

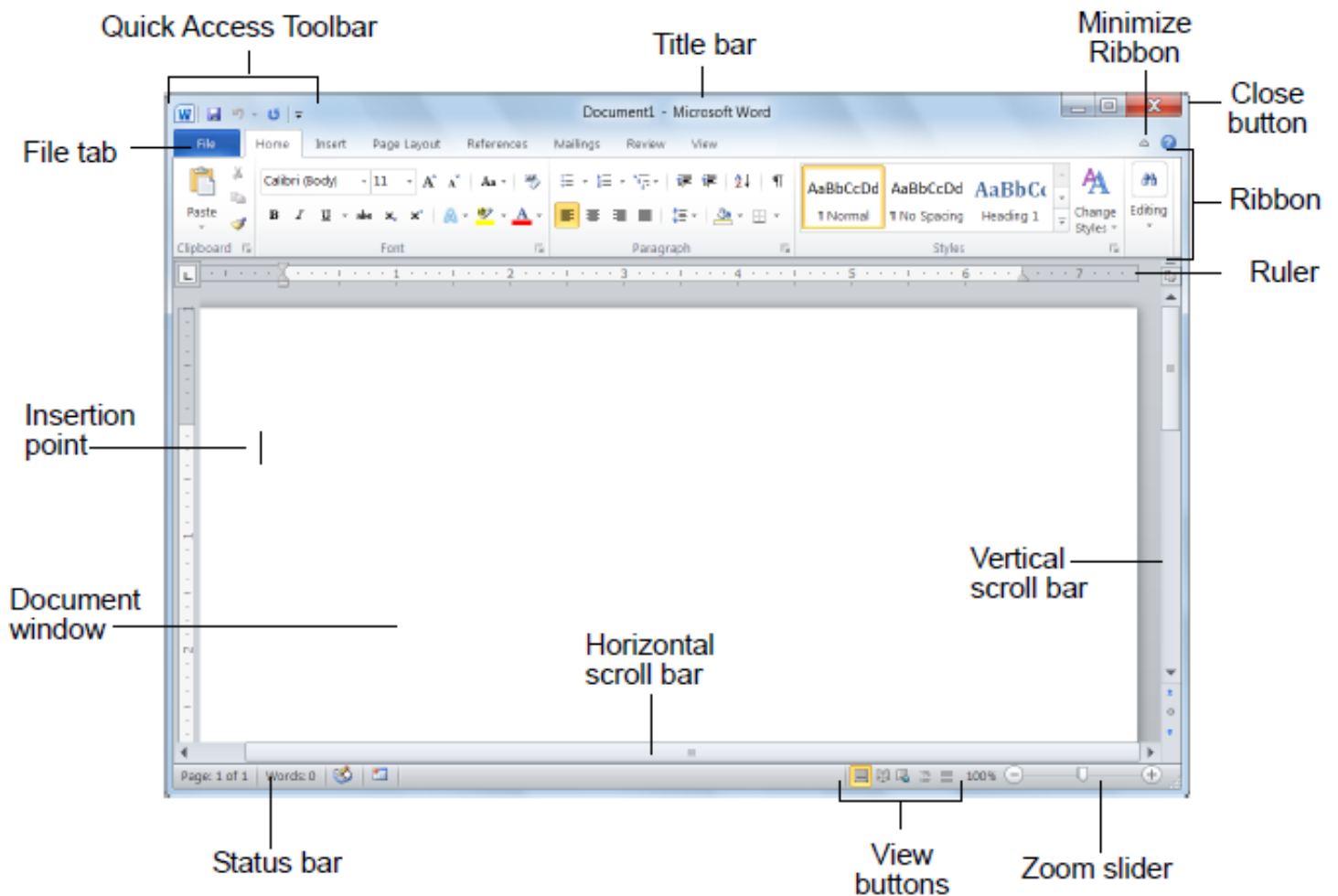
# **Office Track**

## Student Workbook

**Byte Back**

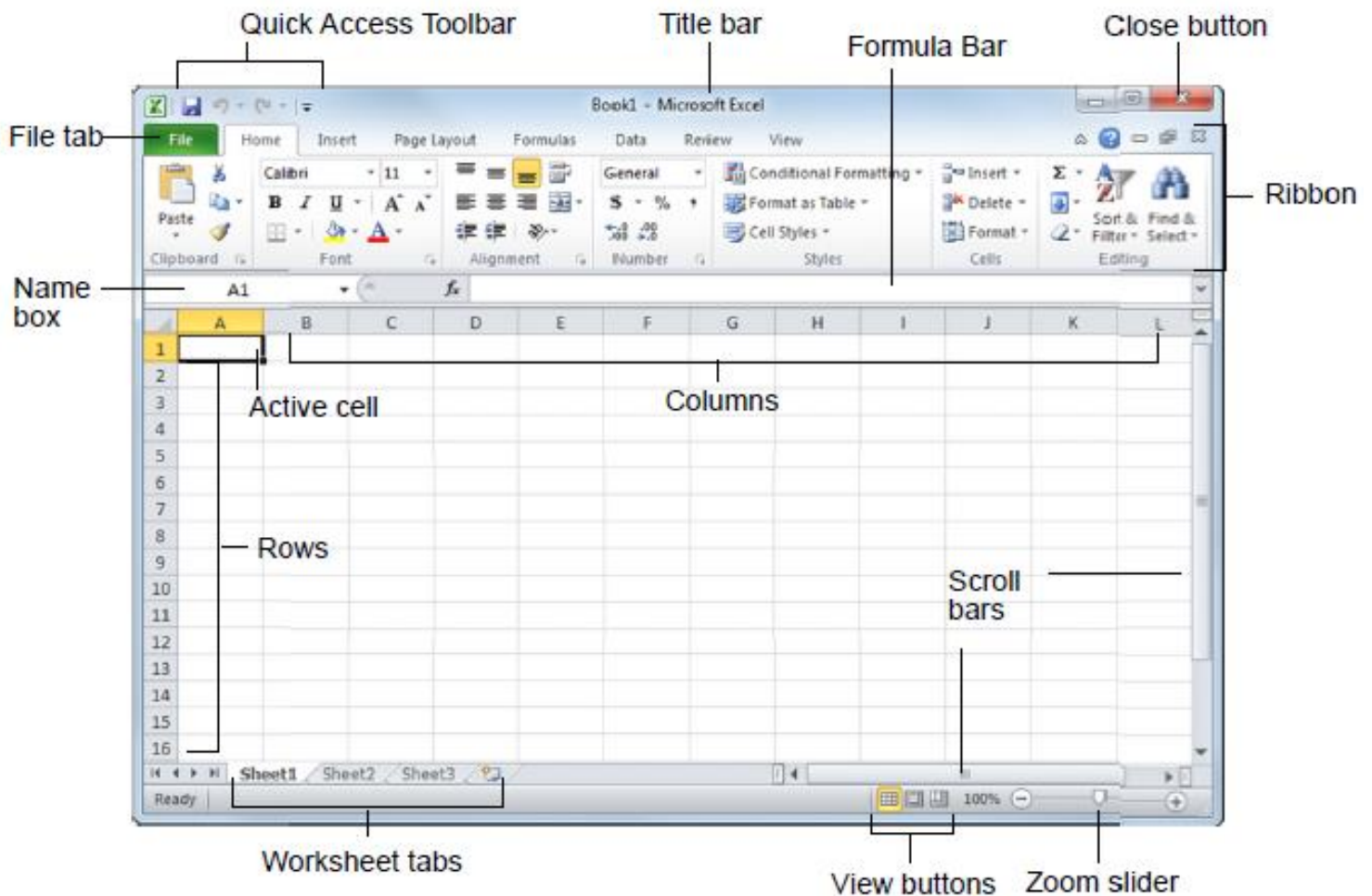
## Microsoft Word

Microsoft Word is a word processing program that can be used to create various types of documents from letters, research papers, and memos to lists, resumes, and flyers. Documents can be created, saved, and edited at the desire of the creator from a blank document or through one of the many templates included with the program. Microsoft Word allows you to make your documents more appealing and easier to read by applying formatting to text.



## Microsoft Excel

Microsoft Excel is a program that can be used to create spreadsheets, tables, analyze data, create charts and graphs, and many other functions. Microsoft Excel makes it easier to input data and allows you to manage both your business and personal information more effectively and with greater ease. The information entered into Excel spreadsheets can easily be incorporated into presentations, web pages or printed off in report form.



# Vocabulary

**Workbook:** A collection of spreadsheets that holds individual worksheets. When you open any new file in Excel, a workbook is opened.

**Worksheet:** A spreadsheet is always inside a workbook. The default number of worksheets is 3. Worksheets can be added to the workbook.

**Spreadsheet:** A collection of rows and columns that holds data. In Excel, the spreadsheet also allows us to manipulate and rearrange the data.

**Cells:** Each box inside a row or column that holds separate information or data from the data in other cells.

**Rows:** The collection of cells that are numbered and placed horizontally (left and right)

**Columns:** The collection of cells that are lettered and placed vertically (up and down)

**Cell Addresses:** The individual address of each cell which corresponds to the row and column it is in. For example: A2 is the address of a cell in column A and Row 2.

**Formulas:** A formula can be: =2+2 The definition in the mathematical sense of formula is: A statement, especially an equation, of a fact, rule, principle, or other logical relation.

**Formula Bar:** The bar at the top of the spreadsheet next to the Name Box and *fx*. It shows the information in the cells and can be used to edit cell contents and to enter formulas.

**Data:** Any kind of information placed in a cell—this could be text, numbers, dates, amounts, titles, labels, etc.

**Undo Button:** The button that allows you to erase the last computation, entry, or movement in the spreadsheet. There is also a "Redo" button.



**Excel Select Cursor—The fat plus:** This is the cursor most often used in your spreadsheet.



**Pointer/Movement Cursor:** The cursor changes into 4-headed arrow. It allows you to move cell information to different location on the spreadsheet.



**AutoFill Cursor—The thin plus:** This allows you to copy information and formulas in rows and columns.

**Blinking "I" Cursor:** When you make a cell active, you can see a blinking I. This allows you to edit the text or formula inside the cell. To make a cell active, simply double-click.

## Copy and Paste Exercise: Aquatic Schedule

Aquatic Schedule at the Y							
Hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun
6:30						No	
7:00						Lap	
7:30						Swim	
8:00							
8:30							
9:00							
9:30	No		No		No		
10:00	Lap		Lap		Lap	No	
10:30	Swim		Swim		Swim	Lap	
11:00						Swim	
11:30							
12:00							
12:30							
13:00							
13:30						No	No
14:00						Lap	Lap
14:30						Swim	Swim
15:00					No	No	No
15:30		No		No	Lap	Lap	Lap
16:00		Lap		Lap	Swim	Swim	Swim
16:30		Swim					

1. In cell A1 type the title: Aquatic Schedule at the Y.
2. In cell A2 type the column heading **Hours**.
3. In cell A3 type 6:30. In cell A4 type 7:00. With both cell A3 and A4 selected, use the auto fill cursor to draw down the column filling in the remaining hours and half hours of the day.
4. At cell B2 type the first day of the week. With that cell selected use the auto fill cursor to draw across the row filling in the remaining days of the week.
5. Select hours during the week where no lap swimming is allowed due to swim lessons and apply shading. Use the **Fill Color** tool on the formatting toolbar.
6. When you have entered the proper text in one set of cells, and centered that text, use copy & paste to copy those cells to the appropriate locations.
7. Apply shading to any extra cells that need it.
8. Merge and center the chart title.
9. Apply borders to all cells.
10. Name the worksheet "Pool Schedule" instead of "Sheet 1."

## **Guidelines For Making Tables On A Worksheet**

*(Adapted from the Office Assistant)*

Microsoft Excel has a number of features that make it easy to manage and analyze data in a list. To take advantage of these features, enter data in a list according to the following guidelines.

Cell Contents: Do not insert extra spaces at the beginning of a cell; extra spaces affect sorting and searching.

List size and location: Avoid having more than one list on a worksheet. Some list management features, such as filtering, can be used on only one list at a time. Avoid placing critical data to the left or right of the list; the data might be hidden when you filter the list.

Leave space around a list: Leave at least one blank column and one blank row between the list and other data on the worksheet. Excel can then more easily detect and select the list when you sort, filter, or insert automatic subtotals.

Do not leave space within a list: Avoid putting blank rows and columns in the list so that Microsoft Excel can more easily detect and select the list. When you separate labels from data, use cell borders--not blank rows or dashed lines--to insert lines below the labels. Don't use a blank row to separate column labels from the first row of data.

Format Column labels: Create column labels in the first row of the list. Microsoft Excel uses the labels to create reports and to find and organize data. Use a font, alignment, format, pattern, border, or capitalization style for column labels that is different from the format you assign to the data in the list.

Row and Column Contents: Design the list so that all rows have similar items in the same column.

## Toy Sales Questions exercise

1. How many different resellers sold Zebras?
  - *Hint: Filter out Products so that only Zebras are shown.*
  - *Sort the Reseller column by alphabet so you can count the number of resellers.*
2. How many DIFFERENT Products did Main Street Market produce?
3. Did Wingtip Toys produce an Aardvark? What was its Channel, Contract and QtrAvg?
4. What is the range of QtrAvg? (*Hint: what are the highest and lowest numbers?*)
5. Which product had the highest QtrAvg?
6. Which channel and line did Lakes and Sons use?
7. Did any reseller use multiple channels? Did any reseller use multiple contract numbers?
  - *Hint: Sort Resellers Alphabetically*
8. How many different lines are there?

## Manually Entering in Math Functions (Similar to Calculator)

To **ADD** two or more cells

- =B1+B2
- =B1+B2+B3 (might as well use SUM formula when you add more than two cells)

To **SUBTRACT** two cells

- =A1-A2

To **MULTIPLY** two cells

- =A1\*A2

To **DIVIDE** two cells

- =A1/A2

## Using Stored Functions to Find a Result (usually when using multiple numbers)

### Under Auto Sum (Down Arrow Options)

**Sum** adds cells together

- =SUM(B2:B6)
  - The above formula is the same as =B2+B3+B4+B5+B6

**Average** finds the average number in your data range

- =AVERAGE(P2:P35)

**Count** counts all the numbers in your data range

- =COUNT(C5:C43)

**Max** finds the maximum number in your data range

- =MAX(Q1:Q63)

**Min** finds the minimum number in your data range

- =MIN(T60:Z60)

### Multiply and Divide Formulas (Under All Functions-click on $f_x$ formula bar)

To **MULTIPLY** *more than two cells* use the **PRODUCT** formula

To **DIVIDE** *more than two cells* use the **QUOTIENT** formula



## Use the worksheet "Expenses Q1"

SAVE OFTEN!

1. Save the file in your name on the desktop. (Example: Simple Functions-Brown)
2. Update the dates from 1999 to 2009 and from 1998 to 2008.
3. Format the Column Labels in Verdana 10, Bold, and Center them.
4. Format the Row Labels in Verdana 10, Bold, Italic.
5. Delete Row 12.
6. Delete Row 4.
7. Put a Border on the bottom line of Row 10 to show that there are totals below.
8. Calculate the sum for the three months in the column headed **Sum Q1:2009** for each row.
9. **Calculate the Difference between 2009 and 2008 in the column headed Difference.**
10. Calculate the Totals for all the columns.
11. Format the numbers using Number:
  - A) No decimal places
  - B) Use the 1000 separator, the comma.
  - C) Negative Numbers should be red and in parentheses.

Save your finished worksheet.

## In Class Project – Monthly Expenses

Build The Following Table, Format Data, And Use The Auto Sum Button

	Monthly Expenses					
	Expenses	Week 1	Week 2	Week 3	Week 4	Total
	Office Supplies	45	20	0	50	
	Meeting Refreshments	25	10	5	20	
	Exec Salary	250	250	250	250	
	Admin Salary	200	200	200	200	
	Shipping	150	75	250	20	
	Advertising	24.5	12.5	50	10	
	Total					

**Business Expenses:** You are in charge of keeping track of the monthly finances. You have already set up some of the workbook for next year, but you need to complete it.

1. Format all of the numbers as currency, no dollar signs.
2. Sort the list so that expenses are in alphabetical order. Format all labels so that they are **bold**.
3. Adjust the width of your columns (or rows) if necessary, so that all data can be viewed.
4. Use the Merge and Center feature to center the Title over the table.
5. Add the total column for all items sold in week one using the Auto SUM Function. use the  $\Sigma$  button on your toolbar or ribbon.
  - a. click where you want the total expenses for week 1.
  - b. Click the  $\Sigma$  Auto Sum button. See the **range** of cells whose contents are to be added and the formula to be entered in the selected cell.
  - c. If the range to be added is correct use the Enter command.

**Range:** Range of cells—A group of cells which includes all cells from the first selected cell to the last selected cell. A range is denoted by the colon (:) sign. For example, A1:A3, includes cells A1, A2, and A3.

6. Use the auto fill cursor, the black plus, to fill in the rest of the totals for the remaining weeks.
7. Add the total row for all Advertising sold during the past 4 weeks.
8. Use the auto fill cursor, the black plus, to fill in the rest of the totals for the remaining items.
9. Insert an additional spreadsheet in the workbook and name it “February”.
10. Return to the Monthly Sales spreadsheet and copy it to paste onto the “February” worksheet.
11. Add blank worksheets in the workbook for the next 6-12 months. Label the worksheets for the months.
12. On the February worksheet, Delete all of the cells that contain numbers in the table, **except for the cells that contain formulas**. Observe that the formulas are still showing in the formula bar for the totals cells.
13. You can copy this worksheet onto the sheets for the next months. This way, next month you will be able to enter the sales in without making a whole new spreadsheet.
14. Change the name of the “Monthly Sales” worksheet to “January”.
15. Move the February spreadsheet so that it comes after the January spreadsheet.

Outlet Growth: Business is Booming!				
Accounts	Year2005			
<i>Boston</i>	200	300		
<i>NYC</i>	400	600		
<i>AC</i>	600	900		
<i>Philadelphia</i>	800	1200		
<i>Baltimore</i>	1000	1500		
<i>D.C.</i>	1200	1800		
<b>TOTALS</b>				
<b>AVERAGES</b>				

EXERCISE A: Objectives: practice Auto fill, Auto Sum.

1. Build this table in class.
2. Autofill headings after Year 2005 across the columns until you reach Year 2008
3. At each city (row), use Autofill to fill in numbers under Years 2007, and 2008.  
*Ex: For Boston-Auto fill the pattern between 200 and 300 across, so it should read 400, 500 respectively.*
4. Use AutoSum to enter the totals for each year.
5. Find the Average growth for each year.

## EXCEL SHOPPING LIST EXERCISE

1. Make an Excel list of 10-15 items that your Class will buy to entertain a large gathering.
2. List the items you will buy: Fill in the size, price per unit and quantity to buy.

Item #	Purchases	Size of Item	Price/unit	Quantity	Cost	Surcharge	Client sale price
1	Milk (1%)	Half Gallon					
2	Red Rose Tea	Box					
3	Eggs	Dozen Large					

3. Enter the formula for the COST of the first item using the cell addresses. **Cost equals price times the quantity.** For example `=D3*E3`
4. Auto fill down the column for the remaining formulas.
5. The affair is so successful you decide to start a catering business. Add 2 more columns after the Cost column:
  - a. **SURCHARGE:** some percentage (the Class decides) of the COST. Format the cells for currency. For example if the surcharge is 15% and the Milk cost is in cell F3, the formula for the surcharge at Milk will be `=.15*F3` Enter the correct formula for the first item and then Auto fill the formula down the column.
  - b. **SALE PRICE:** equals the **SURCHARGE** + the **Cost**. Enter the correct formula for the first item and Auto fill the formula down the column.

**Microsoft Excel  
In-class Project  
My Daily Expenses**

Create the below table in Excel, using the FORMULAS section for help.

	A	B	C	D	E	F	G	H	J
1		Thu	Fri	Sat	Sun	Mon	Tue	Wed	
2		10/29	10/30	10/31	11/1	11/2	11/3	11/4	
3									
4	held	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
5	spent	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
6	remaining	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
7									
8	AT&T								
9	Beverages								
10	Books								
11	Clothing								
12	Contributions								
13	Entertainment								
14	Groceries								
15	Housewares								
16	Laundrymat								
17	Magazines								
18	Newspapers								
19	PEPCO								
20	Personal Care								
21	Rent								
22	Take-out								
23	Transportation								
24									
25	Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
26									

**FORMULAS:**

Cell	Formula
B5	=B25
B6	=B4-B5
C4	=B6
B25	=SUM(B8:B24)

# Step by Step Mail Merge instructions for Microsoft Word 2010

Open the **Sample Mail Merge Letter – NEW**

Follow the steps below:

Mailings Tab → Start Mail Merge → **Step by Step Mail Merge Wizard**

**Step 1:** select **Letters** → then click **Next: Starting document** at the bottom of your screen

**Step 2:** select **Use Current Document** → then click **Next: Select recipients** at the bottom of your screen

**Step 3:** Click on the "**Browse**" link and select the Excel file "**Sample Mail Merge Excel File.**" Select the worksheet "**Sheet1\$**" because this is the spreadsheet with the mail merge information and then click **OK**. Make sure all the headers/fields look correct and click **OK**. Then click **Next: Write your letter** at the bottom of your screen

**Step 4:** Move your mouse two lines above the Salutation so you can add the Inside Address. Click **More Items** and select Title and then click **Insert**, next select First Name and then click **Insert**, then select Last Name and select **Insert** and **Close**. Move your mouse between the words Title and First Name and add a space and then add a space between First Name and Last Name. **Please note if you do not add a space between the mail merge fields then all of the words will run together.**

Click **More Items** and continue to add the rest of your inside address. After you have finished inserting the Inside Address you should insert the Title and Last Name next to the Salutation "Dear". Please use the same steps used to insert the Inside Address. After the Inside Address and Salutation are inserted and spaced correctly then click **Preview your letters** at the bottom right of the screen.

**Step 5:** To view your letters click the arrows click the right and left arrows found near the top left of your page under the **Preview Your Letters** section. Then click **Complete the merge** at the bottom right of the screen.

**Step 6:** If you were attempting to print this mail merge select **Print**. If you need to edit individual letters you can do so in Step 5 or Step 6 of the Mail Merge.

# Cell Referencing

Calling cells by just their column and row labels (such as "A1") is called **relative referencing**. When a formula contains relative referencing and it is copied from one cell to another, Excel does not create an exact copy of the formula. It will change cell addresses relative to the row and column they are moved to. For example, if a simple addition formula in cell C1 " $=A1+B1$ " is copied to cell C2, as with Auto fill, the formula would change to " $=A2+B2$ " to reflect the new row.

To prevent this change, cells must be called by **absolute referencing** and this is accomplished by placing dollar signs "\$" within the cell addresses in the formula. Continuing the previous example, the formula in cell C1 would read " $=\$A\$1+\$B\$1$ " if the value of cell C2 should be the sum of cells A1 and B1. Both the column and row of both cells are absolute and will not change when copied.

**Mixed referencing** can also be used where only the row OR column fixed. For example, in the formula " $=A\$1+\$B2$ ", the row of cell A1 is fixed and the column of cell B2 is fixed.

## What if Analysis & PMT (payment) function

- Data tab → Function library group → Financial → PMT

Open the What If Analysis Car Payment Excel file

*Scenario:* What interest rate would you want to buy a car for \$20,000 and you want your monthly payment to equal \$400 and you want to pay this off over 60 months?

My Car Loan	
Loan amount	\$20,000
Terms (months)	60
Interest Rate	
Payment	

Click on the cell B5 because that is where you want to put the PMT (Payment) function. Once you select the PMT function it will ask you the below questions

- Rate = B4/12 because this is the cell that will contain the yearly interest rate and you want to divide it by 12 because there are 12 months in the year
- Nper = B3 because this cell contains the number of payments
- Pv = B2 this cell contains the present value of the car loan

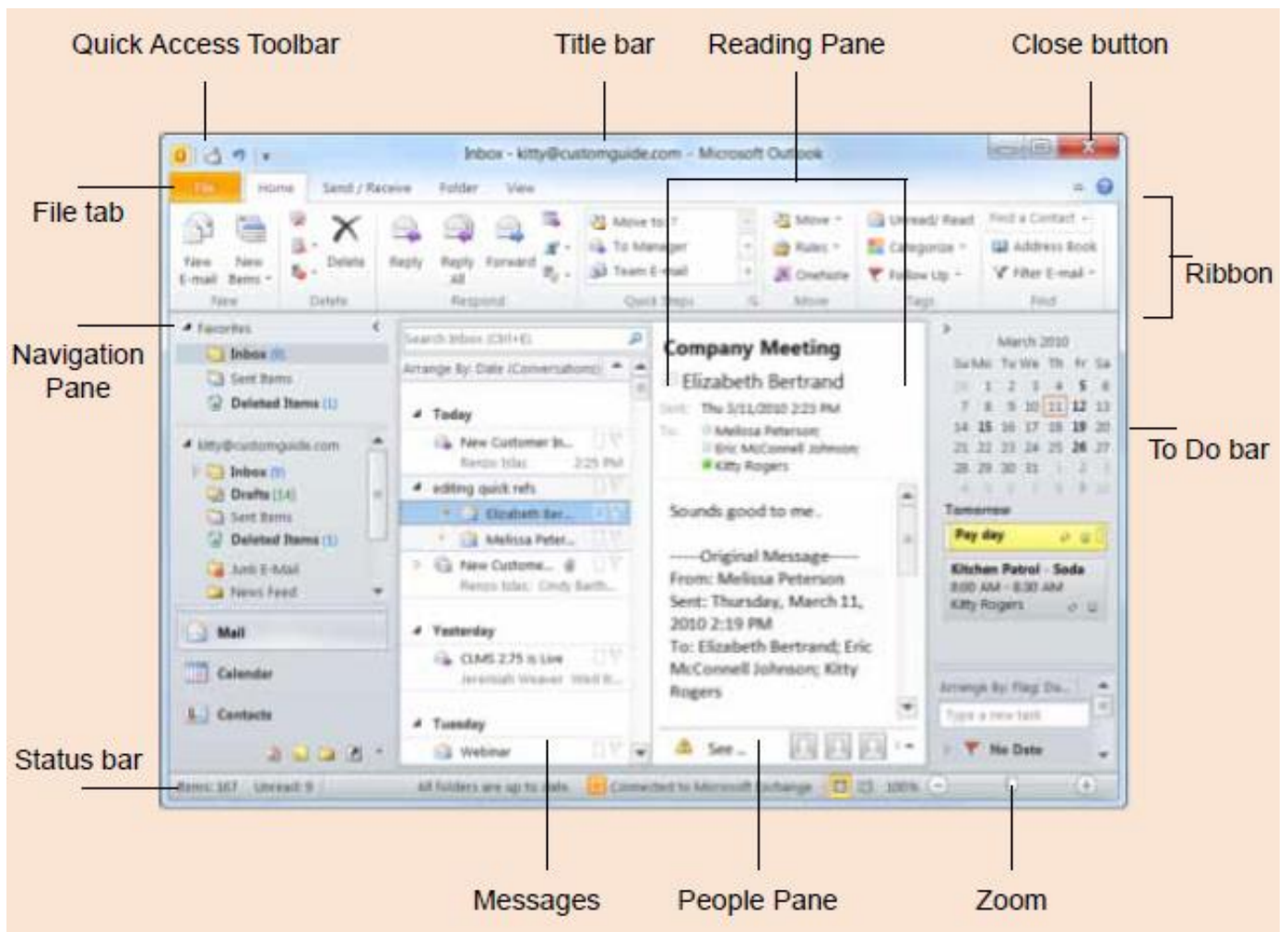
Now select cell B4 because this where we start the What If Analysis.

- Data tab → Data Tools → What If Analysis → Goal Seek
- "Set cell" is B5 because that contains the monthly payment
- "To value" is -400 because it is the amount being subtracted from the loan
- "By changing cell" is \$B\$4 because it's the cell we are trying to find the value for. This cell must be entered in as an **absolute reference cell** because that is the formatting this type of function requires.



## Microsoft Outlook

Microsoft Outlook is a program that is used to manage your e-mail and can help you keep organized. It can be used in both a personal and professional setting, but is very common in the office workplace. In addition to e-mail, Microsoft Outlook also provides a calendar, task and contact management, note taking, and more.



# Microsoft Outlook 2010

**CUSTOMIZE THE RIBBON** to customize tabs and groups with your frequently used commands.

1. Select the **File tab** → **Options** OR **Right click** on the ribbon and **left click Customize the Ribbon**.
2. Selected desired commands and left click **OK**.

**CREATE A NEW EMAIL MESSAGE** (Keyboard shortcut: **CTRL+SHIFT+M**)

1. To create an email message, click on the **Home Tab**. Then in the **New Group**, click **New E-mail**.
2. In the **Subject** box, type the subject of the message.
3. Enter the recipients' email addresses or names in the **To**, **Cc**, or **Bcc** box. Separate multiple recipients with a semicolon. (To, Cc, and Bcc boxes: A message is sent to the recipients in the To box. Recipients in the Cc (carbon copy) and Bcc (blind carbon copy) boxes also get the message; however, the names of the recipients in the Bcc box aren't visible to other recipients.)
4. There are 2 ways to enter the email addresses of whom you would like to receive the message.
  - Type the email address of the recipient in the **To**: box.
  - Click **To**: and select an email address and click **Ok**.
5. Type your message in the body of the email then click **Send**.

## **ATTACHING A FILE TO AN EMAIL**

1. **Open** a new email.
2. Click **Attach File** (Message tab→Include group) if you would like to send an attachment like a document or a picture. Click on the name of the document that you would like to attach so that it is highlighted. Click **Insert**.
3. When you click Insert the name of the document that you choose to attach should appear on the attached line on the top portion of your email message dialog box. (Note: To display the Bcc box for this and all future messages, on the Options tab, in the Show Fields group, click Bcc.)
4. Type your message in the email body, and click **Send**.



**ADDING AN SIGNATURE TO E-MAIL MESSAGES** with text, images, or even an image of your signature

## ***Create a signature***

1. Open a new message. On the **Message** tab, in the **Include** group, click **Signature**, and then click **Signatures**.
2. On the **E-mail Signature** tab, click **New**.
3. Type a name for the signature. Click **Ok**.
4. Type the signature in the edit message dialogue box and then **click Save**.



### **Add a signature**

In a new message, select **Signature** (**Message** tab→**Include** group), and then select the signature that you want included in the email.



### **OPENING AN E-MAIL MESSAGE**

1. Select the **Home Tab**, and then select **Inbox**.
2. Select the email message with your cursor and double click. The email message will open.

### **OPENING AND SAVING AN ATTACHMENT**

**Open an attachment** Double-click the attachment

**Save an attachment**

1. Click the attachment in the Reading Pane or the open message.
2. On the **Attachments** tab, in the **Actions** group, click **Save As**.  
You can also right-click the attachment, and then click **Save As**.



### **FORWARDING OR REPLYING TO AN E-MAIL MESSAGE**

1. On the **Home** or **Message** tab, in the **Respond** group, click **Reply**, **Reply All**, or **Forward**.
2. To remove a name from the **To** and **Cc** lines, click the name and then click **DELETE**. To add a recipient, click in the **To**, **Cc** or **Bcc** box and enter the recipient.
3. Type your message, and click **Send**.



**Note:** When you reply to or forward an email message, the sender of the original message is automatically added in the **To** box. When you use **Reply All**, a message is created and addressed to the sender and any additional recipients of the original message. You can change the recipients in the **To**, **Cc**, and **Bcc** fields.

**TIP:** Use discretion when you click reply-all. It's often better to use reply and then add only necessary recipients or use reply-all, but remove unnecessary recipients and distribution lists.

**TIP:** To forward two or more emails to the same recipients as one message, in mail, select messages using **Ctrl**. On the **Home** tab, in the **Respond** group, click **Forward**.

### **DELAY THE DELIVERY OF A MESSAGE**

1. In a message, click the **Options** tab, in the **More Options** group, click **Delay Delivery** or **Direct Replies**. The same dialogue box will emerge for both options.
2. Click **Message Options**.
3. In Delivery options, click **Do not deliver before** check box, and select desired date and time.
4. Click **Send** and the message will remain in the Outbox folder until the delivery time.

5. If you decide later that you want to send the message immediately, do the following:
  - a. In Mail, in the Navigation Pane, click the **Outbox folder**.
  - b. Open the delayed message.
  - c. On **Options** tab, **More Options** group, click **Delay Delivery**.
  - d. Under **Delivery options**, clear the 'Do not deliver before' **check box**.
  - e. Click **Close** and click **Send**.



## **DIRECT REPLIES**

1. On the **Options** tab, in the **More Options** group, click Direct Replies to.
2. Under **Delivery options**, click **Have replies sent to**.
3. Select an email address by clicking on **Select Names** or type in an email address.
4. Click **Close**.

# MS Outlook Additional Features

## TURN ON OFFICE ASSISTANT

1. Click the **File** tab, and then click the **Info** tab in the menu.
2. Click **Automatic Replies** (out of office).
3. In the **Out of Office Assistant** dialog box, click the **Send Automatic Replies** check box.
4. If you want to specify a set time and date range, click the **Only send during this time range** check box, set the Start time, and then set the End time.
5. In the **Inside my organization** tab, type the message that you want to send within your organization, and in the **Outside my organization** tab, type the message that you want to send outside your organization.
6. Click **Apply**.

## APPOINTMENTS

Appointments are activities that can be scheduled in your calendar that do not involve inviting other people or reserving resources.

**Create an Appointment** (Keyboard shortcut : **To create an appointment, click CTRL+SHIFT+A**)

1. In **Calendar**, on the **Home** tab, in the **New** group, click **New Appointment**. You can also right-click a time block in your calendar grid, and then click **New Appointment**.
2. In the **Subject** box, type a description.
3. In the **Location** box, type the location.
4. Enter the start and end times.




**TIP:** You can type words and phrases in the start time and end time boxes instead of dates. For example, you can type today, tomorrow, New Year's Day, two weeks from tomorrow, three days before New Year's Day, and most holiday names.

A reminder appears 15 minutes before the appointment start time by default. If you want to change when the reminder appears, on the **Appointment** tab, in the **Options** group, click the **Reminder** box arrow and then click the new reminder time. To turn the reminder off, click **None**.

On the **Appointment** tab, in the **Actions** group, click **Save & Close**.

**TIP:** Double-click any blank area on the calendar grid to create a new appointment.

## **Make an Existing Appointment Recurring**

1. Open the appointment that you wish to set to recurring.
2. On the **Appointment** tab, in the **Options** group, click **Recurrence** .
3. Click the frequency — **Daily**, **Weekly**, **Monthly**, **Yearly** — with which you want the appointment to recur, and then select the options for the frequency.

- On the **Recurring Appointment** tab, in the **Actions** group, click **Save & Close**.

### **Set a reminder for Appointments or Meetings**

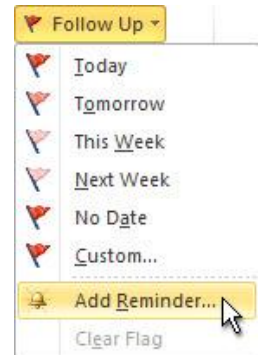
In an open item, on the **Appointment** or **Meeting** tab, in the **Options** group, in the **Reminder** drop-down list, select the amount of time before the appointment or meeting when you want the reminder to appear. To turn a reminder off, select **None**.

### **For e-mail messages, contacts, and tasks:**

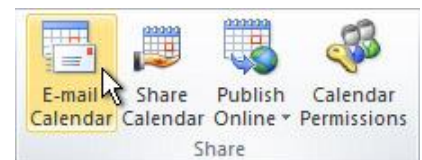
On the **Home** tab, in the **Tags** group, click **Follow Up**, and then click **Add Reminder**.

### **SENDING AN OUTLOOK CALENDAR IN AN EMAIL MESSAGE**

A copy of your calendar can be sent to anyone in an email message as an attachment and also appears within the message body. You decide what dates are included and the amount of detail.



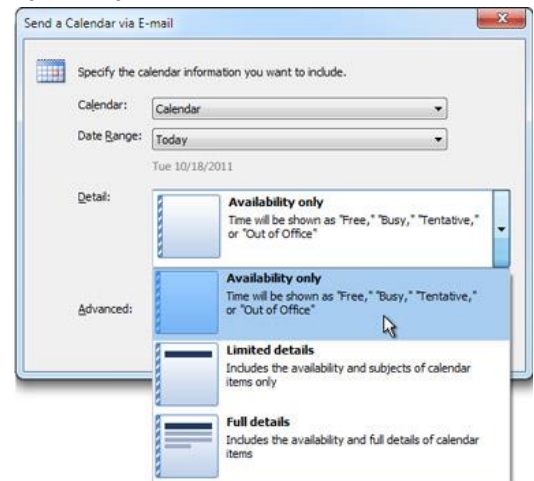
- In **Calendar**, on the **Home** tab, in the **Share** group, click **E-mail Calendar**.
- In the **Calendar** list, choose the calendar to send. The default **Calendar** is chosen. This is the Outlook calendar that is used to display your free/busy information to others and where meeting requests are accepted.
- In the **Date Range** list, choose the amount of calendar data to include in your message, or click **Specify dates** to enter a custom date range.



**TIP** If you choose a large date range or select **Whole calendar**, you might create a large message.

- In the **Detail** list, choose the amount of detail to show the recipients. By default, the **Availability only** option is selected. None of the options include your items marked private unless you change the privacy option in **Advanced** options.

Optionally, you can restrict the information included in the message to your working hours by selecting the **Only show time within my working hours** check box. To change your working hours, click **Set working hours**.



Optionally, to see advanced options, click **Show**.

- Include details of items marked private** This option requires **Detail** to be set to **Limited Details** or **Full Details**. The existence of private items is included, but no further information is shared.
- Include attachments within calendar items** This option requires **Detail** to be set to **Full Details**. All attachments on calendar items, such as spreadsheets, are included.



3. **E-mail Layout** You can include your **Daily schedule** or a **List of events**.
4. Click **OK**.
5. In the **To** box, enter the name of the person to whom you want to send the subscription information.
6. In the message body, enter any information you want to include.
7. Click **Send**.

The calendar appears to the recipient within the message body. The attached iCalendar file with a file extension of .ics can also be opened in many calendar programs, including Outlook.

When an .ics file attachment is received in Outlook, the recipient is prompted to open the calendar. An .ics calendar file opens as a new calendar within Outlook. When opened as an Outlook calendar, the recipient can view the received calendar in side-by-side or overlay views. The recipient can also drag calendar items from the received calendar to another Outlook calendar.

## **CONTACTS**

**Creating a Contact** (Keyboard shortcut: From any folder in Outlook, click CTRL+SHIFT+C)

Contacts can include a name and e-mail address, or include more detailed information like a street address, multiple phone numbers, a picture, birthdays, and any other information that relates to that particular contact.

- ➔ In **Contacts**, on the **Home** tab, in the **New** group, click **New Contact**.

### **Importing Contacts**



Contacts can be imported into Outlook from other applications or from exported Outlook contacts. These instructions assume that you have already exported the contacts from the other application, such as a Excel spreadsheet or database application.

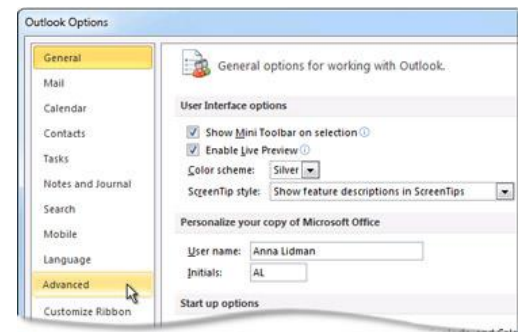
1. On the **File** tab, select **Open**.
2. Click **Import**, and then select **Import from another program or file**, and then click **Next**.
3. Under **Select the file type to import**, click the file type you want to import, and then click **Next**.
4. The most common is **Comma Separated Values (Windows)**, also known as a CSV file. If you are importing contacts that were exported from Outlook to an Outlook Data File (.pst), click **Outlook Data File (.pst)**.
5. Under **File to import**, click **Browse**, select the file that you want to import, and then click **OK**.
6. In the **Import a File** dialog box, under **Options**, click one of the following:
  - a. **Replace duplicates with items imported**. If an Outlook contact already exists, it is replaced by the information that you are importing.

- b. **Allow duplicates to be created.** If an Outlook contact exists, the imported contact is created as a second contact.
  - c. **Do not import duplicate items.** If an Outlook contact exists, the information for the imported contact is not imported.
7. Click **Next**.
8. In the **Import a File** dialog box, under **Select destination folder**, click a folder for the imported contacts, and then click **Next**.
9. This usually is the Contacts folder unless you have multiple accounts, or have created multiple contact folders for an account.
10. Click **Finish**.

## Exporting Contacts

You can export contacts to a file that can then be imported into other applications, such as Excel spreadsheets or database applications.

1. On the **File** tab, select **Options** and then select **Advanced**.
2. Under **Export**, click **Export**.



3. In the **Import and Export Wizard**, click **Export to a file**, and then click **Next**.
4. Under **Create a file of type**, click the type of export that you want, and then click **Next**.
5. The most common is **Comma Separated Values (Windows)**, also known as a CSV file.
6. Under **Select folder to export from**, select the contact folder that you want to export, and then click **Next**.

**NOTE:** Unless you chose to export to an Outlook Data File (.pst), you can only export one folder at a time.

7. Under **Save exported file as**, click **Browse**, select a destination folder, and in the **File name** box, type a name for the file.
8. Click **OK**.
9. In the **Export to a File** dialog box, click **Next**, and click **Finish**.

## **TASKS** (Keyboard shortcut: CTRL+SHIFT+K)

Create a list of things to do, combine multiple, get reminders and track task progress in Outlook.

1. In **Tasks**, on the **Home** tab, in the **New** group, click **New Task**.

## **NOTES**

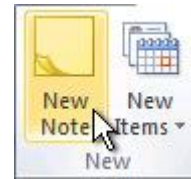




Notes are the electronic equivalent of paper sticky notes. Use notes to jot down questions, ideas, reminders, and anything you would write on paper.

1. In **Notes**, in the **New** group, and click **New Note**.

**Keyboard shortcut** To create a note, click **CTRL+SHIFT+N**.



## **PRINTING**

You can print individual items, such as e-mail messages, contacts, or calendar items, or larger views, such as calendars, address books, or content lists of Mail folders.

The procedure for printing is the same in Mail, Calendar, or any other folders in Microsoft Outlook — all printing settings and functions are found in the Backstage view. Click the **File** tab to open the Backstage view.

1. Click an item or folder in Outlook that you want to print.
2. Click the **File** tab.
3. Click **Print**.

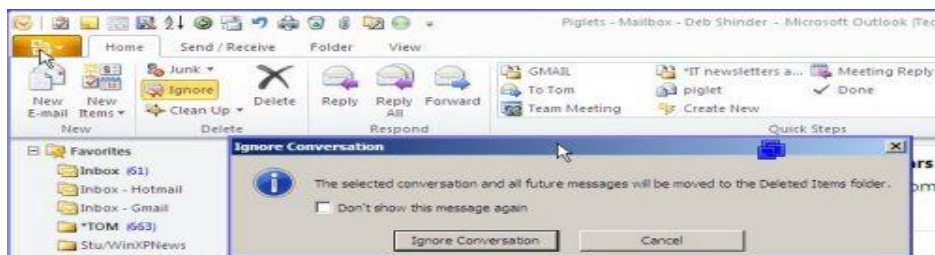
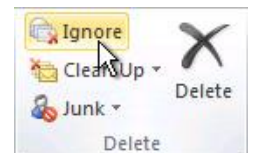
## **ADVANCED FUNCTIONS**

### ***Ignore a Conversation***

The new Ignore button in Outlook makes it easy to delete or bypass entire conversation threads. Ignore Conversation removes all messages related to the conversation that you select, and moves future messages in the conversation directly to your Deleted Items folder.

A conversation or email thread is a complete chain of email messages from the first message through all responses. The messages of a conversation have the same subject.

1. In the message list, click the conversation or any message within the conversation that you want to ignore.
2. On the **Home** tab, in the **Delete** group, click **Ignore**.
3. If you are working from an open message, on the **Message** tab, in the **Delete** group, click **Ignore**.
4. Click **Ignore Conversation**.



**NOTE:** The **Ignore Conversation** command appears in the **Ignore Conversation** dialog box. This dialog box doesn't appear if you previously selected the **Don't show this message again** check box.

5. You can only recover an ignored conversation if it is still available in the **Deleted Items** folder. To stop ignoring a conversation, do the following:
6. In the **Deleted Items** folder, click the conversation that you want to recover, or any message within that conversation. By default, the **Deleted Items** folder is arranged by date. To change to Conversation view, click **Arrange By**, and then click **Conversation**.
7. On the **Home** tab, in the **Delete** group, click **Ignore**.
8. Click **Stop Ignoring Conversation**.
9. The conversation is moved back to your **Inbox**. Future messages are delivered to your **Inbox**.



**NOTE:** The **Stop Ignoring Conversation** command in step 3 appears in the **Stop Ignoring Conversation** dialog box. This dialog box doesn't appear if you previously selected the **Don't show this message again** check box.

# 18 Common Work E-mail Mistakes

Andrew G. Rosen, On Tuesday January 18, 2011, 2:10 pm EST

Most of us rely on e-mail as one of our primary communication tools. And given the number of messages we send and receive, we do it with remarkable success.

But as with anything, the more e-mails we send, the more likely we are to screw one up. And simple e-mail mistakes can be disastrous. They can cost us a raise, promotion--even a job.

With a new year upon us, this is the perfect time to go through some of the worst e-mail mistakes employees make and how to avoid them.

**1. Sending before you mean to.** Enter the recipient's e-mail address only when your e-mail is ready to be sent. This helps reduce the risk of an embarrassing misfire, such as sending an important e-mail to the wrong person or e-mailing a half-written note.

[See [9 Little-Known Ways to Damage Your Reputation at Work.](#)]

**2. Forgetting the attachment.** If your e-mail includes an attachment, upload the file to the e-mail *before* composing it. This eliminates the embarrassing mistake of forgetting it before hitting "send," and having to send another e-mail saying you forgot to attach the document.

**3. Expecting an instant response.** Don't send an e-mail and show up at the recipient's desk 30 seconds later asking if they've received it. They did, and they'll answer at their convenience. That's the point of e-mail.

**4. Forwarding useless e-mails.** I've never seen a single e-mail forward at work that was beneficial. Whether it's a silly joke or a heartwarming charity, there's never a time to share an e-mail forward using your work e-mail.

**5. Not reviewing all new messages before replying.** When you return to the office after a week or more away, review all new e-mails before firing off responses. It might be hard to accept, but odds are, things did march on without you. Replying to something that was already handled by a co-worker creates [extra communication](#), which can lead to confusion, errors, and at the very least, wasted time for everyone involved.

**6. Omitting recipients when you "reply all."** Unless there's an important reason to omit someone, don't arbitrarily leave people off the response if they were included on the original message.

**7. Including your e-mail signature again and again.** Nor do you need to include it at the end of an e-mail you send to your long-time co-worker who sits six feet away. If you have your e-mail program set to automatically generate a signature with each new message, take a second to delete it when communicating with someone who knows who you are. It's always wise to include your phone number, but the entire blurb with your title and mailing address is often nothing but clutter.

**8. Composing the note too quickly.** Don't be careless; write every e-mail as if it will be read at Saint Peter's Square during the blessing of a new Pope. Be respectful with your words and take pride in every communication.

**9. Violating your company's e-mail policy.** Many companies have aggressive spam filters in place that monitor "blue" language. From that famous four-letter word to simple terms, such as "job search," don't end up tripping the system by letting your guard down.

**10. Failing to include basic greetings.** Simple pleasantries do the trick. Say "hi" at the start of the message and "thanks" at the end. Be sure to use the recipient's name. Be polite yet brief with your courtesy.

**11. E-mailing when you're angry.** Don't do it. Ever. Recall buttons are far from a perfect science, and sending a business e-mail [tainted by emotion](#) is often a catastrophic mistake. It sounds cliché, but sleep on it. Save the message as a draft and see if you still want to send it the next morning.

[See [Don't Make These Interview Mistakes](#).]

**12. Underestimating the importance of the subject line.** The subject line is your headline. Make it interesting, and you'll increase the odds of getting the recipient's attention. Our inboxes are cluttered; you need to be creative and direct to help the recipient cut through the noise. You should consistently use meaningful and descriptive subject lines. This will help your colleagues determine what you're writing about and build your "inbox street cred," which means important messages are more likely to be read.

**13. Using incorrect subject lines.** Change the subject line if you're changing the topic of conversation. Better yet, start a new e-mail thread.

**14. Sending the wrong attachment.** If you double-check an attachment immediately before sending and decide that you need to make changes, don't forget to update the source file. Making corrections to the version that's attached to the e-mail does not often work, and it can lead to different versions of the same doc floating around.

**15. Not putting an e-mail in context.** Even if you were talking to someone an hour ago about something, remind them in the e-mail why you're writing. In this multi-tasking world of ours, it's easy for even the sharpest minds to forget what's going on.

**16. Using BCC too often.** Use BCC (blind carbon copy) sparingly. Even though it's supposed to be a secret, it rarely is. Burn someone once, and they'll never trust you again. Likewise, forwarding e-mail is a great way to [destroy your credibility](#). When people send you something, they aren't expecting you to pass it on to your co-workers. The e-mail might make its way back to the sender, who will see that their original message was shared. They might not call you out on it, but they'll make a mental note that you can't be trusted.

[For more career advice, visit [U.S. News Careers](#), or find us on [Facebook](#) or [Twitter](#).]

**17. Relying too much on e-mail.** News flash! No one is sitting around staring at their inbox waiting for your e-mail. If something is urgent, use another means of communication. A red

"rush" exclamation point doesn't compare to getting up from your desk and conducting business in person.

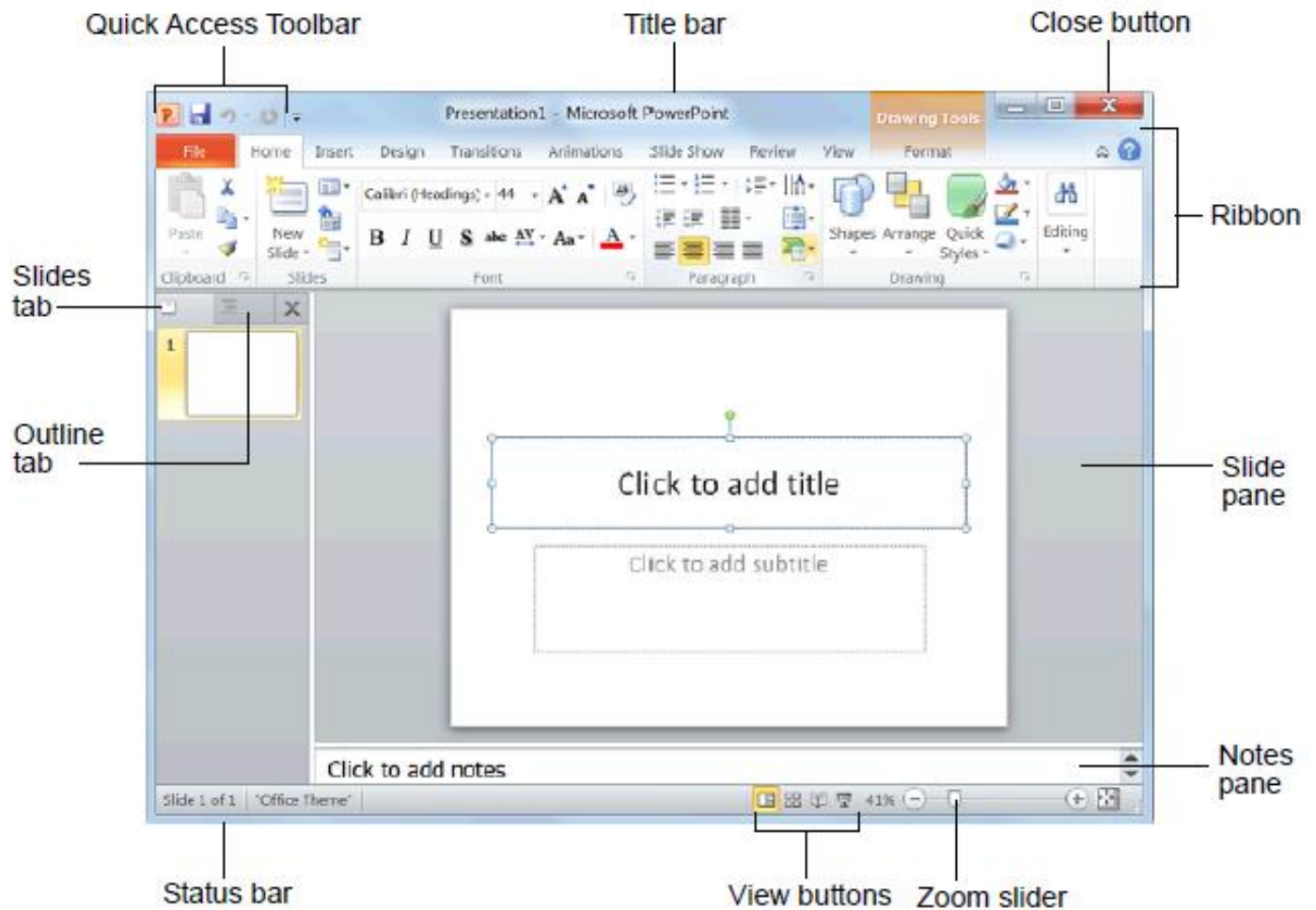
**18. Hitting "reply all" unintentionally.** This is a biggie. And it's not just embarrassing; depending on what you wrote in that e-mail, it can ruin your relationship with a co-worker or even your boss. Take extra care whenever you respond so you don't hit this fatal button.

**Now it's time to fess up:** Are you guilty of any of these common work e-mail mistakes? Any you'd like to add to the list?

**Andrew G. Rosen** is the founder and editor of [Jobacle.com](http://Jobacle.com), a career advice blog. He is also the author of [How to Quit Your Job](#).

## Microsoft PowerPoint

Microsoft PowerPoint is a program that is used to create effective presentations. Anyone can use PowerPoint to create stunning presentations that look like they were designed by a professional. PowerPoint is the program to use to create successful presentations for the business world, the classroom, or just for your own personal use.



## **Class Project**

Each student is required to create a PowerPoint presentation and present it to other students on the last day of the class. You may choose any topic that interests you, so long as it is appropriate, and present it to the class on the date specified by the instructor. Be creative and use all the options on Power Point to make your topic interesting.

**A perfect score is 100 Points!**  
**Plus Extra Credit!**

### **The presentation should have the following:**

1. Seven to ten slides (20 Points)
2. At least 3 pictures (Not including clip art!) (15 Points)
3. Insert Word Art on at least one slide (10 Points)
4. Include Sound on at least one slide (10 Points)
5. Slide Transitions on at least 4 slides (20 Points)
6. Animation on at least one picture, text, or graphic (20 Points)
7. Spell Check the Text and correct the misspellings. (5 Points)

# Tips for creating an Effective PowerPoint Presentation

---

Consider the following tips to create a compelling presentation that engages your audience.

## **Minimize the number of slides**

To maintain a clear message and to keep your audience attentive and interested, keep the number of slides in your presentation to a minimum.

## **Choose an audience-friendly font size**

Choosing the best font size helps communicate your message. Remember that the audience must be able to read your slides from a distance. Generally speaking, a font size smaller than 30 might be too difficult for the audience to see.

- A one-inch letter is readable from 10 feet.
- A two-inch letter is readable from 20 feet.
- A three-inch letter is readable from 30 feet.

## **Keep your slide text simple**

You want your audience to listen to you present your information, instead of reading the screen. Use bullets or short sentences, and try to keep each to one line; that is, without text wrapping.

Some projectors crop slides at the edges, so that long sentences might be cropped.

## **Use visuals to help express your message**

Pictures, charts, graphs, and SmartArt graphics provide visual cues for your audience to remember. Add meaningful art to complement the text and messaging on your slides.

As with text, however, avoid including too many visual aids on your slide.

## **Make labels for charts and graphs understandable**

Use only enough text to make label elements in a chart or graph comprehensible.

## **Apply subtle, consistent slide backgrounds**

Choose an appealing, consistent template (template: A file or set of files that contains information about the theme, layout, and other elements of a finished presentation.) or theme (theme: A set of unified design elements that provides a look for your document by using color, fonts, and graphics.) that is not too eye-catching. You do not want the background or design to detract from your message.

However, you also want to provide a contrast between the background color and text color. The built-in themes in PowerPoint 2010 set the contrast between a light background with dark colored text or dark background with light colored text.

For more information about how to use themes, see *Apply a theme to add color and style to your presentation*.

## **Check the spelling and grammar**

To earn and maintain the respect of your audience, always check the spelling and grammar in your presentation.