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NEW PERSPECTIVES

CAREY | OJA | PARSONS
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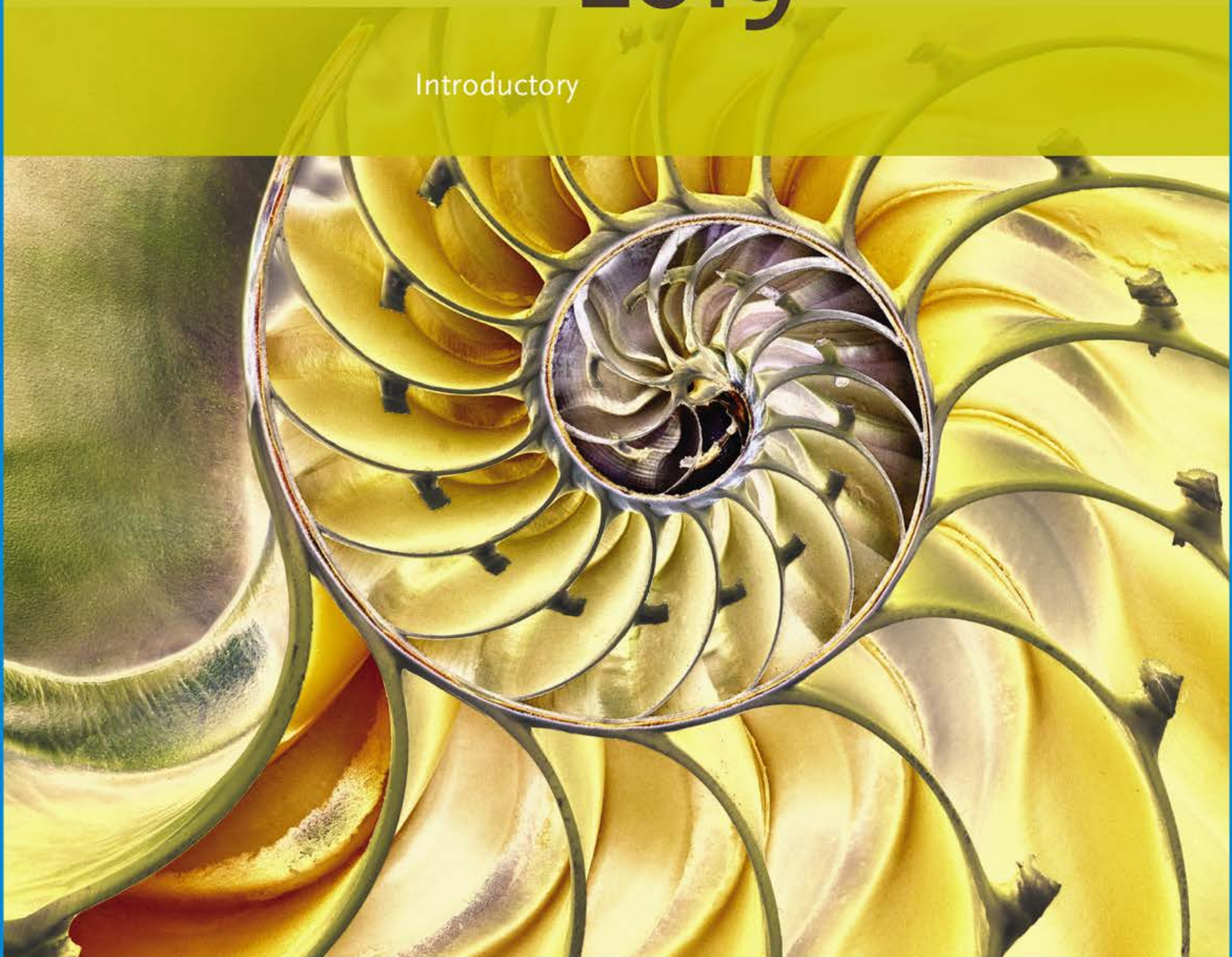
Microsoft® Office 365®
Office 2019

Introductory



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CENGAGE

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Getting to Know Microsoft Office Versions

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

Microsoft supports several versions of Office:

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

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

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

Cengage is committed to providing high-quality learning solutions for you to gain the knowledge and skills that will empower you throughout your educational and professional careers.

Thank you for using our product, and we look forward to exploring the future of Microsoft Office with you!

Using SAM Projects and Textbook Projects

SAM and *MindTap* are interactive online platforms designed to transform students into Microsoft Office and Computer Concepts masters. Practice with simulated SAM Trainings and MindTap activities and actively apply the skills you learned live in Microsoft Word, Excel, PowerPoint, or Access. Become a more productive student and use these skills throughout your career.

If your instructor assigns SAM Projects:

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

To use SAM Textbook Projects:

1. Launch your SAM Project assignment from SAM or MindTap.
2. Click the links to download your **Start file** and **Support files** (when available).
3. Locate the module indicated in your book or eBook.
4. Read the module and complete the project.

Open the Start file you downloaded.

Save, close, and upload your completed project to receive immediate feedback.

IMPORTANT: To receive full credit for your Textbook Project, you must complete the activity using the Start file you downloaded from SAM or MindTap.

MODULE 1

Creating and Editing a Document

Writing a Business Letter and Formatting a Flyer

OBJECTIVES

Session 1.1
- Create and save a document
- Enter text and correct errors as you type
- Use AutoComplete and AutoCorrect
- Select text and move the insertion point
- Undo and redo actions
- Adjust paragraph spacing, line spacing, and margins
- Preview and print a document
- Create an envelope

Session 1.2
- Open an existing document
- Use the Editor pane
- Change page orientation, font, font color, and font size
- Apply text effects and align text
- Copy formatting with the Format Painter
- Insert a paragraph border and shading
- Delete, insert, and edit a photo
- Add a page border
- Create bulleted and numbered lists
- Use Microsoft Word Help

Case | *Water Resources Department*

David Alzacar is the communications director for the Water Resources Department in Portland, Oregon. As part of his outreach efforts, he has produced a set of brochures promoting the city's water conservation efforts. David has asked you to create a cover letter to accompany the brochures he is sending to the organizers of a national sustainability conference. He has also asked you to create an envelope for sending a water quality report to an environmental engineering publication. Next, he wants your help creating a flyer encouraging community members to join a citizen advisory panel. Finally, he would like to add bulleted and numbered lists to the minutes of a recent advisory panel meeting.

You will create the letter and flyer using **Microsoft Office Word 2019** (or simply **Word**), a full-featured word processing app that lets you create professional-looking documents and revise them easily. You'll start by opening Word and saving a new document. Then you'll type the text of the cover letter and print it. In the process of entering the text, you'll learn several ways to correct typing errors and how to adjust paragraph and line spacing. When you create the envelope, you'll learn how to save it as part of a document for later use. As you work on the flyer, you will learn how to open an existing document, change the way text is laid out on the page, format text, add a page border, and insert and resize a photo. Finally, you'll add bulleted and numbered lists to a document, and then learn how to use Microsoft Word Help.

STARTING DATA FILES

Word1 →

Module
NP_WD_1-1.docx
NP_WD_1-2.docx
Support_WD_1_Water.png

Review
NP_WD_1-3.docx
NP_WD_1-4.docx
Support_WD_1_Glass.png

Case1
(none)

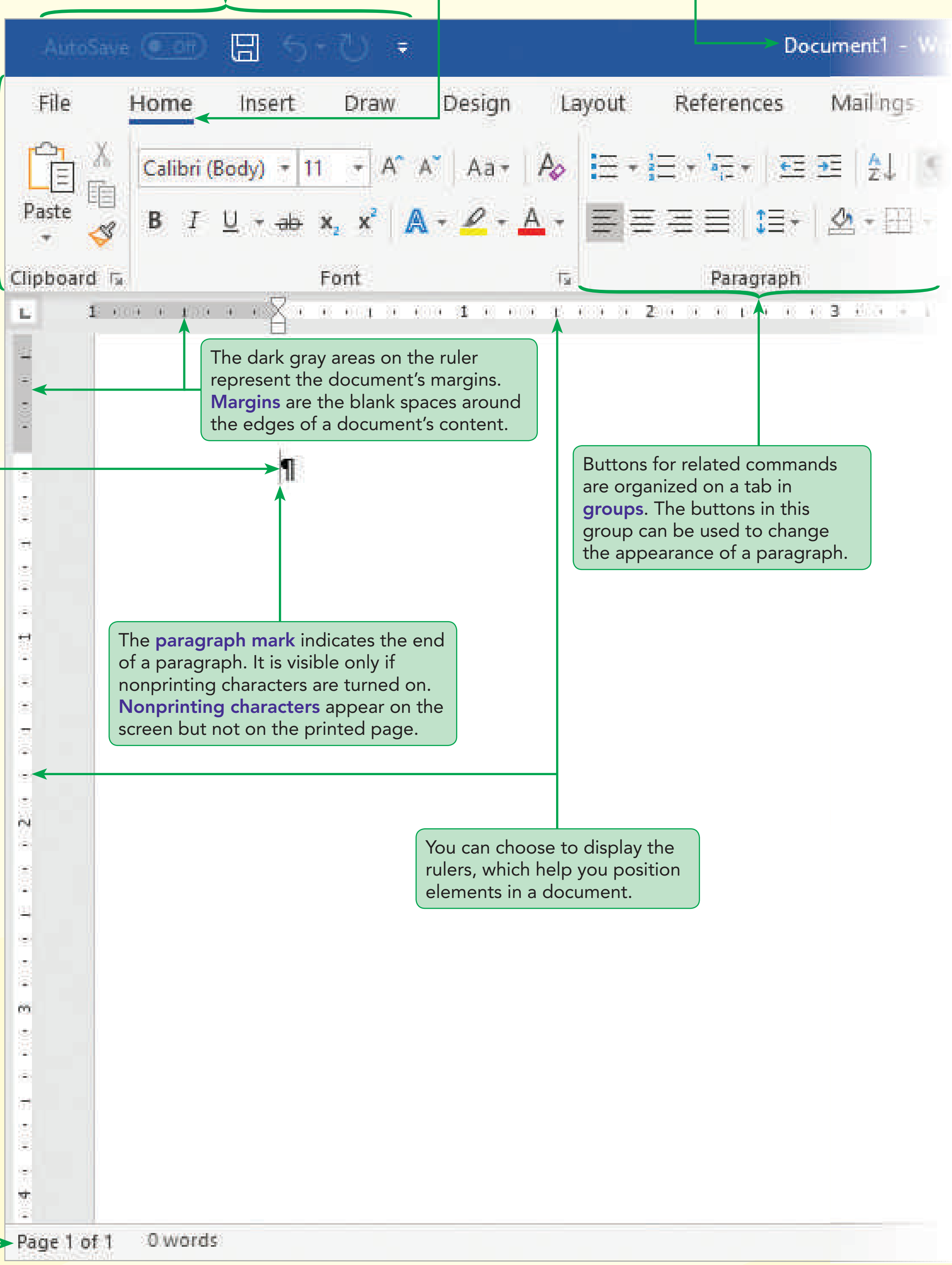
Case2
NP_WD_1-5.docx
Support_WD_1_Sign.jpg

Session 1.1 Visual Overview:

The **Quick Access Toolbar** is a collection of buttons that provides one-click access to commonly used commands, such as Save, Undo, and Repeat; you might see additional buttons here.

Each **tab** includes commands related to particular activities or tasks. The Home tab includes options for formatting and editing text.

The **title bar** displays the name of the open file and the program.



The **ribbon** is the main set of buttons and other tools you can use to complete tasks. It is organized into tabs and groups.

The dark gray areas on the ruler represent the document's margins. **Margins** are the blank spaces around the edges of a document's content.

The **insertion point** shows where characters will appear when you start typing.

Buttons for related commands are organized on a tab in **groups**. The buttons in this group can be used to change the appearance of a paragraph.

The **paragraph mark** indicates the end of a paragraph. It is visible only if nonprinting characters are turned on. **Nonprinting characters** appear on the screen but not on the printed page.

You can choose to display the rulers, which help you position elements in a document.

The **status bar** provides information about the current document, such as the current page and number of words in the document; it also contains buttons and other controls for working with the document.

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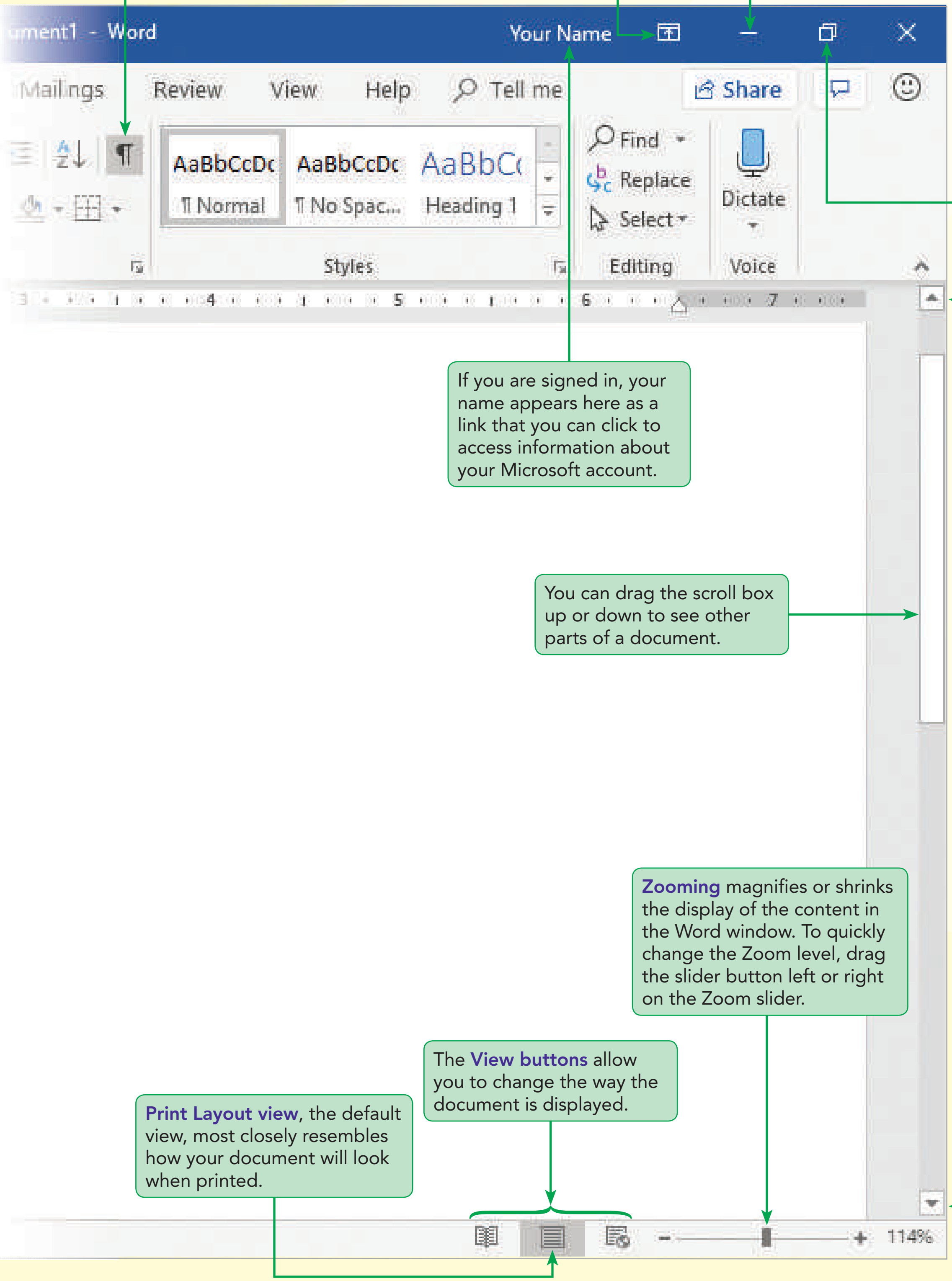
The Word Window



The Show/Hide button is selected, meaning that nonprinting characters are displayed in the document.

You can click the Ribbon Display Options button to display a menu with options for how the ribbon looks. If the ribbon is hidden, click Show Tabs and Commands in this menu to redisplay it.

You use the Minimize button to reduce the Word window to an icon in the taskbar, which you can click later to display the Word window again.

You use the Restore Down button to reduce the Word window to a smaller size; the Restore Down button is then replaced with the Maximize button, which you can click to restore the Word window to its full size.

If you are signed in, your name appears here as a link that you can click to access information about your Microsoft account.

You can drag the scroll box up or down to see other parts of a document.

You can click the scroll arrows to scroll up or down one line, or hold the mouse button to scroll up or down more quickly.

Zooming magnifies or shrinks the display of the content in the Word window. To quickly change the Zoom level, drag the slider button left or right on the Zoom slider.

The **View buttons** allow you to change the way the document is displayed.

Print Layout view, the default view, most closely resembles how your document will look when printed.

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Starting Word

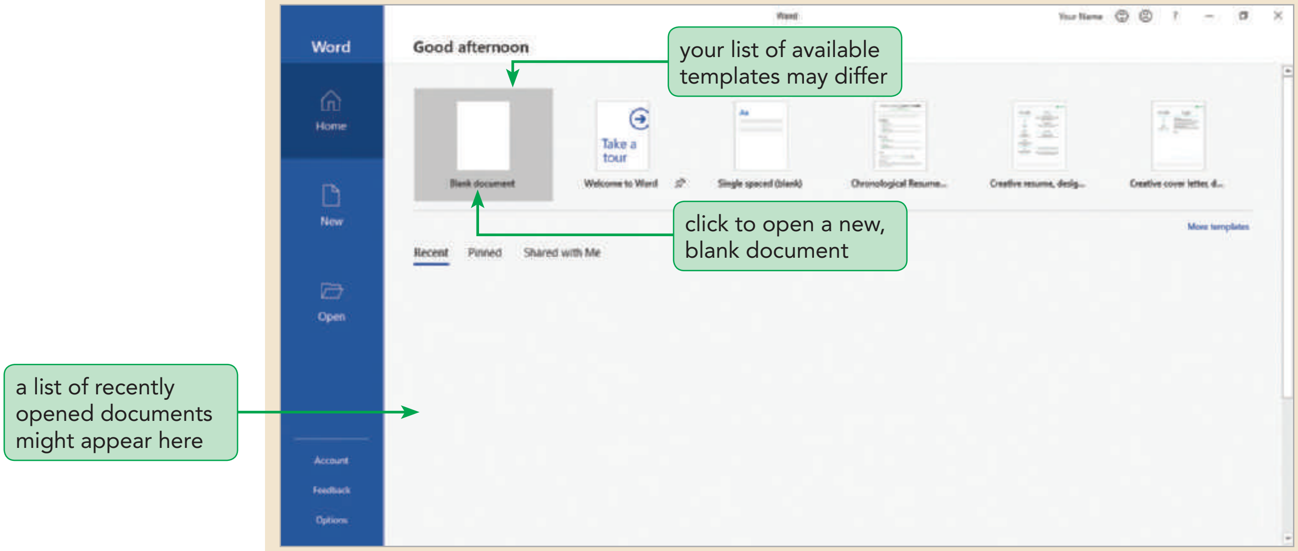
With Word, you can quickly create polished, professional documents. You can type a document, adjust margins and spacing, create columns and tables, add graphics, and then easily make revisions and corrections. In this session, you will create one of the most common types of documents—a block-style business letter.

To begin creating the letter, you first need to start Microsoft Word and then set up the Word window.

To start Word:

1. On the Windows taskbar, click the **Start** button . The Start menu opens.
2. On the Start menu, scroll the list of apps, and then click **Word**. Word starts and displays the Recent screen in Backstage view. Backstage view provides access to various screens with commands that allow you to manage files and Word options. See Figure 1–1.

Figure 1–1 Recent screen in Backstage view


Word
Good afternoon
Your Name
Home
New
Open
Account
Feedback
Options
Blank document
Take a tour
Welcome to Word
Single spaced (blank)
Chronological Resume...
Creative resume, desig...
Creative cover letter, d...
More templates
Recent
Pinned
Shared with Me

your list of available templates may differ

click to open a new, blank document

a list of recently opened documents might appear here

3. Click **Blank document**. The Word window opens, with the ribbon displayed.

   Trouble? If you don't see the ribbon, click the Ribbon Display Options button , as shown in the Session 1.1 Visual Overview, and then click Show Tabs and Commands.

   Don't be concerned if your Word window doesn't match the Session 1.1 Visual Overview exactly. You'll have a chance to adjust its appearance shortly.

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Working in Touch Mode

You can interact with the Word screen using a mouse, or, if you have a touchscreen, you can work in Touch Mode, using a finger instead of the pointer. In **Touch Mode**, extra space around the buttons on the ribbon makes it easier to tap the specific button you need. The figures in this text show the screen with Mouse Mode on, but it's helpful to learn how to switch back and forth between Touch Mode and Mouse Mode.

Note: The steps in this module assume that you are using a mouse. If you are instead using a touch device, please read these steps but don't complete them so that you remain working in Touch Mode.

To switch between Touch and Mouse Mode:

1. On the Quick Access Toolbar, click the **Customize Quick Access Toolbar** button to open the menu. The Touch/Mouse Mode command near the bottom of the menu does not have a checkmark next to it, indicating that it is currently not selected.

   Trouble? If the Touch/Mouse Mode command has a checkmark next to it, press ESC to close the menu, and then skip to Step 3.

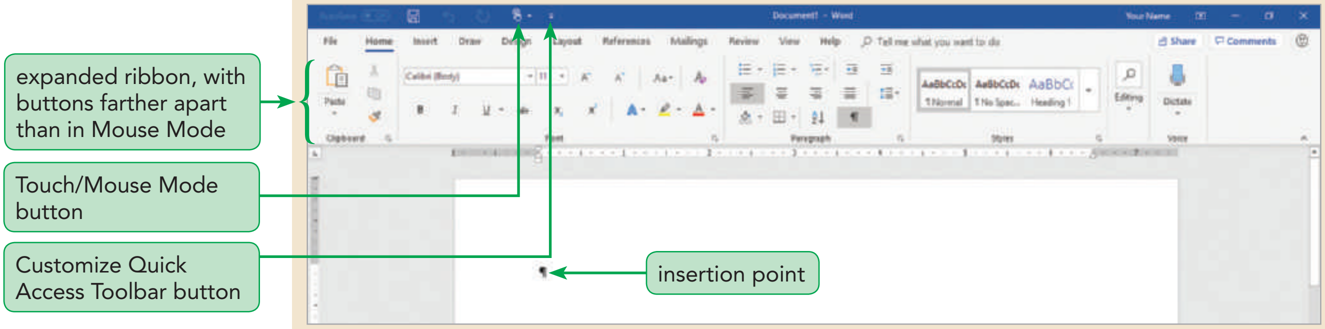
2. On the menu, click **Touch/Mouse Mode**. The menu closes, and the Touch/Mouse Mode button appears on the Quick Access Toolbar.

3. On the Quick Access Toolbar, click the **Touch/Mouse Mode** button. A menu opens with two options—Mouse and Touch. The icon next to Mouse is shaded gray to indicate it is selected.

   Trouble? If the icon next to Touch is shaded gray, press ESC to close the menu and skip to Step 5.

4. On the menu, click **Touch**. The menu closes, and the ribbon increases in height so that there is more space around each button on the ribbon. See Figure 1–2.

Figure 1–2 Word window in Touch Mode


expanded ribbon, with buttons farther apart than in Mouse Mode
Touch/Mouse Mode button
Customize Quick Access Toolbar button
insertion point
Document1 - Word
File
Home
Insert
Draw
Design
Layout
References
Mailings
Review
View
Help
Tell me what you want to do
Share
Comments
Paste
Clipboard
Font
Paragraph
Styles
Editing
Dictate
Voice

   Trouble? If you are working with a touchscreen and want to use Touch Mode, skip Steps 5 and 6.

5. On the Quick Access Toolbar, click the **Touch/Mouse Mode** button, and then click **Mouse**. The ribbon changes back to its Mouse Mode appearance, as shown in the Session 1.1 Visual Overview.

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6. On the Quick Access Toolbar, click the **Customize Quick Access Toolbar** button, and then click **Touch/Mouse Mode** to deselect it. The Touch/Mouse Mode button is removed from the Quick Access Toolbar.

Setting Up the Word Window

Before you start using Word, you should make sure you can locate and identify the different elements of the Word window, as shown in the Session 1.1 Visual Overview. In the following steps, you'll make sure your screen matches the Visual Overview.

To set up your Word window to match the figures in this book:

1. If the Word window does not fill the entire screen, click the **Maximize** button in the upper-right corner of the Word window.

   The insertion point on your computer should be positioned about an inch from the top of the document, as shown in Figure 1–2, with the top margin visible.

   Trouble? If the insertion point appears at the top of the document, with no white space above it, position the pointer between the top of the document and the horizontal ruler, until it changes to , double-click, and then scroll up to top of the document.

2. On the ribbon, click the **View** tab. The ribbon changes to show options for changing the appearance of the Word window.

3. In the Show group, click the **Ruler** check box to insert a checkmark, if necessary. If the rulers were not displayed, they are displayed now.

   Next, you'll change the Zoom level to a setting that ensures that your Word window will match the figures in this book. To increase or decrease the screen's magnification, you could drag the slider button on the Zoom slider in the lower-right corner of the Word window. But to choose a specific Zoom level, it's easier to use the Zoom dialog box.

4. In the Zoom group, click the **Zoom** button to open the Zoom dialog box. Double-click the current value in the **Percent** box to select it, type **120**, and then click **OK** to close the Zoom dialog box.

5. On the status bar, click the **Print Layout** button to select it, if necessary. As shown in the Session 1.1 Visual Overview, the Print Layout button is the middle of the three View buttons located on the right side of the status bar. The Print Layout button in the Views group on the View tab is also now selected.

TIP

Changing the Zoom level affects only the way the document is displayed on the screen; it does not affect the document itself.

Before typing a document, you should make sure nonprinting characters are displayed. Nonprinting characters provide a visual representation of details you might otherwise miss. For example, the (¶) character marks the end of a paragraph, and the (•) character marks the space between words.

To verify that nonprinting characters are displayed:

1. On the ribbon, click the **Home** tab.
2. In the blank Word document, look for the paragraph mark (¶) in the first line of the document, just to the right of the blinking insertion point.

   Trouble? If you don't see the paragraph mark, click the Show/Hide ¶ button ¶ in the Paragraph group.

   In the Paragraph group, the Show/Hide ¶ button should be highlighted in gray, indicating that it is selected, and the paragraph mark (¶) should appear in the first line of the document, just to the right of the insertion point.

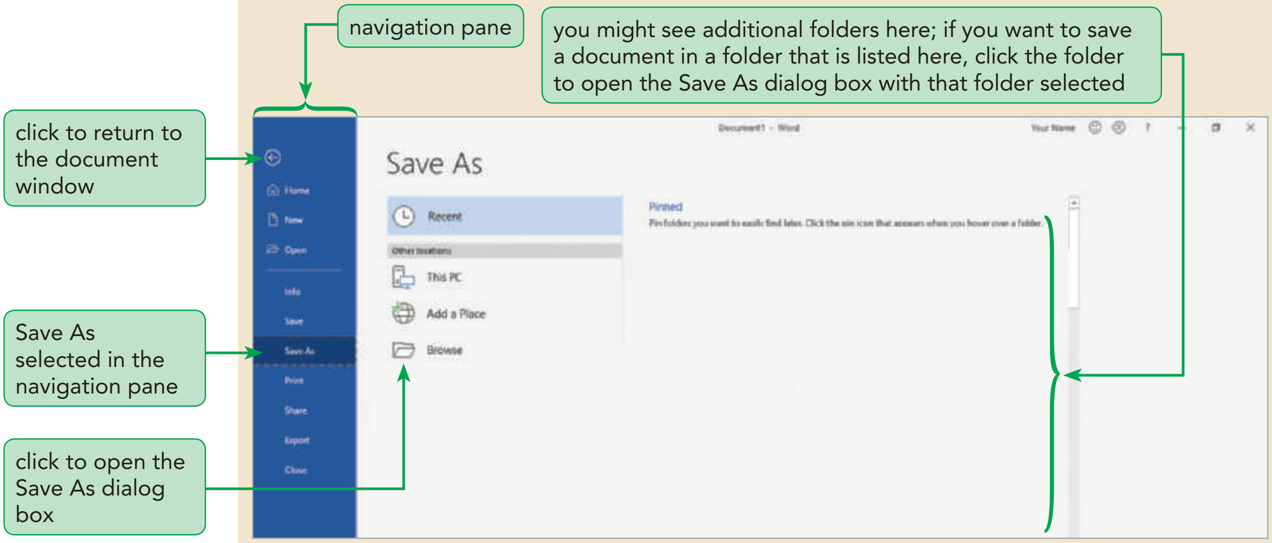
Saving a Document

Before you begin working on a document, you should save it with a new name. When you use the Save button on the Quick Access Toolbar to save a document for the first time, Word displays the Save As screen in Backstage view. In the Save As screen, you can select the location where you want to store your document. After that, when you click the Save button, Word saves your document to the same location you specified earlier and with the same name.

To save the document:

1. On the Quick Access Toolbar, click the **Save** button 🖫. Word switches to the Save As screen in Backstage view, as shown in Figure 1–3.

Figure 1–3 Save As screen in Backstage view



navigation pane

you might see additional folders here; if you want to save a document in a folder that is listed here, click the folder to open the Save As dialog box with that folder selected

click to return to the document window

Save As selected in the navigation pane

click to open the Save As dialog box

Because a document is now open, more commands are available in Backstage view than when you started Word. The **navigation pane** on the left contains commands for working with the open document and for changing settings that control how Word works.

2. Click the **Browse** button. The Save As dialog box opens.

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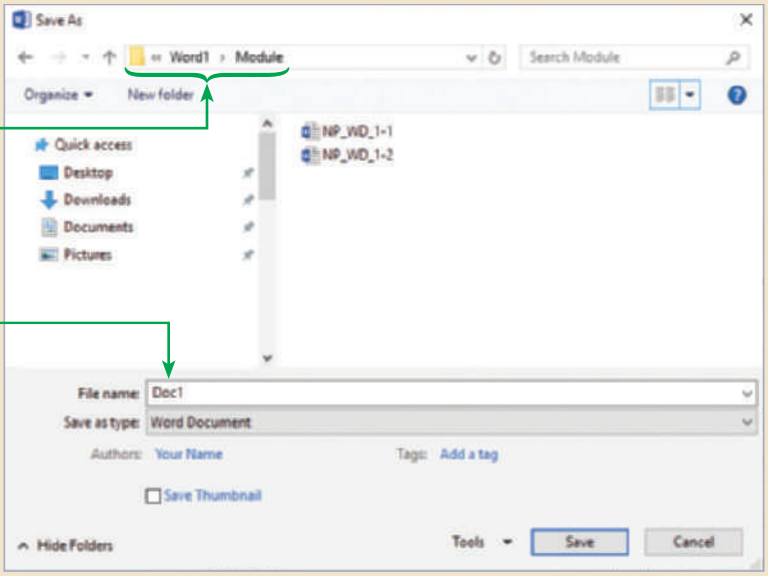
Trouble? If your instructor wants you to save your files to your OneDrive account, click OneDrive, and then log in to your account.

3. Navigate to the location specified by your instructor. The default file name, "Doc1," appears in the File name box. You will change that to something more descriptive. See Figure 1–4.

Figure 1–4 Save As dialog box



File name: Doc1

Save as type: Word Document

Authors: Your Name

Tags: Add a tag

you might see something different here, depending on the location specified by your instructor

default filename

4. Click the **File name** box, and then type **NP_WD_1_Letter**. The text you type replaces the selected text in the File name box.
5. Click **Save**. The file is saved, the dialog box and Backstage view close, and the document window appears again, with the new file name in the title bar.

Now that you have saved the document, you can begin typing the letter. David has asked you to type a block-style letter to accompany some water conservation brochures that will be sent to Carla Zimmerman. Figure 1–5 shows the block-style letter you will create in this module.

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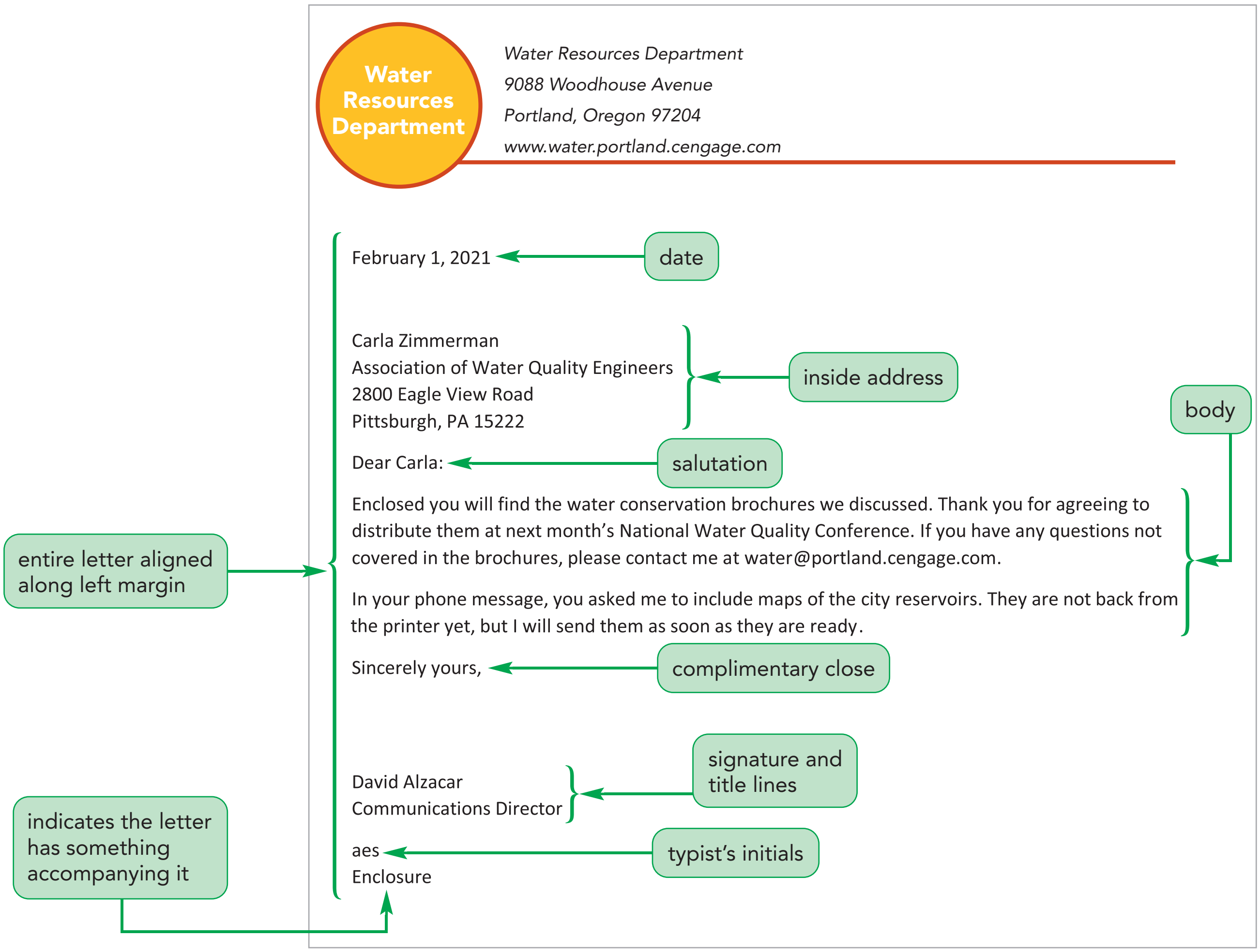
Figure 1–5 Completed block-style letter


Water Resources Department
date
inside address
body
salutation
entire letter aligned along left margin
complimentary close
signature and title lines
indicates the letter has something accompanying it
typist's initials

Water Resources Department
9088 Woodhouse Avenue
Portland, Oregon 97204
www.water.portland.cengage.com

February 1, 2021

Carla Zimmerman
Association of Water Quality Engineers
2800 Eagle View Road
Pittsburgh, PA 15222

Dear Carla:

Enclosed you will find the water conservation brochures we discussed. Thank you for agreeing to distribute them at next month's National Water Quality Conference. If you have any questions not covered in the brochures, please contact me at water@portland.cengage.com.

In your phone message, you asked me to include maps of the city reservoirs. They are not back from the printer yet, but I will send them as soon as they are ready.

Sincerely yours,

David Alzacar
Communications Director

aes
Enclosure

PROSKILLS

Written Communication: Creating a Business Letter

Several styles are considered acceptable for business letters. The main differences among the styles have to do with how parts of the letter are indented from the left margin. In the block style, which you will use in this module, each line of text starts at the left margin. In other words, nothing is indented. Another style is to indent the first line of each paragraph. The choice of style is largely a matter of personal preference, or it can be determined by the standards used in a particular business or organization. To further enhance your skills in writing business correspondence, you should consult an authoritative book on business writing that provides guidelines for creating a variety of business documents, such as *Business Communication: Process & Product*, by Mary Ellen Guffey and Dana Loewy.

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Entering Text

The letters you type in a Word document appear at the current location of the blinking insertion point.

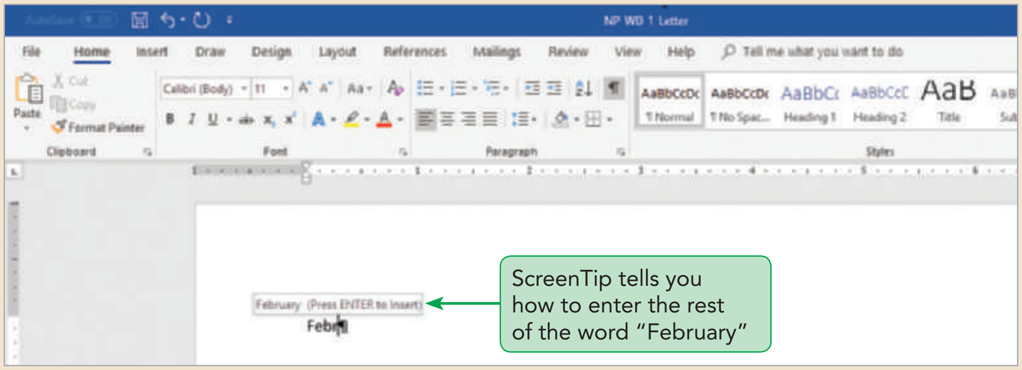
Inserting a Date with AutoComplete

The first item in a block-style business letter is the date. David plans to send the letter to Carla on February 1, so you need to insert that date into the document. To do so, you can take advantage of **AutoComplete**, a Word feature that automatically suggests dates and other regularly used items for you to insert. In this case, you can type the first few characters of the month and let Word insert the rest.

To insert the date:

1. Type **Febr** (the first four letters of "February"). A ScreenTip appears above the letters, as shown in Figure 1–6, suggesting "February" as the complete word.

Figure 1–6 AutoComplete suggestion


NP WD 1 Letter
File
Home
Insert
Draw
Design
Layout
References
Mailings
Review
View
Help
Tell me what you want to do
Cut
Copy
Paste
Format Painter
Clipboard
Calibri (Body)
11
Font
Paragraph
AaBbCcDc
¶ Normal
¶ No Spac...
AaBbCc
Heading 1
Heading 2
AaB
Title
Styles
February (Press ENTER to Insert)
Febr

ScreenTip tells you how to enter the rest of the word "February"

A **ScreenTip** is a label with descriptive text or an explanation about what to do next.

If you wanted to type something other than "February," you could continue typing to complete the word. In this case, you want to accept the AutoComplete suggestion.

2. Press **ENTER**. The rest of the word "February" is inserted in the document. Note that AutoComplete works for long month names like February but not shorter ones like May, because "Ma" could be the beginning of many words besides "May."
3. Press **SPACEBAR**, type **1, 2021** and then press **ENTER** twice, leaving a blank paragraph between the date and the line where you will begin typing the inside address, which contains the recipient's name and address. Notice the nonprinting character (•) after the word "February" and before the number "1," which indicates a space. Word inserts this nonprinting character every time you press SPACEBAR.

Trouble? If February happens to be the current month, you will see a second AutoComplete suggestion displaying the current date after you press SPACEBAR. To ignore that AutoComplete suggestion, continue typing the rest of the date, as instructed in Step 3.

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Note that you can also insert the current date (as well as the current time) by using the Insert Date and Time button in the Text group on the Insert tab. This opens the Date and Time dialog box, where you can select from a variety of date and time formats. If you want Word to update the date or time automatically each time you re-open the document, select the Update automatically check box. In that case, Word inserts the date and time as a special element called a field, which you'll learn more about as you become a more experienced Word user. However, for typical correspondence, it makes more sense to deselect the Update automatically check box so the date and time are inserted in the document as ordinary text.

Continuing to Type the Block-Style Letter

In a block-style business letter, the inside address appears below the date, with one blank paragraph in between. Some style guides recommend including even more space between the date and the inside address. But in the short letter you are typing, more space would make the document look out of balance.

To insert the inside address:

1. Type the following information, pressing **ENTER** after each item:

   Carla Zimmerman

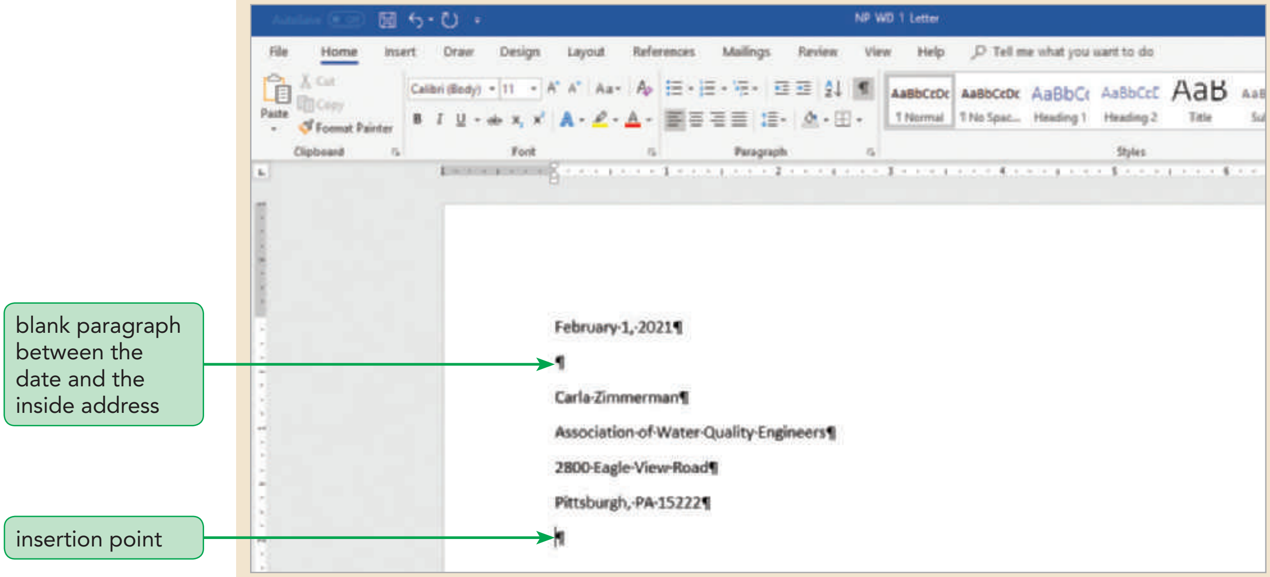
   Association of Water Quality Engineers

   2800 Eagle View Road

   Pittsburgh, PA 15222

   Remember to press ENTER after you type the zip code. Your screen should look like Figure 1–7. Don't be concerned if the lines of the inside address seem too far apart. You'll use the default spacing for now, and then adjust it after you finish typing the letter.

Figure 1–7 Letter with inside address


NP WD 1 Letter
File
Home
Insert
Draw
Design
Layout
References
Mailings
Review
View
Help
Tell me what you want to do
Paste
Cut
Copy
Format Painter
Clipboard
Calibri (Body)
11
Font
Paragraph
AaBbCcDc
1 Normal
AaBbCcDc
1 No Spac...
AaBbCc
Heading 1
AaBbCcE
Heading 2
AaB
Title
Styles

February 1, 2021¶

¶

Carla Zimmerman¶

Association of Water Quality Engineers¶

2800 Eagle View Road¶

Pittsburgh, PA 15222¶

¶

blank paragraph between the date and the inside address

insertion point

Trouble? If you make a mistake while typing, press BACKSPACE to delete the incorrect character, and then type the correct character.

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Now you can move on to the salutation and the body of the letter. As you type the body of the letter, notice that Word automatically moves the insertion point to a new line when the current line is full.

To type the salutation and the body of the letter:

1. Type **Dear Carla:** and then press **ENTER** to start a new paragraph for the body of the letter.
2. Type the following sentence, including the period: **Enclosed you will find the sustainability brochures we discussed.**
3. Press **SPACEBAR**. Note that you should only include one space between sentences.
4. Type the following sentence, including the period: **Thank you for agreeing to distribute them at next month's National Water Quality Conference.**
5. On the Quick Access Toolbar, click the **Save** button 💾. Word saves the document as **NP_WD_1_Letter** to the same location you specified earlier.

TIP

The obsolete practice of pressing SPACEBAR twice at the end of a sentence dates back to the age of typewriters, when the extra space made it easier to see where one sentence ended and another began.

The next sentence you need to type includes David's email address.

Typing a Hyperlink

When you type an email address and then press the SPACEBAR or ENTER, Word converts it to a hyperlink, with blue font and an underline. A **hyperlink** is a specially formatted word, phrase, or graphic which, when clicked or tapped, lets you display a webpage on the Internet, another file, an email, or another location within the same file; it is sometimes called hypertext or a link. Hyperlinks are useful in documents that you plan to distribute via email. In printed documents, where blue font and underlines can be distracting, you'll usually want to convert a hyperlink back to regular text.

To add a sentence containing an email address:

1. Press **SPACEBAR**, and then type the following sentence, including the period: **If you have any questions not covered in the brochures, please contact me at water@portland.cengage.com.**
2. Press **ENTER**. Word converts the email address to a hyperlink, with blue font and an underline. The same thing would happen if you pressed SPACEBAR instead of ENTER.
3. Position the pointer over the hyperlink. A ScreenTip appears, indicating that you could press and hold CTRL and then click the link to follow it—that is, to open an email message addressed to the Water Resources Department.
4. With the pointer positioned over the hyperlink, right-click—that is, press the right mouse button. A shortcut menu opens with commands related to working with hyperlinks.

   You can right-click many items in the Word window to display a **shortcut menu** with commands related to the item you right-clicked. The **Mini toolbar** also appears when you right-click or select text, giving you easy access to the buttons and settings most often used when formatting text. See Figure 1–8.

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