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SOS COMPUTER TRAINING

Training Philosophy

Improving workplace performance by providing task based and relevant software training in a vital, fun way, with no jargon.

Microsoft Excel

Level 1 - Foundation

Orientation

- Spreadsheet concepts
- Workbooks and worksheets
- The Excel screen
- Understand and use the Ribbon
- Title Bar , Scroll Bars and Status Bar
- Windows controls (Maximize, Minimize, Restore)
- The Quick Access Toolbar

Navigation in a Workbook

- Open a workbook
- Navigate with the keyboard
- Navigate with the mouse
- Understand cell references
- Use the Go To feature
- Navigate between worksheets

Work with a Worksheet

- Enter and edit text and numbers
- Widen columns and rows
- Understand the significance of the three pointer shapes
- Select and move cells using the pointer
- Identify and use the Fill Handle to copy cells
- Copy and paste a range of cells
- Rename and copy a worksheet
- Spell Check a worksheet

Selection Techniques

- Understand cell ranges
- Select whole worksheet
- Select ranges
- Select non-contiguous ranges
- Select rows and columns

Create New Workbook

- Plan the spreadsheet
- Create and save a new blank workbook
- Enter data
- Quickly add numbers using AutoSum

Editing Essentials

- Overwrite cell contents
- Edit cell contents
- Insert rows and columns
- Delete rows and columns

Formatting Essentials

- Change font style, size and colour
- Use bold, italic and underline
- Change cell alignment
- Add background colours and borders
- Apply merge and centre to headings
- Format numbers
- Clear cell formatting

Screen Handling

- Work with various screen handling techniques
- Freeze panes, rows and columns
- Overview of View tab on the Ribbon

Create a Series of Numbers, Lists and Dates

- Create sequential and incremental dates
- Create sequential and incremental numbers
- Create incremental lists
- Copy dates and numbers

Get Help

- Use online help
- Use offline help

Preview and Print

- Use Print Preview
- Quick printing
- Add Print icon to Quick Access Toolbar
- Set page orientation and margins
- Print a selection or active sheet
- Work with Page Break Preview

Formulas and Functions

- Use a formula to subtract , multiply and divide
- Use the AutoSum function to add a range of cells
- Copy a formula
- Understand relative references
- Understand and create an absolute cell reference
- Overview of Formulas tab on the Ribbon

Create a Chart

- Fundamentals of charting
- Create a simple embedded chart
- Change the chart type
- Move the chart's location



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Microsoft Excel

Level 2 - Intermediate

Formulas and Functions

- Calculate an average value
- Calculate highest and lowest values
- Count values and text
- Add non-contiguous ranges
- Calculate with dates
- Set calculation options

Formula References and Order

- Understand relative and absolute referencing
- Create absolute references
- Create mixed relative/absolute references
- Understand the order of calculating

Formula Techniques

- Show and hide and select formulas
- Print formulas
- Trace precedent and dependent formulas
- Paste formula values

More Formulas and Functions

- Math FUNCTIONS (SUBTOTAL, ROUND)
- Date and time functions (NOW, EDATE, EOMONTH)
- Logical functions (SUMIF, COUNTIF)
- Financial functions (FV, PMT)
- The ISBLANK function
- Combine text from several cells (CONCATENATE)
- Separate cell contents from one to two columns

Protect Data and Formulas

- Understand cell protection
- Lock and unlock cells
- Protect and unprotect a worksheet

Cell Formatting Techniques

- Format dates and times
- Format cell alignment
- Create custom formats
- Solve the leading zero format problem
- Create, edit and delete a comment
- Clear cell formatting

Worksheet Techniques

- Insert, delete and arrange worksheets
- Hide and unhide a worksheet
- Change worksheet tab colour
- Hide and unhide rows and columns
- Group and ungroup worksheets
- Set worksheet view and print options

Find and Replace

- Find and replace text and values
- Replace text and values within cells

Work with Tables

- Format data as a table
- Manage the table format
- Sort data in a table
- Filter data in a table
- Convert a table back to a range

Conditional Formatting

- Format cells according to values or text
- Manage conditional formatting rules
- Clear conditional formatting
- Format with data bars
- Format with colour scales
- Format with icon sets

Page Layout

- Create headers and footers
- Set and clear a print area
- Insert and remove a page break
- Insert a background picture
- Set print titles
- Set worksheet scale

Work with Objects

- Insert pictures and Clip Art objects
- Insert shapes and SmartArt objects
- Insert text boxes
- Resize objects using the Ribbon or mouse
- Format objects
- Move, change and delete objects
- Apply styles to objects
- Crop pictures and Clip Art
- Compress pictures

Chart Techniques

- Locate and change the data source
- Add chart and axis titles
- Position and format a chart legend
- Add text, effects and formatting to a chart
- Rotate a pie chart
- Show and format data labels
- Add a data table
- Add and remove a trendline
- Add and remove a secondary axis
- Add a picture to the background or data shapes



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Microsoft Excel

Level 3 - Advanced

Named Ranges

- Understand the concept of named ranges
- Create named ranges
- Use named ranges to navigate and select data
- Use named ranges in formulas
- Paste named ranges into formulas
- Manage and edit named ranges

Link Data

- Link between worksheets
- Link between workbooks
- Update links
- Break links

Logical Functions

- Use IF to display text
- Use IF to calculate values
- Combine IF and ISBLANK to avoid error messages
- Create nested IF functions
- Use TRUE and FALSE
- Use AND, OR and NOT

Lookup and Reference Functions

- Understand data lookup functions
- Use VLOOKUP and HLOOKUP
- Use CHOOSE, INDEX and MATCH
- Understand reference functions
- Use ROW and COLUMN
- Use OFFSET

Goal Seek

- Understand goal seek
- Use goal seek

Protect Data and Formulas

- Understand cell protection
- Lock and unlock cells
- Protect a worksheet
- Unprotect a worksheet
- Protect a workbook with read only

Consistent Data Entry with Data Validation

- Understand the concept of data validation
- Create a data validation source
- Create a drop-down list for users
- Manage the data validation list
- Change the data validation range
- Copy data validation formatting

Summarise Data with a PivotTable

- PivotTable feature explained and demonstrated
- Tips for data layout and field names
- Insert a PivotTable
- Drag fields into PivotTable areas
- Move fields within PivotTable areas
- Use the report filter
- Change viewing options
- Sort data in a PivotTable
- Refresh PivotTable data
- Change calculation type (Sum, Average, Count etc)

PivotTable Techniques

- Create new PivotTables by copying
- Label and filter data in new tables
- Manage sorting, grouping and totalling
- Summarise multiple fields of data

PivotChart

- Create PivotCharts from PivotTable data
- Move a PivotChart to a separate worksheet
- Change the PivotChart type
- Use the PivotChart filter pane

Group and Outline

- Understand the Group and Outline feature
- Create an automatic outline
- Collapse and expand an outline
- Create subtotals
- Create a manual outline
- Clear an outline



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Microsoft Word

Level 1 - Foundation

Orientation

- The Word screen
- Understand and use the Ribbon
- Title Bar, Scroll Bars and Status Bar
- Windows controls (Maximize, Minimize, Restore)
- The Quick Access Toolbar

Navigate within a Document

- Open a document
- Navigate with the keyboard
- Navigate with the mouse
- Use the Go To feature
- Browse by object
- Find words and phrases

Select Text in a Document

- Mouse selection techniques
- Keyboard selection techniques
- Multiple selection techniques

Create New Document

- Create a new blank document
- Save the document
- Insert and delete text
- Insert the date
- Use the Show/Hide button
- Use Undo and Redo
- Use overtype mode
- Create a document based on a template

Font Formatting Essentials

- Change font and size
- Use bold, italic and underline
- Use colours

Paragraph Formatting Essentials

- Change alignment
- Change spacing
- Apply and remove numbering
- Apply and remove bullets
- Increase and decrease indents
- Set and remove tabs

Find and Replace

- Find text in a document
- Find and replace text in a document

Page Layout

- Change paper size
- Set page margins
- Change page orientation
- Insert and remove a page break

Check Spelling and Grammar

- Check spelling and grammar
- Change proofing options

Preview and Print a Document

- Use Print Preview
- Quick printing
- Add Print icon to Quick Access Toolbar
- Print a selection or current page

Working with Text

- Cut, copy and paste text
- Use the Clipboard to collect text
- Move text by dragging
- Copy text by dragging
- Insert a symbol

Formatting Shortcuts

- Change case
- Repeat formatting
- Copy, paste, undo and centring keystrokes
- Clear font and paragraph formatting
- Use the Format Painter
- Use Quick Styles and Live Preview.

Get Help

- Use online help
- Use offline help

Working with Tables

- Create a table
- Add text to a table
- Navigation and selection in a table
- Change column widths
- Insert and delete columns and rows
- Use table styles to format a table
- Use the Quick Tables feature



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Microsoft Word

Level 2 - Intermediate

More Complex Paragraph Formatting

- Indenting techniques
- Understand and control pagination
- Keep paragraphs and lines together
- Manage hyphenation
- Create and use Drop Caps

More on Tabs

- Set default tabs
- Tab alignment choices
- Set tab leaders
- Clear tabs
- Set tabs in tables

Section Breaks

- Understand sections
- Insert a Next Page section break
- Insert a Continuous section break
- Control odd and even section breaks

Headers and Footers

- Create headers
- Create footers
- Format headers and footers
- Change first page headers and footers
- Create odd and even page headers and footers
- Create section headers

Custom Bullets and Numbering

- Use the Bullet and Numbering Library
- Define a new bullet or numbering format
- Modify a bullet or number format
- Set the number value
- Change a list level
- Common list level problems

More Complex Tables

- Create a table from text or text from a table
- Repeat header rows
- Change text direction
- Sort table data
- Calculate in tables
- Merge and split table cells
- Manage table and cell alignment and properties

Complex Find and Replace

- Find and replace, formats and special characters
- Tricks with finding and replacing

Mail Merge

- Use the Step by Step Mail Merge Wizard
- Create or select the starting document
- Select or create a recipient list
- Preview and perform the merge
- Print a label or envelope
- Create mailing labels

Building Blocks (formerly AutoText)

- Building Blocks and Quick Parts explained
- Create Quick Parts
- Save Building Blocks
- Use the Building Blocks Organiser
- Use, edit and delete Quick Parts
- AutoText versus Quick Parts

Work with Pictures and ClipArt

- Insert pictures and Clip Art
- Resize an image using the Ribbon or mouse
- Format an image
- Move, change and delete an image
- Apply styles to an image
- Crop an image
- Compress a picture

Work with Shapes

- Insert shapes
- Select, move, resize and delete shapes
- Format shapes
- Apply shape styles

Create SmartArt Diagrams

- Insert a SmartArt diagram
- Add and edit text
- Resize and move a SmartArt diagram
- Use the Design and Format tabs to change layout, colours and styles

Create Text Boxes

- Create a text box
- Edit text box text
- Move, resize, rotate and delete a text box

Work with WordArt

- Create WordArt
- Edit WordArt text
- Move, resize and rotate a WordArt object
- Delete a WordArt object



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Microsoft Word

Level 3 - Advanced

Work with Columns

- Create columns
- Change column width and spacing
- Add lines between columns
- Create column breaks
- Balance column text with a section break

Create and Use Styles

- Styles explained
- Create a new style
- Apply styles to text
- Add style to Quick Style Gallery

Manage Styles

- Use the Style pane
- Modify and update a style
- Use the Style Inspector
- Copy styles to another document or template
- Apply copied styles

Document Consistency

- Use Themes
- Use Theme Colours
- Use Theme Fonts
- Use Theme Effects

Templates

- Understand templates
- Use an installed template
- Create, save and use a template
- Insert the current date
- Lock and unlock a date field
- Modify a template
- Copy styles between templates
- Tips for developing templates

Bookmarks, Footnotes and Endnotes

- Create and use bookmarks
- Create footnotes and endnotes
- Convert footnotes and endnotes
- Modify and delete footnotes and endnotes

The AutoExec Macro

- The AutoExec macro explained
- Create an Autoexec macro in a template

Create Long Documents with Outline View

- Create a multi-level document with Outline View
- Create different heading levels
- Promote and demote heading levels and text
- Use Outline Numbering for heading levels
- Outline an existing document
- Use the Document Map to navigate within levels

Page Techniques

- Create a cover page
- Create a blank page
- Add a page colour
- Add a page border
- Add a watermark
- Remove a watermark

More Complex Headers and Footers

- Create odd and even page headers and footers
- Create different headers and footers in sections
- Add fields to headers and footers
- Manage page numbering in sections

Add a Table of Contents (TOC)

- Create a table of contents using heading styles
- Add text for inclusion in a table of contents
- Update entire table of contents
- Update page numbering only
- Change and manage TOC styles
- Navigate by using the table of contents

Insert an Index

- Mark index entries and sub-entries
- Insert an index
- Delete unwanted index entries
- Update an index

Create a Bibliography

- Insert citations
- Manage sources
- Choose a style
- Insert a bibliography
- Update a bibliography

Customise Word

- Customise toolbars
- Customise Word's options



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Microsoft Outlook

Optimising Outlook

Overview of Outlook Features

- Screen elements
- Navigate within Outlook
- The Mail, Calendar, Contacts and Task screens
- Customise the Navigation Pane
- Customise the Current View

E-mail Communication

- Create and send e-mails
- Reply to and forward messages
- Set the Reading Pane location
- Save incoming attachments
- Insert files, items and business cards
- Insert tables and illustrations
- Insert links, special text and symbols

E-mail Options

- Understand Plain Text, HTML and Rich Text formats
- Show the Bcc field
- Request a read receipt
- Delay delivery of an e-mail
- Direct replies to another person

E-mail Management

- Create, use and edit signatures
- Create folders to store e-mails
- Move e-mails to folders
- Management of Inbox and Sent items
- Flag e-mails
- Save e-mails to a disk or USB drive folder

Creating E-mail Rules

- Set up a rule
- Test a rule
- Change and manage rules
- Delete a rule

Work with the Calendar

- Navigate within a calendar
- Change calendar views
- Make an appointment
- Work with reminders
- Edit and move an appointment
- Create an event
- Create recurring appointments and events
- Categorise appointments and events
- Print a calendar
- Create and remove a second time zone

Calendar Sharing

- Share your calendar
- Open a shared calendar
- Send a calendar via e-mail

Meetings

- Organise a meeting
- Respond to a meeting request
- Track meeting responses
- Change a meeting
- Cancel a meeting

Tasks

- Overview of tasks
- Create a task
- Categorise tasks
- Sort tasks
- Complete a task
- Delete a task
- Create a task from an e-mail or appointment
- Assign a task
- Print tasks

Contacts

- Create a contact
- Create a contact from the same company
- Edit a contact
- Delete a contact
- Customise the contact view
- Categorise contacts
- Search contacts
- Create a contact from an e-mail
- Print a contact list

Distribution Lists

- Create a distribution list
- Send e-mails to a distribution list
- Edit a distribution list
- Update addresses in a distribution list

General

- Add items to favourite folders
- Find information in e-mails, calendar, tasks
- E-mail etiquette
- Import a mailing list from Excel
- Use Outlook contacts in a Word mail merge
- Archive Outlook folders to a file
- Open, work with and close archived files



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Microsoft PowerPoint

Level 1 - Foundation

Orientation

- The PowerPoint screen
- Understand and use the Ribbon
- Title Bar, Scroll Bars and Status Bar
- Windows controls (Maximize, Minimize, Restore)
- The Quick Access Toolbar

Work with a Sample Presentation

- Navigate around a presentation
- Work with different views
- Enter text
- The psychology of colours
- Run a presentation

Presentation Design

- Know your audience
- Create a storyboard

Create a Presentation

- Create and save a blank presentation
- Understand slides
- Add slides
- Enter, edit and delete text in slide view
- Enter, edit and delete text in outline view
- Change the layout of a slide
- Work with a graphic slide layout
- Re-arrange slides in Slide Sorter View

Design a Presentation

- Add notes to slides
- Apply slide designs
- Use animation

Work with Image Objects

- Insert pictures and clip art
- Resize an image using the Ribbon or mouse
- Format and apply styles to an image
- Move, change and delete an image
- Crop an image
- Compress a picture

Get Help

- Use online help
- Use offline help

Work with Shape Objects

- Insert shapes
- Select, move, resize and delete shapes
- Format shapes
- Format and apply styles to a shape

Manage Objects

- Arrange objects
- Move and resize objects
- Change the order of objects
- Group and ungroup objects

Create SmartArt Diagrams

- Insert a SmartArt diagram
- Add and edit text
- Resize and move a SmartArt diagram
- Use the Design and Format tabs to change layout, colours and styles

Insert a Chart

- Insert a chart
- Add data
- Resize and move a chart
- Use the Design and Format tabs to change layout, colours and styles

Insert a Table

- Insert a table
- Enter data
- Add and delete rows and columns
- Use the Design and Format tabs to change layout, colours and styles

Work with WordArt

- Create and edit WordArt text
- Move, resize and rotate a WordArt object
- Delete a WordArt object

Print a Presentation

- Preview a presentation
- Print slides
- Print handouts
- Print notes pages
- Print an outline



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Microsoft Project

Level 1 - Foundation

Course Goals

To provide participants with the fundamental skills of project management.

Course Objectives:

Upon completing this course participants will be able to:

- Describe the concepts of project management
- Describe the phases of a project
- Start up and exit Microsoft Project
- Work with creating projects
- Set a base calendar
- Work with tasks within a project
- Work with editing and formatting techniques
- Enter resource and cost information
- Describe critical path methods
- Monitor projects and print various views and reports
- Locate and work with tools for customising project
- Locate and work with GANTT charts.

Course Outline

Planning and Creating a Project

- Overview of Project
- Setting Project Options
- Adjusting the Project Calendars
- Creating a New Calendar
- Entering Tasks and Durations
- Displaying the Critical Path
- Creating Milestones
- Creating Summary Tasks
- Formatting Summary Tasks
- Changing Text Attributes
- Understanding Relationship Types
- Creating Relationships
- Entering Lead and Lag Times

Working with Resources and Filters

- Creating a Resource Pool
- Assigning Resources
- Understanding Task Types
- Adding Constraints
- Filtering Tasks
- Contouring Resource Usage
- Working with Different Views
- Printing a Project
- Resource Levelling

Resource Levelling, Tracking and Reporting

- Assigning Part Time Resources
- Allocating Resource Costs
- Analysing Costs
- Creating a Baseline Plan
- Updating Completed Tasks
- Entering Delayed Tasks
- Tracking the Project
- Comparing Baseline and Actuals
- Creating Reports
- Printing Reports



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Microsoft Access

Level 1 - Foundation

Access Orientation

- Understanding Microsoft Access
- Starting Access
- Understanding the Getting Started Screen
- Opening an Existing Database File
- Understanding the Access Screen
- Working with the Navigation Pane
- Working with a Table
- Working with Other Database Objects
- Closing a Database File
- Exiting from Access

Designing a Database

- How Access Stores Data
- Access Data Types
- Scoping Your New Database
- Identifying Table Problems
- Refining Table Structures
- Finalising the Design

Creating a Database

- Creating a New Database File
- Creating the Lookup Table
- Defining the Primary Key
- Saving and Closing a Table
- Creating the Transaction Table
- Understanding Lookup Table Relationships
- Connecting to a Lookup Table
- Viewing Table Relationships

Modifying Table Structures

- Opening an Existing Table
- Adding Fields to an Existing Table
- Understanding Field Properties
- Changing Field Size
- Changing Field Names
- Changing Decimal Places
- Changing Date Formats
- Indexing Fields
- Deleting Fields from a Table
- Copying a Table within a Database
- Deleting a Table from a Database File

Adding Records to a Table

- Typing Records in a Table
- Adding Records Using a Form
- Saving a Form Layout For Reuse
- Adding Records Using an Existing Form
- Assignment – Adding Records
- Importing from Microsoft Excel

Adding Transactional Records

- Typing Transactional Records
- Transactional Records Using a Form
- Assignment – Adding Transactional Records
- Adding Records Using a Subdatasheet
- Removing a Subdatasheet
- Inserting a Subdatasheet

Data Validation

- Assigning Default Values
- Validation Rules and Text
- Validating Numbers
- Setting Required Fields
- Working with Validations

Working with Records

- Table Navigation
- Navigating to a Specific Record
- Editing a Record
- Deleting Record Data
- Undoing a Change
- Deleting a Record
- Deleting Several Records
- Searching in a Table
- Searching in a Field
- Finding and Replacing
- Printing Records from a Table
- Compacting a Database

Microsoft Access

Level 1 – Foundation (cont)

Formatting Tables

- Changing Column Widths
- Formatting Cells in the Table
- Changing Fonts
- Moving Columns in a Table
- Freezing Columns in a Table
- Hiding Columns in a Table
- Unhiding Columns

Sorting and Filtering

- Simple Sorting
- Sorting On Several Fields
- Simple Filtering
- Working with Filters
- Filtering Between Dates

Creating Queries

- Understanding Queries
- Creating a Query Design
- Working with a Query
- Changing a Query Design
- Applying Record Criteria
- Clearing Selection Criteria
- Saving a Query
- Running Queries from the Navigation Pane
- Deleting a Query
- Assignment – Creating Queries

Querying Techniques

- Modifying a Saved Query
- Creating AND Queries
- Creating OR Queries
- Querying Numeric Data
- Querying Dates
- Using a Range Expression
- Querying Opposite Values
- Moving Fields in a Query
- Sorting Query Data
- Removing Fields from a Query
- Querying Using Wildcards
- Problem Characters
- Querying with a Lookup Table

Creating and Using Reports

- Understanding Reporting In Access
- Creating a Basic Report
- Working with Existing Reports
- Previewing and Printing a Report
- Changing the Report Layout
- Using the Report Wizard
- Creating a Grouped Report
- Creating a Statistical Report
- Working with Grouped Reports

Creating and Using Forms

- Understanding Forms
- Creating a Basic Form
- Creating a Split Form
- Binding a Form to a Query
- Using the Form Wizard
- Working with Existing Forms
- Editing Records in a Form
- Deleting Records through a Form
- Deleting an Unwanted Form



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Microsoft Publisher

Level 1 - Foundation

Simple Newsletters, Flyers and Brochures

Create simple newsletters, brochures and flyers. Open, save and close publications. Create text boxes, objects and frames. Use simple techniques to format the appearance of text and objects. Preview and print publications.

- Tips for Planning a Publication.
- Create a Publication from a Template or Design Set.
- Create and Format Drawing Objects.
- Move and Resize Objects.
- Create and Format a Text Box.
- Manage Hyphenation in a Text Box.
- Link and Unlink Text Boxes.
- Use Drawing Tools and AutoShapes.
- Create and Format WordArt.
- Insert Pictures and ClipArt.

Formatting and Page Layout Techniques

Apply special effects and layout techniques to your publication. Use guides and rulers to assist with layout. Change page sizes and margins. Add headers and footers.

- Create and use Tabulation.
- Create Bulleted and Numbered Lists.
- Copy Formatting from Object to Object.
- Ordering of Objects.
- Group and Ungroup Objects.
- Aligning Frames and Objects.
- Adjust Line and Paragraph Spacing.
- Move Rulers
- Create and Move Vertical Guides.
- Nudge Objects and Frames.
- Change Page Margins and Orientation.
- Create Headers, Footers and Page Numbers.
- Insert and Delete Pages.

Create and Manage Tables

Create tables to display information. Dress up and manage tables for presentation.

- Create a Table.
- Enter, Edit and Remove Text in a Table.
- Format Font Style and Size.
- Change Column Width and Row Height.
- Move Columns and Rows.
- Insert and Delete Columns and Rows.
- Merge Cells in a Table.
- Apply Borders and Shading.
- Manage Alignment and Indenting.

Mail Merge

Create publications to send to groups of people. Manage name and address lists. Create envelopes and labels. Print a merged publication.

- Create or Use Existing Data Source.
- Create a Mail Merge Publication.
- Show Merge Results.
- Sort and Filter Data.
- Print Merged Publication.
- Cancelling a Filter.

Booklets and Templates

Create and manage folded booklets. Create headers, footer and page numbering in a booklet. Manage the layout and printing of a many page booklet.

- Creating a Booklet
- Headers and Footers
- Page Numbering
- Setting the Layout
- Troubleshooting Layout Problems
- Printing a Booklet
- Creating a Template
- Using a Template
- Editing a Template