Recipient 1**, **Recipient 2**, and so on.
23. When you are satisfied with the way the letters look, click **Next: Complete the merge** → **Next: Complete the merge** in Step 5 of 6.
24. In Step 6 of 6, choose **Print**. A dialog box appears (see **FIGURE 5-40**).
25. Choose to **print all of the letters**, the **current record**, or those records between selected numbers.

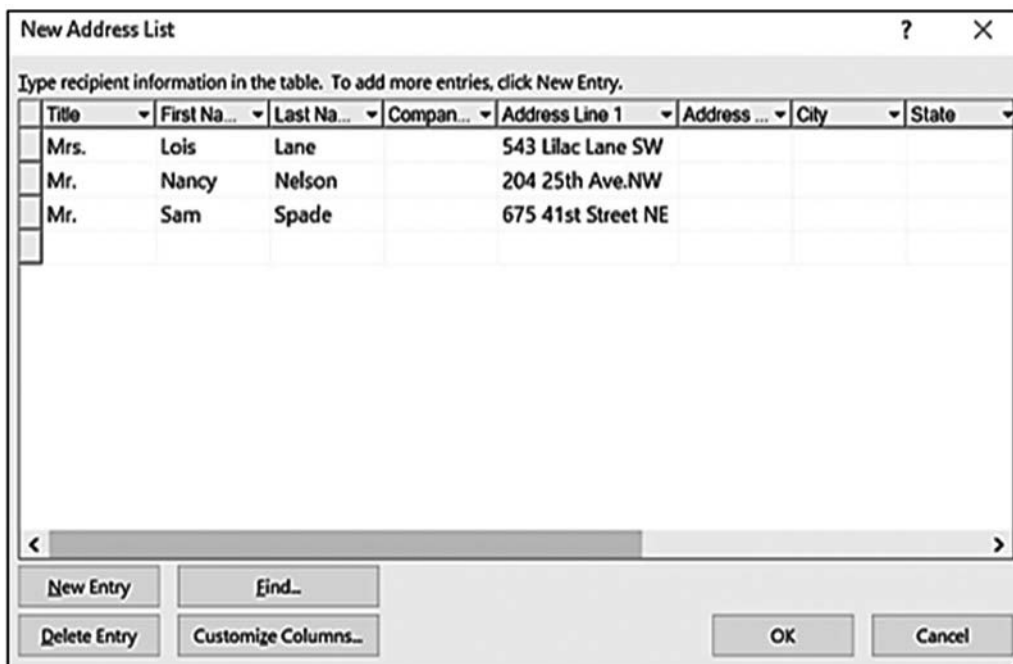


FIGURE 5-36 New Address List for the Data Source

Used with permission from Microsoft.



FIGURE 5-37 Mail Merge Recipients List

Used with permission from Microsoft.

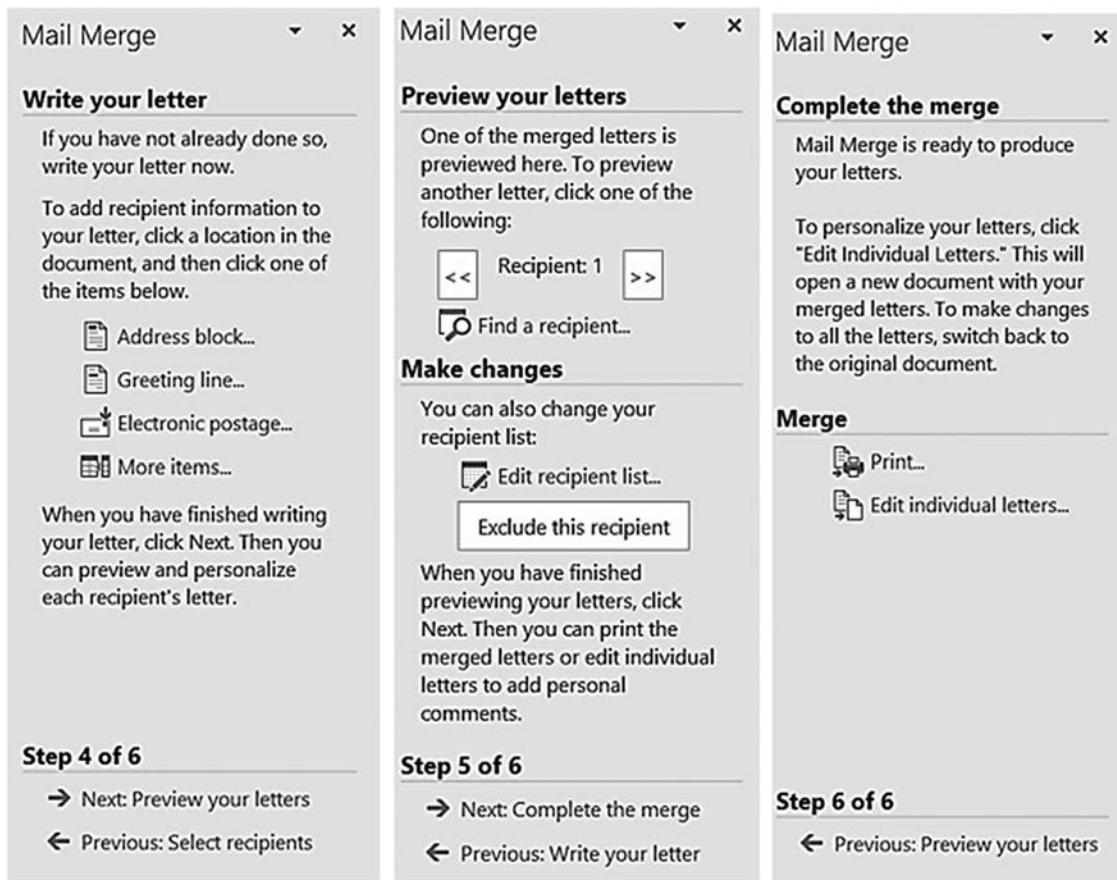


FIGURE 5-38 Steps 4 to 6 of Mail Merge Wizard

Used with permission from Microsoft.

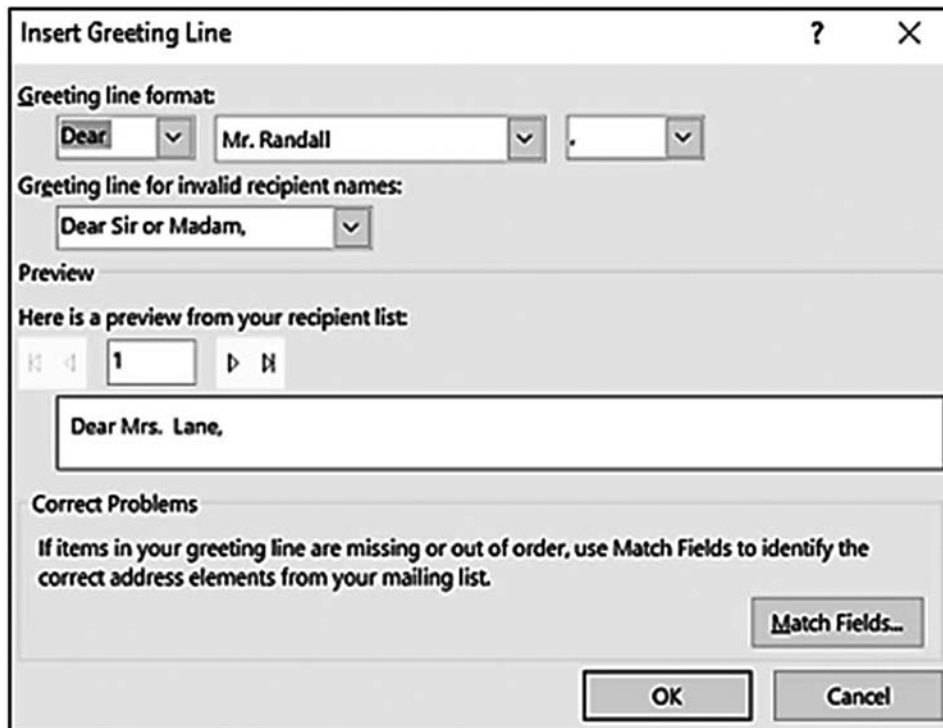


FIGURE 5-39 Insert Greeting Line Dialog Box

Used with permission from Microsoft.

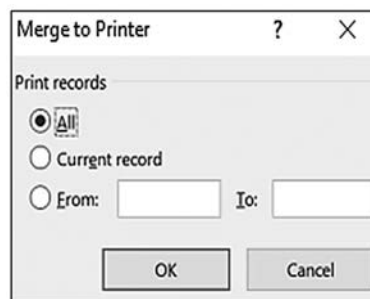


FIGURE 5-40 Merge to Printer Dialog Box

Used with permission from Microsoft.





Using Bibliography Options

One of the features in Word is the ability to automatically generate bibliographies in several formats. The Citations & Bibliography tools in Word work well if you set the style before you enter the source. Even if you change your mind later, you won't have to reenter all your source information. After you enter the bibliographical sources, Word saves them. If you open a new document, sources you saved and used in a previous document can also be used in the new document, but only if you are using the same computer or have saved to a cloud or OneDrive. You are most likely to use one of two specific styles:

APA—American Psychological Association

MLA—Modern Language Association

To add a source:

1. Click the **References** tab.
2. Choose an appropriate **Style**  in the **Citations & Bibliography** group. For this example, APA style is used.
3. Choose **Manage Sources** . The **Source Manager** dialog box opens (**FIGURE 5-41**).
4. Click the **New** button. The **Create Source** dialog box opens (**FIGURE 5-42A**).
5. Choose **Book**.
6. Type the **author's name**, the **book title**, **year of publication**, **city** where published, and **publisher**. If the book has more than one author, click the **Edit** button to the right of the author box. As soon as you start to type the author's name, the formatting appears in the lower pane of dialog box. Type the information for the next author, click **Add**, and repeat until you have added all authors. Click **OK**. The entry will appear in both the Master and Current lists in the **Source Manager** dialog box. You can add additional citations at this time or later by clicking **Insert Citations**, then **Add New Source**. **FIGURE 5-42B** also shows the drop-down menu within the **Create Source** dialog box, which offers several types of sources to choose from: Book, Book Section, Journal Article, Article in a Periodical, Conference Proceedings, or Report.
7. To insert the bibliography, click **Bibliography** command  from the **Citations & Bibliography** group. From this command, you can insert Bibliography, References, and Works Cited you stored in the Manage Sources section. Within the dialog box you could also click **Insert Bibliography**  found at the bottom of the box (see **FIGURE 5-43**).

Note: You need to check with your library or writing center to confirm which citation managers they support. Examples include NoodleTools, Citation Machine or Zotero.



FIGURE 5-41 Source Manager Dialog Box for a Bibliography

Used with permission from Microsoft.

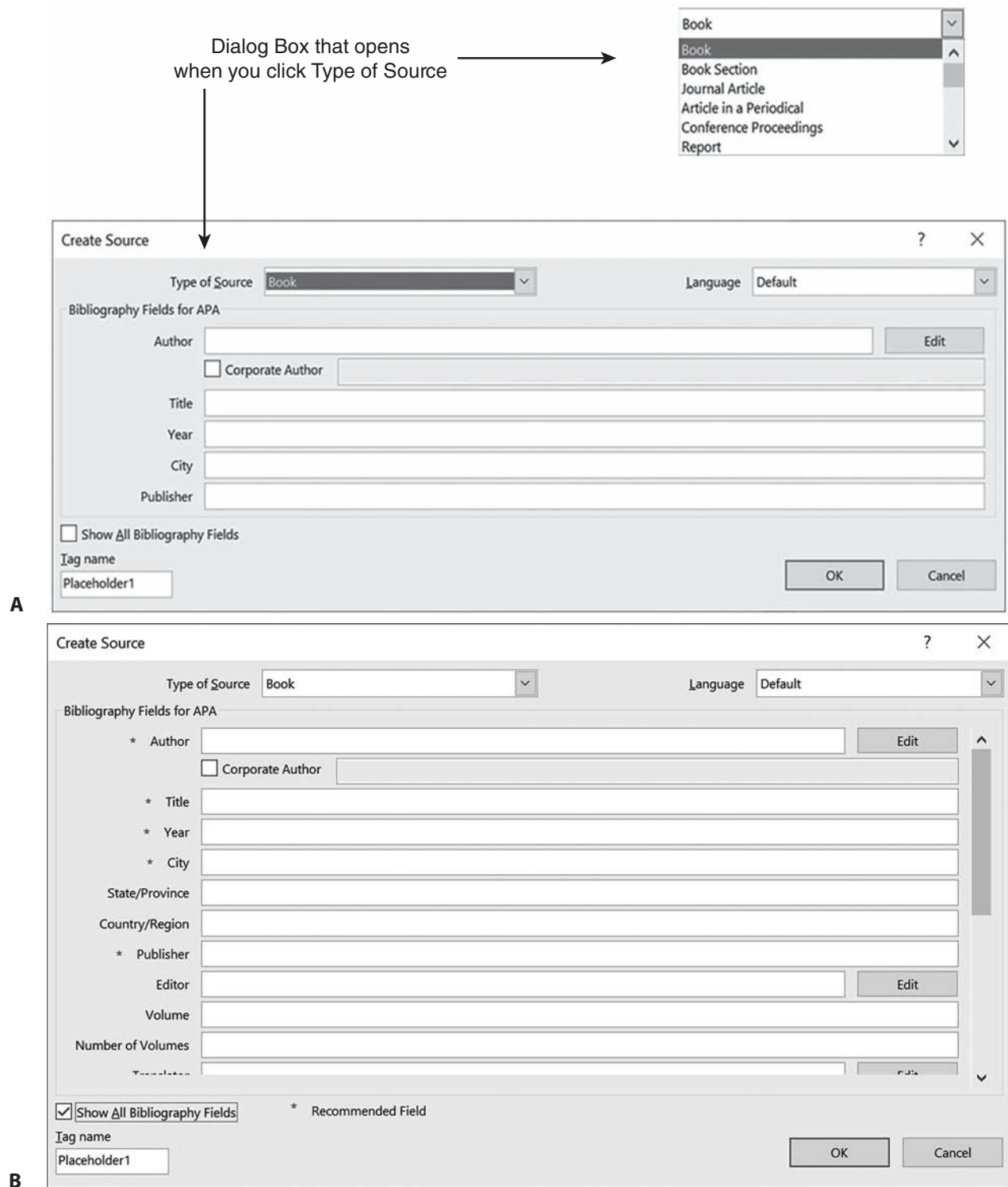


FIGURE 5-42 **A** Dialog Box for Creating One Source and Editing One Source. **B** Dialog Box showing Bibliography Fields for Journal Articles.

Used with permission from Microsoft.

Tracking Changes

Tracking and Changes are two groups on the **Review** tab that offer you the ability to highlight, accept, or reject edits or changes made in a Word document. Track changes is a common functionality used between individuals for offering edits, suggestions, and examples to an existing Word document. For example, your professor could use Track Changes, offering suggestions or examples when returning a graded assignment submitted in Word.

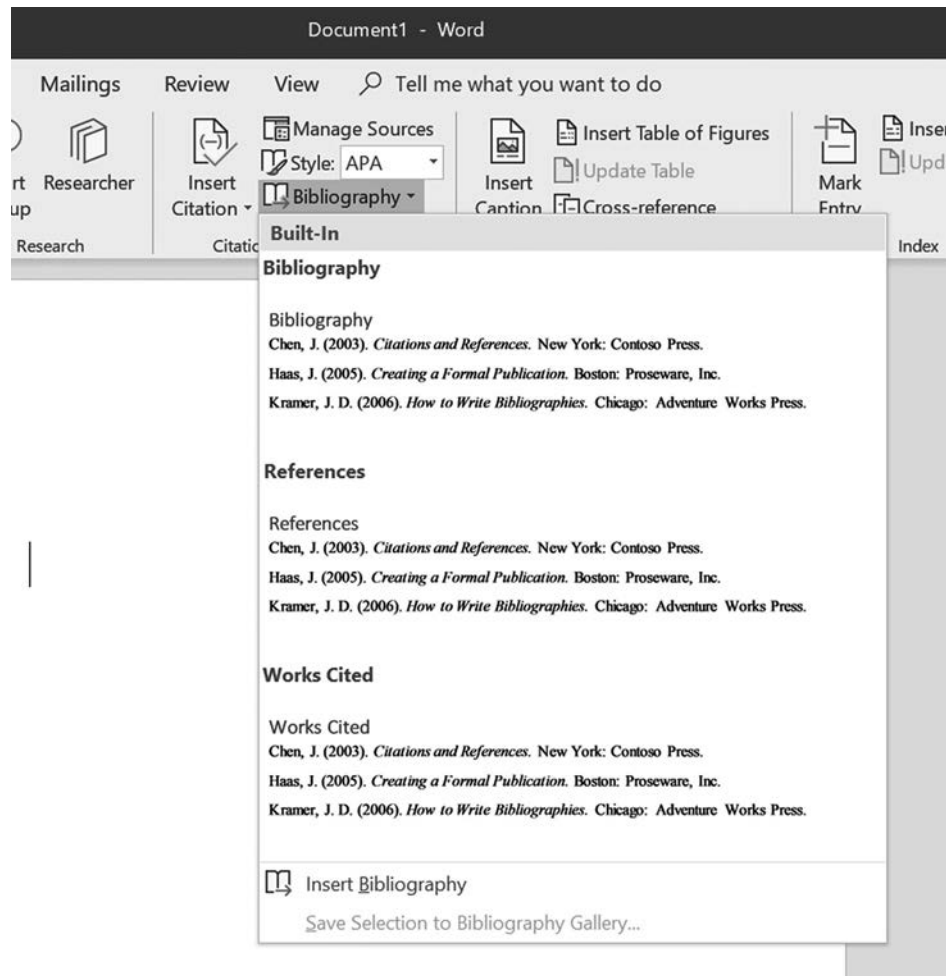





FIGURE 5-43 Dialog Box Showing Options for Inserting Sources


Used with permission from Microsoft.





By default, this functionality is turned off. The following is a brief introduction to the four commands within the **Tracking** group and the four commands within the **Changes** group:


Track Changes By clicking the **Track Changes** icon , you can turn tracking on or off. You can also lock tracking, requiring a password so that other authors cannot turn tracking off.

Display for review Clicking the **small black arrow** in **All Markup**  produces a drop-down box providing four choices for viewing changes in the document. Option one is **All Markup** reflecting all changes such as edits, insertions, deletions, and comments made to the document. This option is set as default. **Simple Markup** hides all the changes but inserts a red line in the left margin indicating a change has been made. It is also possible to see inserted comments. **No Markup** provides a preview of the document if all suggested changes were accepted. **Original** offers a view of the original document prior to any changes being made. You can switch between these options without altering changes made in the document.

Show Markup Show Markup  provides six options to show specific markups or changes made in the document. Options include the ability to only view comments, insertions and deletions, formatting changes, insertion of balloons to showcase formatting edits and comments, or to show updates only.

Reviewing Pane The Reviewing Pane  provides the option to see all the changes made to a document in a horizontal pane (located at the bottom of the screen) or vertical pane (to the left of the screen and document).

- Accept** The accept command  provides four options to accept changes made in a document: (1) Accept and Move to Next change, (2) Accept this Change, (3) Accept All Changes, or (4) Accept All Changes and Stop Tracking.
- Reject** The reject command  provides the same four options as the Accept command above, except each option involves rejecting changes.
- Previous and Next** The previous and next commands   provide the ability to advance from one change to the next in a backward motion (Previous) or in a forward motion (Next).

When using track changes, you have an option of right-clicking over an edited area of content at any time and when the shortcut menu appears, select accept, reject, or turn tracking off. You can also click **Tracking launcher**  to personalize or customize Tracking and Changing functionality such as changing user name and altering colors of changes made.

Personalizing Word

Microsoft Word offers users the ability to personalize or customize multiple levels of functionality to meet their specific needs when working in Word. In this chapter, we briefly discussed personalizing the ribbon, QAT, and the Tracking and Changing commands, but several other areas can be personalized. Clicking the **File** tab, and then **Options**, will show 11 options that can be personalized. **TABLE 5-2** lists the options in the left pane with the corresponding subcategory options in the right pane. Although you will not need to alter most of the options

TABLE 5-2 Word Options for Personalizing Application

Word Options	Option Subcategories
General	User Interface Options Personalize your copy of Microsoft Office Office Intelligent Services LinkedIn Features Start UP Options Real-time Collaboration Options
Display	Page Display Options Always Show These Formatting Marks on the Screen Printing Options
Proofing	AutoCorrect Options When Correcting Spelling in Microsoft Office Programs When Correcting Spelling and Grammar in Word Exceptions for (Document 1 or All New Documents)
Save	Save Documents Offline Editing Options for Document Management Server Files Preserve Fidelity When Sharing This Document
Language	Choose Editing Languages Chose Display Languages

Word Options	Option Subcategories
Ease of Access	Feedback Options Application Display Options Automatic Alt Text Document Display Options
Advanced	Editing Options; Cut, Copy and Paste; Pen; Image Size and Quality Chart; Show Document Content Display; Print; When Printing This Document; Save Preserve Fidelity When Sharing This Document; General Layout Options for (Document 1 or All New Documents) Compatibility Options for (Document 1 or All New Documents)
Customize Ribbon	Add Additional Commands to Tabs Add and Rename Tabs Customize Keyboard Shortcuts Create New Groups
Quick Access Toolbar	Add Additional Commands Hide or Show QAT
Add-ins	Select Add-ins
Trust Center	Security & More Microsoft Word Trust Center

when first starting to use Word, you may want to explore what you can personalize. Below are brief descriptions of a few areas:

- General** Within the General option you can add your name as the user name to be associated with the document. You could also connect your LinkedIn account with your Microsoft Account to see LinkedIn information in Microsoft apps and services.
- Display** In this option you can choose which formatting marks automatically display when working in Word, such as Paragraph Marks, Spaces, or Tab Characters.
- Proofing** This option offers the ability to personalize how AutoCorrect, Spelling, Grammar, and Exceptions are applied when working in Word.
- Save** Save is an important option to review and adjust to your needs. Here you can adjust the file format in which documents are saved and the time period for saving changes by AutoRecovery.

When you have finished selecting options to personalize your needs, be sure to click **OK** to save those changes. Once you click **OK**, changes will take effect immediately and the Word dialog box will disappear. When personalizing Word on a work, library, or school computer, changes may or may not be saved based on the policy within that organization.

► Summary

Word provides unlimited possibilities for creating custom documents. This chapter describes some of the basic and intermediate skills necessary to begin using Word features effectively and efficiently. These skills include saving and opening documents; moving around Word; viewing documents; formatting characters, paragraphs,

pages, and documents; using the spelling and grammar checker; doing readability and word counts; and creating a table. Additional features you might want to investigate further include creating an index or bibliography, working with clip art and SmartArt, making newsletters, writing blogs, addressing envelopes, and customizing and optimizing Word. To develop additional skills, use one of the many Word reference books available or go to Office.com, which offers assistance and training opportunities. Of course, much time and diligent work will be necessary before you can take advantage of all of the program's features. However, once you have mastered the foundational skills, you will discover it is easier to learn new functions and to adapt to the newer functionality and/or versions of the application.

Resources

GCFlearnfree.org. (2016). *Mail merge*. Retrieved from <https://www.youtube.com/watch?v=do9ujnZLIC4>

Investintech.com. *A beginner's guide to Microsoft Office*. Retrieved from <https://www.investintech.com/resources/articles/beginnersms-office>

Microsoft Office. (n.d.). *Office 365 training center*. Retrieved from <https://support.office.com/en-us/office-training-center>

Microsoft Office. (n.d.). *What's new in Word 2019*. Retrieved from <https://support.office.com/en-us/article/what-s-new-in-word-2019-for-windows-d3d31e5e-2bb8-4433-80bb-08279beef4b3>

Microsoft Office. (n.d.). *Word for windows training*. Retrieved from <https://support.office.com/en-us/article/word-for-windows-training-7bcd85e6-2c3d-4c3c-a2a5-5ed8847eae73>

Microsoft Office. (2019). *What's new in Microsoft Office 365*. Retrieved from <https://www.youtube.com/watch?v=rkrnpdiojh8>

Exercises

Exercise 1: Basic Microsoft Word Functions



Objectives










1. Perform selected word processing functions.
2. Associate basic word processing terms with selected functions.

Activity

1. Start **Word**. (This exercise can be done using any word processing program.)
2. Create a **New** document. Type the following text as fast as possible. Do not correct any mistakes that you make, and do not press the **Enter** key. Do not pay attention to spelling errors.






Outcomes-based reimbursement will change how healthcare is delivered. It is important for healthcare workers to understand what this may mean to their practice. Here are a few things that might change: (1) Payment will be based on outcomes and not volume. (2) Healthcare informatics and electronic health records will be critical to quality care. (3) Continuity of patient care will increase, and (4) Wireless technologies will facilitate capturing critical information when needed.

3. Correct the document. Make sure you are at the top of the document. Click the **Spelling & Grammar** icon on the QAT or click the **Review** tab, and the **Spelling & Grammar** icon . Make any corrections necessary by clicking the correct spelling from the list of suggestions provided in the Editor pane. Click the **Ignore Once** or **Ignore All** button to ignore a correctly spelled word. If no suggestion is given or incorrect words are suggested, Word doesn't recognize the word and therefore cannot give a correct spelling. Use an appropriate dictionary for the correct spelling and type it manually if not spelled correctly. Once the word is spelled correctly, you can click the **Add to Dictionary** button for future checking using your computer. Word will announce the completion of the spelling and grammar check and provide readability statistics if you have chosen that option under the **Proofing** section of **Word Options**.
4. Save the document.
 - a. Click the **File** tab and then click **Save As**, or press **Ctrl+S**.
 - b. Type **Chap5-Exercise1-LastName** in the highlighted **File name** text box.
 - c. In the Location text box at the top of the **Save As** dialog box, select the correct location and click **Save** (See Figure 4-15A for further help). Alternatively, you can save the document by clicking the **Save** icon  on the QAT. Once the document has a name and location, clicking the **Save** icon (or pressing **Ctrl+S**) will update the file and not display the **Save As** dialog box.
5. Move around the document.
 - a. Practice moving around the document.
 - b. Use the **arrow keys** and **Page Up** and **Page Down** keys.

6. Edit text.
 - a. Highlight the text (or press **Ctrl+A**).
 - b. Click **Copy**  on the **Home** tab (or press **Ctrl+C**).
 - c. Press **Ctrl+End** to position the insertion point below the original paragraph.
 - d. Press **Enter** twice.
 - e. Click **Paste**  (or press **Ctrl+V**). Now there are two copies of the text in the same document.
 - f. Click **Undo** icon  on the QAT.
 - g. Try doing the same thing using the **Cut**  and **Paste**  icons in the **Clipboard** group. If there is more than one copy left, delete the extra copies ending with one copy.
 - h. Go back to the QAT and click the **Repeat paste** icon .
 - i. Go to the clipboard. Click the **dialog launcher** button. A list of what you copied appears on the clipboard.
 - j. End this task with the document containing two of the same paragraphs.
7. Align text.
 - a. Highlight the **second copy** of the text. Click the **Align Text Right** icon  in the **Paragraph** group of the **Home** tab. Note what happens.
 - b. To use both right and left alignment click the **Justify** icon . All sentences appear flush at both margins except for the last sentence.
 - c. Click the **Align Text Left** icon .
8. Edit the document.
 - a. Delete any extra copies of the text, leaving only one copy.
 - b. Use the **Tab**, **Indent**, and **Enter** keys to create a document that looks like this.

Outcomes-based reimbursement will change how health care is delivered. It is important for healthcare workers to understand what this may mean to their practice.

Here are a few things that might change:

 - (1) **Payment will be based on outcomes and not volume.**
 - (2) **Healthcare informatics and electronic health records will be critical to quality care.**
 - (3) **Continuity of patient care will increase.**
 - (4) **Wireless technologies will facilitate capturing critical information when needed.**
9. Format the document.
 - a. Press **Ctrl+Home**, type **Implications of Outcomes-Based Reimbursement**, and press the **Enter** key twice.
 - b. Highlight the **title**.
 - c. Click the **Bold** icon , and the **Center text** icon .
 - d. Click in the text to deselect the title. See **FIGURE 5-44** for the finished result.
10. Print the document.
 - a. Click the **File** tab, select **Print**, and choose an option.
 - b. Alternatively, press **Ctrl+P** or click the **Printer** icon  on the QAT.
11. Close and save the document.
 - a. Click the **Save** icon  or press **Ctrl+S** to save the document. This will update the file saved earlier.
 - b. Click **Close**  on the Word title bar, or **File** tab, **Close**.

Implications of Outcomes-Based reimbursement

Outcomes-based reimbursement will change how health care is delivered. It is important for healthcare workers to understand what this may mean to their practice.

Here are a few things that might change:

- (1) Payment will be based on outcomes and not volume.
- (2) Healthcare informatics and electronic health records will be critical to quality care.
- (3) Continuity of patient care will increase, and
- (4) Wireless technologies will facilitate capturing critical information when needed.

FIGURE 5-44 Finished Exercise 1


Exercise 2: Character Formatting

Objectives

1. Apply the appropriate typeface to a selection of characters.
2. Change the font size of selected text.
3. Apply font attributes to selected text.
4. Apply special effects to selected text.
5. Use the change case feature to change text case.

Activity

1. Typeface refers to the look of the characters.
 - a. Download and open the document **Chap5-Exercise2-Characterformatting**.
 - b. Select the **two lines** immediately following the word “Arial” by placing the pointer in the margin across from the two lines and double-clicking and/or holding down the left mouse button while dragging the mouse to the end of the text. Let go of the mouse button before moving on to the next step.
 - c. Click the **font down arrow** Times New Rom. ▼ in the **Font** group of the **Home** tab. Click **Arial**. Repeat these directions for the remaining three fonts. *Notice the little feet on the “i” and “h” for Courier and Times New Roman. These are serif fonts; the other two are sans serif fonts.* Use serif fonts for word processing.
2. Font size refers to the height of the characters.
 - a. Select the line beginning with **18 point** as in the exercise above.
 - b. Click the **down arrow** 12 ▼ next to the current size (12) in the **Font** group of the **Home** tab. Select **18 points**. You may also right-click the selection and click on font from the shortcut menu. Select the correct size in the dialog window.
 - c. Repeat these directions for the remaining points in the exercise. Consider why you would want to use some of the larger fonts when working in the healthcare field. Type your answer under font size section.
3. Font attributes and special effects.
 - a. Select the first “**I am going to be an excellent healthcare provider and Word user**” sentence.
 - b. Right-click the **selection** and select **Font** from the shortcut menu.
 - c. At the bottom of the tab, under Effects, there are boxes with options such as Strikethrough, Small caps, and All caps. Select the box to the left of the **Strikethrough** option. Click **OK**.
 - d. Repeat the same steps for the next three sentences, choosing the **Superscript**, **Subscript**, and **Small caps** options.
 - e. Select the **fifth** sentence. Click **Bold** on the **Font** group in the **Home** tab.
 - f. Select the **sixth** sentence. Right-click the selection and select **Font** from the shortcut menu. In the **Underline styles** options, choose the **words only** option.

- g. Select the **seventh** sentence and click the **Italic** icon on the **Font** group in the **Home** tab.
 - h. Select the **eighth** sentence. Click the down arrow to the right of the **Font Color** icon in the **Font** group. Under the font color menu, choose any color. The sentences should now display eight different font attributes and/or special effects.
 - i. Type a brief note next to each sentence as to the conditions under which you might use this effect.
 - j. Select the text in parentheses that reads **cHANGE cASE**. Click the **Change Case down arrow**  in the **Font** group then select **tOGGLE cASE**.
4. Save this file as **Chap5-Exercise2-LastName**. Submit as directed by your professor.

Exercise 3: Paragraph Formatting—Tabs, Indents, and Justification




Objectives

1. Apply the appropriate tab for the text.
2. Apply left, right, hanging, and first line indents to selected text.
3. Apply center, justify, left, and right alignment to selected text.




Activity

Working with Tabs





Part 1: Imagine you are nearly finished with your college degree and are ready to start practicing in the healthcare field. Much to your disappointment, your advisor tells you that you've forgotten to fulfill a general literature requirement and that the only appropriate course with seats available is Readings in Contemporary Poetry. So there you are, in this poetry class, when your professor tells you that there's no book to buy at the bookstore and that you're going to create the book yourself. She hands each student the name of a poet and tells him or her to pick that poet's 10 best poems and copy them into a neat anthology for the class. You've been handed Nicholas Christopher and you've already selected your poems. But the professor maintains that the anthologies *must* look nice and emphasizes this by stating, "Remember, this is our textbook." The anthology's appearance is 40% of your grade, so you want your list of poems and their related pages to look exceptional. What do you do?

1. Download and open the document **Chap5-Exercise3-LeftTabsandDotLeaders**.
2. Select all text in the **Part 1** list.
3. Look at the ruler above the document. To its left is a box with a short L in it . If there isn't a plain, short L facing the right way, click the box until the L image appears. The L means that Word is ready for you to set standard left tabs.
4. Click slightly below the **half-inch** mark on the ruler, but just above the gray area, which separates the ruler from the document.
5. Click the **tab** box on the left of the ruler bar, until a **right** tab appears .
6. Set a right tab at **5.5"**.
7. The titles in boldface are the books from which the poems come, and the other titles are the poems themselves. Move the cursor in front of "Reflections on a Bowl of Kumquats, 1936," the first poem title, and press the **tab** key once. Repeat this step for each of the rest of the poem titles.
8. There is still one more thing that can be done. Select **all the text** in the list again. Double-click the **right** tab  you just created under the ruler.
9. In the **Tabs** dialog box on the left of the Tabs window, select the **5.5"** tab.
10. In the same window, under Leader, select **2**, which is a series of dots. Click the **Set** button.
11. Click **OK**.
12. What other feature could you use to create the list of poems?




Part 2: Your employer has a Word document in which the content listed in Part 2 of the Left Tabs and Dot Leaders file. He is stumped as to how to align the words so they look nice. What he wants to do is insert multiple tabs to move the text over to align properly but realizes there must be a better way. He asks you to format them properly.

1. Turn on the **Show/Hide mark**. Click the **Show/Hide** icon  in the **Paragraph** group of the **Home** tab. Check to make sure there is only one tab mark between the items.
2. Select the **first line** of text. That would be student number, year, exam 1, and exam 2.
3. Make sure the left tab  displays on the far left of the toolbar (if not, click it until the left tab marker displays).
4. Place tabs stops at the **1.5, 2.5, and 3.5** marks on the ruler bar.
5. Select the **next two lines** of text. Place a left tab stop at **1.5** on the ruler bar.
6. Change the tab to display a **decimal align**  tab. Place a decimal align tab on the sixth **tab** stop between the 2" and 3" marks on the ruler bar and then on the sixth **tab** stop between the 3" and 4" marks.

Working with Indents

1. Download and open the document **Chap5-Exercise3-Indents**.
2. Select the **text** below Left Indent, starting with *this* and ending with *spaces*.
3. Press the **Tab** key. The paragraph should now be indented from the left margin. You can also use the ruler bar and drag the indent marker as a unit . Under what conditions you would use the left indent?
4. Select the **text** below Right Indent, starting with *right* and ending with *toolbar*.
5. On the ruler near the top of the screen, there is a triangle pointing up at 6". Click that triangle and drag it to 5" . Your paragraph is now right indented. Under what conditions is the right indent paragraph formatting feature used?
6. Place the insertion point to the left of *this* and press the **Tab** key . The first line of the paragraph is now indented. You may also drag the top indent marker to the .5" mark on the ruler bar. Some style manuals require the first line of a paragraph to be indented a half inch from the left margin.
7. Select the **text** below Hanging, starting with *depending* and ending with *spaces*.
8. Click the **Paragraph dialog box launcher**. This time, from the "Special" box located under indentation, select **Hanging**, then **OK**. Now your paragraph has a hanging indent . Under what circumstances is the hanging paragraph used?

Working with Justification

1. Download and open the document **Chap5-Exercise3-Justification**.
2. Select the title **My Story—A Brush With Death** immediately following Here is an example under Center Justification.
3. Click **Center**  in the **Paragraph** group. What happens to the text? Why would you use center alignment?
4. Select the **text** "This is a **Paragraph**..." in the paragraph" following the justification description.
5. Click **Justify**  in the Paragraph group. The text is now flush at both the left and right margins. The words are spread out to make the text flush. Under what conditions would you use this justification?
6. Left alignment is the default. There is no need to select this paragraph because it is already left aligned.
7. Select the **text** **Title of My Paper through Name: Irene Joos** following the right alignment description.
8. Click **Align Text Right**  in the **Paragraph** group. The text is now flush at the right margin. Under what conditions would you use this justification?
9. If directed by the professor, save these files by adding your name to the end of the file name and submitting as directed.

Exercise 4: Merge and Find Functions

Objectives

1. Create main, data source, and merged documents.
2. Use the find and replace function.
3. Print created letters.

Activity

1. Create the documents.
 - a. Create a main document and a data source document, as illustrated in **FIGURE 5-45**. Use the directions given earlier in this chapter for creating the mail merge documents. Save the files **Chap5-Exercise4-Doc1DM** and **Chap5-Exercise4-DataDM**.
2. Use the find and replace function and replace all occurrences of (1) DM with **diabetes mellitus**, (2) September 25, 2013 with **January 25, 2020**, and (3) medications with **insulin**.
3. Merge the documents.
 - a. Use the mail merge feature to generate and print the individual letters.
 - b. Check the letters for accuracy.
 - c. Save the results as **Chap5-Exercise4-3-LastName**.

The appearance of the fields depends on the word processor used. The fields may be indicated with the name of the field, a number with a hyphen (-), or something else.

DATA SOURCE						
Title	First Name	Last Name	Address	City	ST.	ZIP
Ms.	Mary	Jones	325 First Street	Carnegie	PA	15102
Mr.	Robert	Tutor	45 Software Ave.	Milford	Pa	15102
Dr.	Susan	Master	8997 Default Lane	Eagan	MN	55123

<<Title>> <<FirstName>> <<LastName>>

<<Address>>

<<City>> <<State>> <<PostalCode>>

(Use the automatic date function to place date with this style: Month Day, Year.)

Dear <<FirstName>>:

We invite you to attend a patient education program on adult-onset DM. The date of the program is September 25, 2013. The program time takes place from 1 to 3 pm. In the Patient education Conference Room, 4th floor, Computerville Hospital. We designed this program for newly diagnosed diabetics. The program will address adjusting to diabetes, diet and exercise, and medications. The guest speaker is Nellie Netscape, Nurse Practitioner. Please notify us at 624-333 if you plan to attend. There is no charge for this program. We look forward to seeing you.

Sincerely,

Chris Data, PhD. RN

FIGURE 5-45 Sample Data Source and Main Document

Main Document

Figure 5-45 shows the sample main document. Make sure you use the insert field feature; do NOT type the fields and the related chevron into the document.

4. Using the information from the letter, make a flyer that you can post in the clinic where other patients might see it.
 - a. Choose an **Event flyer** from Office.com under **Templates, Flyers**.
 - b. Include **Clip art** that is appropriate for the document.
 - c. Save the flyer as **Chap5-Exercise3b-LastName**.
5. Place all work in a folder titled **Chap5-Exercise3-LastName**. Zip the folder and submit as directed by the professor.



Exercise 5: Creating a Company Brochure

As a health professional, you will be requested to complete a variety of tasks. One such task maybe creating a mail brochure for marketing purposes that will be sent to individuals and businesses within the surrounding community or patient handouts for such things as vaccinations, medications, exercise, diet, their diagnosis, and so forth.

Objectives

1. Design or use a brochure template.
2. Utilize various types of character and paragraph formatting, icons, and images.
3. Save the document as a Word document and PDF file.
4. Print a two-sided document.


Activity

1. Select a Word template.
 - a. Open Word Application; in the search box, type **Company Brochure**.
 - b. Select a trifold template titled **Company Brochure**, and then click **Create**.
 - c. Save as **Word document** and name as **Chap5-Exercise5_LastName_Draft v1**.
2. Format Company Brochure.
 - a. Click **Your Company Brochure**, notice the sample text is now highlighted. Type **Community Health Clinic**. The new title appears maintaining the exact format of the template title.
 - b. Below Community Health Clinic, click in the section that begins with “**brief description.....**” and type **Serving the Community While Promoting Healthy Lifestyles**. Now **highlight** the text and click **B**, in the **Font** group on the **Home** tab to bold the sentence.
 - c. Right-click on **replace with LOGO**, select **Change Picture**, then **From icons**  **From [cons...** . A dialog box of icons appears.
 - d. Scroll down to the Medical group section, click any **medical** icon, and then **Insert** button.
 - e. Adjust the size of the medical icon to fill the area by clicking **the image** and placing the cursor on a corner circle until the double header cursor appears. Now, keeping the mouse button down, **drag** until it is the correct size.
 - f. Now center the icon above the red line by clicking the **Center** icon  in the **Paragraph** group on **Home** tab. You could also click **Ctrl+E** to center.

- g. Click in the return address area and type **Community Health Clinic** (first line), **100 Healthy Ways, Pittsburgh, PA 15123** (second line). Notice the vertical direction format does not change.
 - h. On the left side of the brochure (page 1), above the red box, highlight “**This is a great spot for a mission statement**” and type **Our mission is to meet your needs.**
 - i. Highlight content in the red box and type **The mission of the Community Clinic is to protect and improve the health and environment for community of Pittsburgh. We are dedicated to supporting the existing medical needs as well as the promotion of healthy living.**
 - j. Highlight newly typed **mission statement** and format the font color to White, size 18, Times New Roman. Remember to save your changes.
3. On page 2 of brochure, reformat the three columns as follows:
 - a. Right-click on one image; in the dialog box that appears, click **Change picture**, then **Online Source**. In the search box, type **Medical Images**. From the list of options, click an **image** and click the **Insert** button. Repeat the same steps and change the second image on page 2. Be sure the images you download are licensed under “CC” (Creative Commons), which are free to use. Delete the tag line that appears validating image is licensed by CC by right-clicking in the text box, and then **Delete**.
 - b. In **column one**, under the first image, delete **Make it Yours** and type **Services Offered**, then type the 10 services listed below in numerical order.

Physicals	Physical Therapy
Nutritional Class	Occupational Therapy
Counseling	Breastfeeding Class
Vaccines	Diabetic Education
Outpatient Services	Weight Clinics

Reformat the list of service to **Garamond (body), Bold, size 18**.

- c. In columns 2 and 3, be creative and finish editing the template following the focus of marketing a Community Health Clinic. Try using various formatting options discussed in this chapter. This is an opportunity for you to try different features in Word.
 - d. When finished, click **Spelling & Grammar** icon, make appropriate changes as needed, and then click **OK**. In the **Readability Statistics** box (as outlined in this chapter), note the Flesch-Kincaid Grade Level. Be sure it falls below a grade level noted by your professor. Remember to keep saving the file.
4. Print two-sided document.
 - a. Click **File** tab, and then **Print**. In the dialog box under Settings, select **Print on Both Sides**. Click the **Print** button. Review the printed brochure and make any additional changes needed and continue saving.
 5. When sending files electronically in Word format, text and images may shift when opened on different computers using different software. To prevent this from occurring, you can save in a PDF format.
 - a. Click **File, Save a Copy**, select **PDF (*.pdf)** in the file type drop-down box, name the file as **Chap5-Exercise5_LastName_Final**, click the **Save** button  **Save**. Submit the PDF file to the professor as directed. See **FIGURE 5-46** for sample finished brochure.

Our mission is to meet your needs

The mission of the Community Clinic is to protect and improve the health and environment for community of Pittsburgh. We are dedicated to supporting the existing medical needs as well as the promotion of healthy living.

[Recipient Name]
[Address]
[City, ST, ZIP Code]

Community Health Clinic
100 Healthy Ways, Pittsburgh, PA 15123

Community Health Clinic

Servicing the Community While Promoting Healthy lifestyles



Promoting Healthy Living

Services Offered

1. Physicals
2. Vaccines
3. Weight Clinics
4. Diabetic Education
5. Outpatient Services
6. Physical Therapy
7. Occupational Therapy
8. Counseling
9. Breastfeeding Class
10. Nutritional Class

No Appoints Needed

We understand that unexpected events happen that require immediate help. Our clinic has walk in services that do not require appointments be made. Our clinic is open 24 hours a day, seven days a week.

Quality, Value, and Affordability

Our employees focus on providing affordable, quality services to our community members.

"I was greeted by a very caring and supportive receptionist when I entered the clinic with my son who had fallen and cut his leg open. Not only did they comfort my son and care for his leg, they supported my needs as well." —Deb Wolf, 2019

We accept most major insurances, and we offer affordable pricing for those without insurance.

We know how busy life can be. That is why most patients are in and out in less than an hour.



Employer services

We offer services to meet your employee's health needs:

- Workers' Comp and Injury
- Episodic On-Site Services
- Health and Wellness
- Occupational Medicine
- First Aid
- Rehabilitation
- Vaccinations



Contact Us

Community Health Clinic
100 Healthy Ways
Pittsburgh, PA, 15123

412 -000-0000

Community.Clinic@healthyWay.com

Visit us on the Web:

<http://www.CommunityClinic.com>

FIGURE 5-46 Exercise 5 Finished Brochure

Assignments

Assignment 1: Preparing a Résumé

You will need Microsoft Word and an Internet connection for this assignment.

Directions

A résumé that summarizes educational and professional accomplishments is necessary when you apply for a job. This assignment uses the registered nurse résumé, but you may select another if it would be more appropriate for your discipline.

1. Obtain a want ad from newspaper or online job posting site (preferably in the health field).
2. Compose a résumé using a Word résumé template.

NOTE: Some of these résumé templates are set up using tables, so you move around as you would in a table.

- a. Click **File** tab and then **New**.
- b. Under **Templates** and **Office.com** (you will need to have MS Word application on your computer to do this and an Internet connection):
 - i. Click **Résumés** and **Cover Letters** under the search box.
 - ii. Click **Student Résumé (Modern Design)** or another of your liking, then click **OK** to download.
 - iii. Complete the template by replacing the text placeholders with your own information. Delete any extra placeholders. Remember that this template uses tables to hold the data, so you will need to work with tables to add or delete rows. Make sure the résumé includes the following information:
 - ◆ Contact information: your name, address (city, state, ZIP code), phone number, and email address
 - ◆ Summary of your professional skills
 - ◆ Listing of your professional credentials, such as registration and certifications
 - ◆ Education (school, degree, date, major)
 - ◆ Professional experience as a health professional/nurse (begin with your most recent position and include the year, name of position, and type of unit) and list of responsibilities.
 - ◆ Affiliations, such as professional associations, and any offices held
 - ◆ Other accomplishments such as awards, honors, publications, presentations
 - ◆ Community service activities
- c. Use uppercase and lowercase.
- d. Spell-check your document.

NOTE: You can change the titles of the template header sections by highlighting the word and backspacing to meet your needs.

- e. Save the résumé as **Chap5-Assign1-LastName**.

3. Compose and revise a cover letter applying for the position.
 - a. Open the résumé file **Chap5-Assign1-LastName**; insert a blank page as the first page in the file. Use this page to type the **cover letter**. Be sure that your résumé starts at the top of a new page. Save the **file**.
 - b. Run the cover letter through the **spelling and grammar checker** including a **word count** and **reading level**. Turn on **Track Changes**. Make appropriate revisions in the cover letter using the results of the spelling and grammar check and then turn off **Track Changes**.
 - c. Use the snipping tool to **capture the readability statistics** dialog box results (**Start, All Programs, Accessories, Snipping Tool, New down arrow**, and select **Window Snip**). Copy the image in the snipping window to the end of the résumé file on a separate page from the end of the résumé.
4. Save the file as **Chap5-Assign1-LastName**. Submit the **advertisement**, a **letter of application**, and the **résumé** as directed by your professor. The professor will be able to see your edits in Track Changes.

Assignment 2: Creating a Table

Directions

1. Select a topic that lends itself to a table. For example, a list of nurses with contact information, a list of items with a description and price, or budget items you would like to request along with descriptions, number, and cost. Use content that may be useful to you. For example, you may create a table to be used in a term paper you are writing for another course.
2. Create a table using the following directions.
 - a. Create at least five columns.
 - b. Add at least five records.
 - c. Format the table using one of the design auto format features.
 - d. Copy the table to a new separate page in the same document (insert a page break and place the table on next page).
 - e. Sort the first table by name from A–Z.
 - f. Sort the second table by data in another column. Format it with a different design.
3. Save the file as **Chap5-Assign2-LastName**. Submit as directed by the professor.

Assignment 3: Preparing a Newsletter (a Challenge to Show What You've Learned)

Directions

1. Use the following features to create a 1-page newsletter.
 - a. Use WordArt to create the title: Eating Healthy. Size it to span 6 inches across the page and apply a text effect. (Commands are on the **Insert** tab.)

HINT: Press the **Enter** key twice and anchor the WordArt on the first paragraph mark.

- b. Insert a section break, continuous, at the second paragraph mark.
 - c. Create two columns for the second section.
 - d. Type at least five subtitles and add content about each.
 - e. Make the first letter of the content under each subtitle a drop cap.
 - f. Add at least one clip art image in an appropriate place(s).
 - g. Place a border around the page.
2. Save this assignment as **Chap5-Assign3-LastName**. Submit it to the professor as directed.

Assignment 4: Formatting a Formal Paper

Directions

You are working with a formal paper that includes a title page, table of contents, headers, table, and bibliography. You will use APA style 6th edition for the paper.

1. Use a paper you have written for another class or one provided by your professor.
2. Create a title page.
3. Insert a header and the page number according to APA style.
4. Apply the appropriate heading styles to enable later generation of the table of contents.
5. Add a relevant table.
6. Format the table attractively.
7. Add appropriate clip art, pictures, or SmartArt appropriate to enhance the message.
8. Generate the table of contents.
9. Turn **Track Changes** on. Delete at least two sentences within the document and insert two new sentences. Be sure **All Markup** is selected for display.
10. Insert a comment close to where you deleted the sentences explaining why you changed content.
11. Create a reference list.
12. Save the file as **Chap5-Assign4-LastName**. Submit following the directions of your professor.