

Chapter 1

Microsoft Office Basics

Key Concepts

Understanding the Office interface
Using input devices
Saving, opening, and printing files
Searching the Web and citing sources
Understanding e-mail etiquette and ethics
Sending and receiving e-mail
Detecting and preventing malicious code
Exploring Office with the Help window
Creating secure passwords (Exercise 3)

Practice Data Files

HOMEWORK

Exercise Data Files







E-COMMERCE

What is Microsoft Office?

Microsoft Office 2007 is a Windows application that consists of several applications, each designed to perform specific tasks:

Operating System

All computers run software called an *operating system* (OS). The OS allows the computer to run other software and perform basic tasks, such as communicate with the user and keep track of files and folders. Types of operating systems include Windows, Linux, and Mac OS. For more information about a specific OS, visit www.Lpdatafiles.com.

-  **Outlook 2007** is an e-mail client with tools for organizing and searching e-mail.
-  **Word 2007** is a word processor application used to produce professional-looking documents such as letters, résumés, and reports.
-  **Excel 2007** is a spreadsheet application used to organize, analyze, and chart data.
-  **Access 2007** is a database application used to generate forms, queries, and reports from the data it stores.
-  **PowerPoint 2007** is a presentation application used to organize and format slides.
-  **Publisher 2007** is a desktop publishing application used to create publications such as newsletters and business reports.

TIP When purchasing software, a Windows application usually has the notation “for Windows” after the software name.

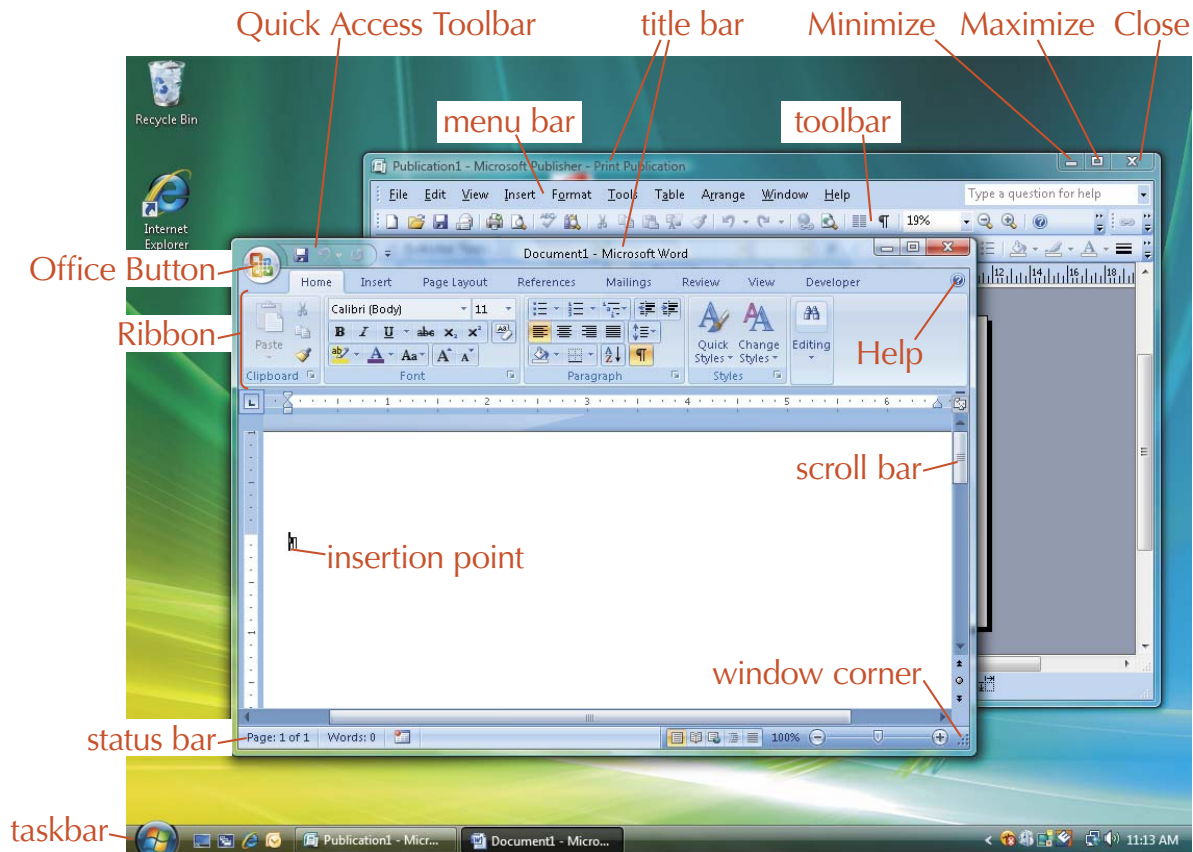
Microsoft Office is designed to create a productive and efficient work environment. Each application has a similar look and feel making it possible to transfer skills learned in one application to another. Data can be easily duplicated between the applications, reducing the time required to produce a document. For example, spreadsheet data can be easily added to a word processor document without having to retype the information.

The Microsoft Office Interface

window




Running an Office application displays an area on the screen called a *window* where the user interacts with the software. The window is the application *interface*.






The Outlook and Publisher interfaces include a menu bar and toolbar. Word, Excel, Access, and PowerPoint have an interface that includes an Office Button, Quick Access Toolbar, and the Ribbon. Other features are common to both interface types:



Vista

Windows Vista is the newest operating system (OS) from Microsoft. It features a Windows Aero interface and includes built-in applications such as Internet Explorer 7, Windows Fax and Scan, Windows SuperFetch, and Windows Photo Gallery. Office 2007 is written to take advantage of Vista, but also runs under the older Windows XP OS.

- The file name of the open document is displayed in the **title bar**. In Microsoft Word, Document1 is displayed in the title bar until the document is saved with a descriptive name.
- Click the **Office Button**  to display a menu of commands for opening, saving, and printing a document.
- Click a button on the **toolbar** or **Quick Access Toolbar** to execute a command.
- Click a tab on the **Ribbon** or a word in the **menu bar** to access groups of commands.
- Click **Minimize**  to hide a window. A minimized, or hidden, window has a button on the **taskbar** which can be clicked to display the window again.
- Click **Maximize**  to expand the window to fill the screen.

- Click **Restore Down**  to restore the window to its smaller size. Restore Down  replaces Maximize  when a window has been maximized.
- The **insertion point** is the blinking vertical line that indicates where the next character typed will be placed.
- View information about the document in the **status bar**.
- Drag the **window corner** to size the window.
- Drag the **scroll bar** to bring unseen parts of the document into view.
- Click **Close**  to close the window.
- Click **Help**  to display a window with Microsoft Office help.

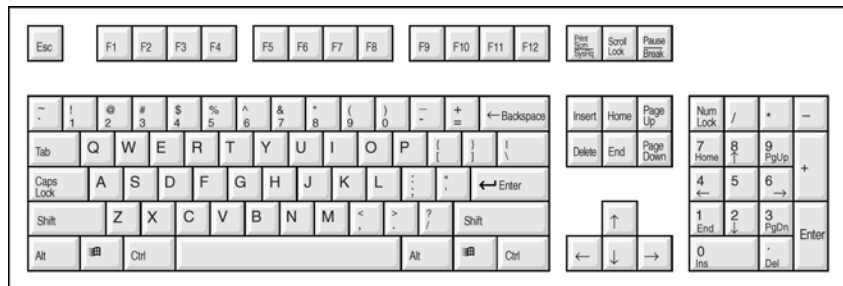
Keyboard Layout

The QWERTY keyboard layout was originally designed to prevent the keys from jamming on mechanical typewriter keyboards. The name comes from the top row of alphabet keys.

TIP The numeric keypad, located on the right of most keyboards, can make entering numeric data more efficient. It also allows easy access to the mathematical operators +, -, *, and /. Num Lock must be on before numbers can be entered. Press the Num Lock key to toggle between on and off.

Using Input Devices

Input devices are used to communicate with a Windows application. The most common input devices are the keyboard, mouse, CD/DVD drive, USB drive, and disk drive. The *keyboard* is used to enter text and numeric data. A standard keyboard has a layout similar to:



Press a key to enter that character at the insertion point. Press and hold the **Shift** key while pressing a character key to enter uppercase letters or the character shown above a number or symbol on a key. The **Enter** key is used to end a paragraph or terminate a line of text.

Other keys and key combinations are used to move the insertion point or modify existing text. Depending on the situation, one method may be more efficient than another:

- Press an **arrow key** to move the insertion point within existing text without erasing or entering text. Press and hold an arrow key to keep moving the insertion point in that direction. **Ctrl+arrow** key moves the insertion point from word to word in a document.
- Press the **Home** key or **End** key to move the insertion point to the beginning or end of a line of text, respectively. **Ctrl+Home** moves the insertion point to the beginning of the document, **Ctrl+End** to the end.
- Press the **Delete** key to erase the character to the right of the insertion point. Characters to the right move over to fill the gap.
- Press the **Backspace** key to erase the character to the left of the insertion point. Characters to the right move over to fill the gap.






scroll

- Press the **Esc (Escape)** key to cancel the current operation. The specific effect of the Esc key depends on the current operation.
- Press the **Page Up** or **Page Down** key to move, or *scroll*, a document in the window.

mouse

The *mouse* is an input device that is used to select commands and respond to application prompts. When using a mouse, a *mouse pointer* is displayed on the screen. The pointer usually looks like , but will change depending on the situation. To *point* to an object, slide the mouse until the pointer is positioned on the object. *Click* the object by pressing the left mouse button and releasing it quickly. Clicking an object selects it. Clicking a specific location in a document moves the insertion point to that position.

Optical Mouse

An optical mouse uses a red light-emitting diode (LED) to detect mouse movement.


The mouse can be used to perform other actions. *Double-click* means to press the left mouse button twice in rapid succession. *Right-click* means to press and release the right mouse button quickly. These actions have different effects depending on the object the mouse is pointing to. A mouse may contain a *wheel*, which can be rotated to scroll through a document.

pointing devices





Most handheld computers use a *stylus pen* to perform the same functions as a mouse. Notebook computers may be equipped with a *touchpad*, *trackball*, or *pointing stick* instead of a separate mouse.

Practice: Working with a Document – part 1 of 3

1 START THE WORD 2007 APPLICATION

- Ask your instructor for the appropriate steps to start Microsoft Office Word 2007.
- Look at the Word window. Locate the features of the window, such as the Office Button , Ribbon, Quick Access Toolbar, and the insertion point.




2 USE THE MOUSE TO MANIPULATE THE WINDOW

- Slide the mouse. Note how the mouse pointer moves on the screen.
- If the window is maximized, use the mouse to click Restore Down  to decrease the size of the window, otherwise click Maximize .
- Click Minimize  to hide the Word window.
- On the taskbar, click  to again display the Word window. Maximize the window if it is not already.

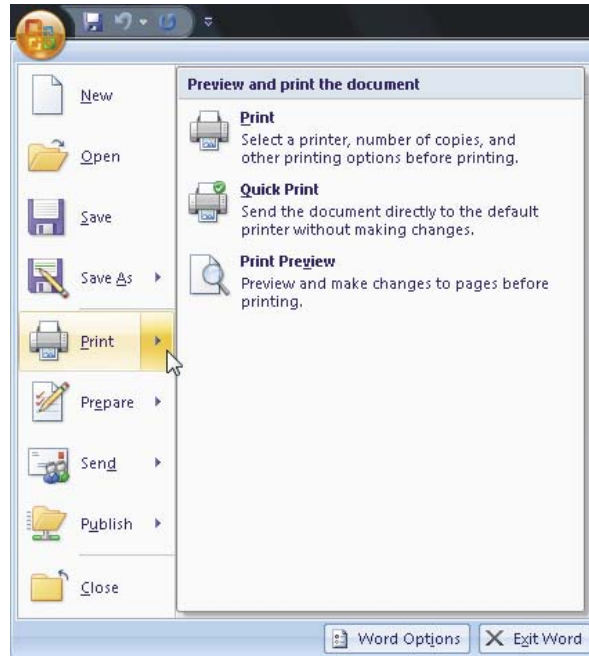
3 TYPE TEXT

- Type the following without pressing the Enter key: The Office 2007 applications are considered business productivity tools because they help users get organized, efficiently manage data, and easily create documents and publications.
- Press the Home key. The insertion point moves to the start of the line.
- Press the End key. The insertion point moves to the end of the line.
- Press the Enter key to end the paragraph. Type your first and last name.
- Press the appropriate key combinations to move the insertion point to the left of the “O” in “Office.” Which method did you use?
- Press the Delete key the appropriate number of times to delete the words “Office 2007” and the space that follows 2007.


Menus, Toolbars, and Commands

The Microsoft Office applications have an interface that includes either an Office Button  and a Quick Access Toolbar or a menu bar and a toolbar. The Office Button  and menu bar work similarly. Click  to display a *menu* of commands for working with a file. Some of the commands display an arrow. Point to the arrow to display additional commands:

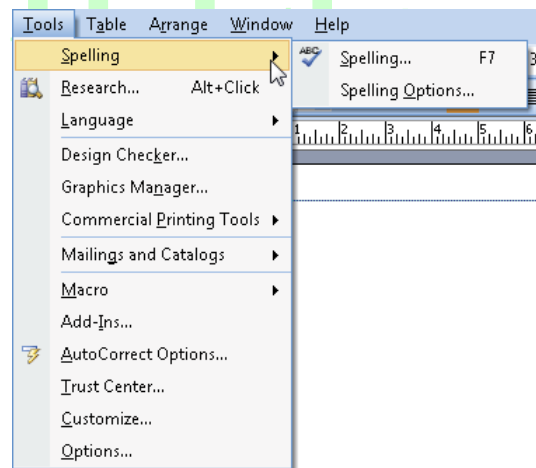
menu



The → Symbol

In this text, the → symbol indicates that a command should be executed. For example, “Select  → Open” means to click the Office Button and then select the Open command. As another example, “Select File → Open” means to click File on the menu bar and then select the Open command.


On a menu bar, click a word to display a menu of commands. Some of these commands also have arrows. Point to the arrow to display additional commands:



access key

Click a command to execute it or press the command's *access key*, which is indicated by the underlined letter in the menu. For example, press P to execute Print or S to execute Spelling.


displaying menus

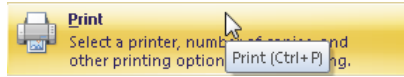
Menus can also be displayed by pressing the Alt key and an access key. Press Alt+F to display the  menu. On a menu bar, each word contains an underlined letter that indicates its access key. For example, press Alt+T to display the Tools menu.

If a command appears dimmed in a menu, then it is unavailable. To remove a menu from the screen, click outside the displayed menu or press the Esc key.

keyboard shortcut

TIP Keyboard shortcuts can increase productivity because hands remain on the keyboard when executing a command.

A *keyboard shortcut* is a sequence of keys pressed to execute a command without first displaying a menu. By memorizing keyboard shortcuts, frequently used commands can be executed without using the mouse. As a reminder of a keyboard shortcut, a ScreenTip is displayed when pointing to a command in the  menu:

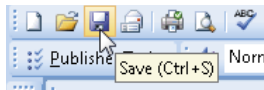


In this case, Ctrl+P is the Print keyboard shortcut.

TIP Function keys, such as F7, are in the top row of a keyboard.

In a menu bar menu, keyboard shortcuts are displayed to the right of the command name. For example, F7 is the Spelling keyboard shortcut.

The toolbar and Quick Access Toolbar contain buttons for executing commands such as Save. Click a button to execute a command. Point to a button to display a ScreenTip with the command name:

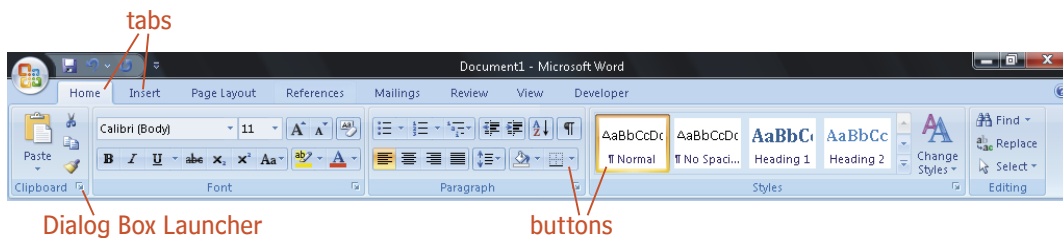


A button that appears dimmed is unavailable.


Using the Ribbon




TIP Press Alt once to display access keys for the Quick Access Toolbar and Ribbon.


The *Ribbon* is an interface element that groups related commands into tabs. Each tab displays buttons, boxes, and other options for executing commands. For example, the Home tab on the Word Ribbon displays a set of commands for editing text:



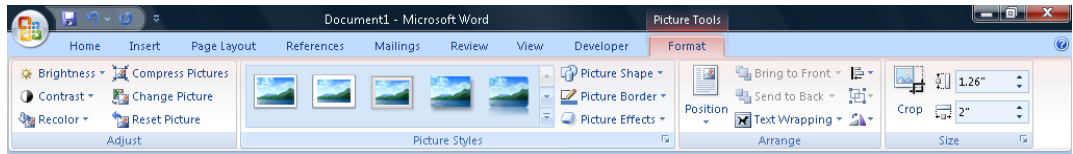
The → Symbol

In this text, a second → symbol indicates that a button option should be selected. For example, “Click Home → Paste → Paste Special” means to click  (the part of the button with an arrow) in Home → Paste and then select Paste Special.

Some buttons display text to indicate their purpose. If a button displays only a graphic, point to the button to display a ScreenTip with its name. To execute a command, click a button. For commands such as Font, a box is provided for entering the font name or selecting one from a list. Buttons with an arrow have additional options to choose from. For example, click Home → Font Color  to apply the default color or click  in Home → Font Color  to select a different color.

Within a tab, buttons are grouped. For example, the Home tab contains the Clipboard, Font, Paragraph, Styles, and Editing groups. Tab groups often include a *Dialog Box Launcher*. Click the Dialog Box Launcher  to display a dialog box of options related to that group.

The Ribbon changes depending on the activity. For example, inserting a graphic adds a Format tab to the Ribbon:



contextual tab The Format tab is an example of a *contextual tab*. It remains on the Ribbon for as long as those commands may be needed. In this example, the contextual tab remains for as long as the graphic is selected.

minimizing the Ribbon If more space is needed for viewing a document, double-click a tab name to minimize the Ribbon. The minimized Ribbon displays only tabs:



To restore the Ribbon, double-click a tab name.

Dialog Boxes

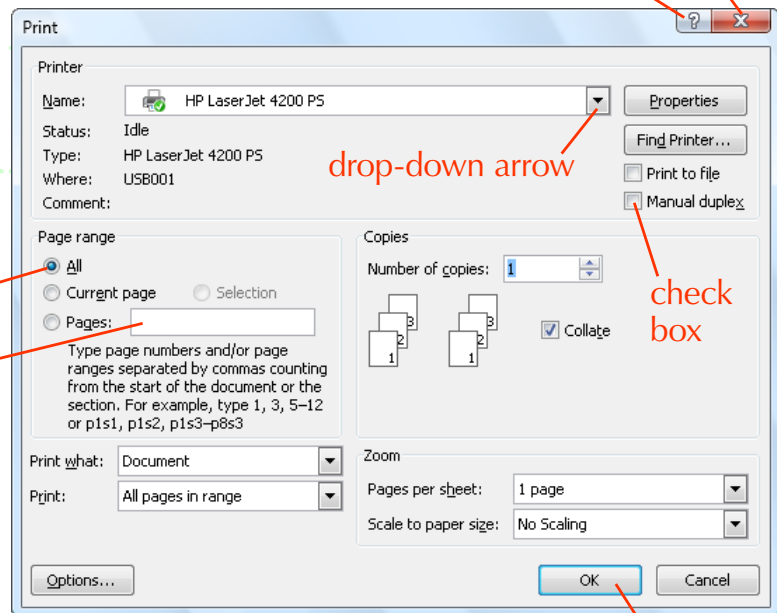
TIP An ellipsis (...) after a command name in a menu or a name on a command button indicates that a dialog box will appear.

Commands often require additional input from the user before an action can be completed. A *dialog box* is a small window with options for completing an action. For example, select → Print to display the Print dialog box:

SA

option button

text box



command button



Alternative Press Alt and an access key to select an option.

TIP Press the Tab key to move from option to option in a dialog box to increase productivity. Once an option is selected, press an arrow key or the spacebar to change the value for a selected option.

- Click the **drop-down arrow** to display a list of options.
- Select an **option button** to indicate a choice from a set of options.
- Click **check boxes** to select or clear options.
- Type information in a **text box**.

Default Settings

A default setting is the setting that is automatically selected unless it is changed by the user.

- Select a **command button** to initiate an action. Command buttons are often referred to as just button. For example, the OK button is to the left of the Cancel button.
- Click **Help**  to display a window with information about using the dialog box.
- Click **Close**  to remove a dialog box without applying any options. Select Close, Cancel, or press the Esc key to perform the same function.



The *default button* is the button displayed with a thicker border when the dialog box is first displayed. The default button can be selected by pressing the Enter key. In the Print dialog box, OK is the default button.

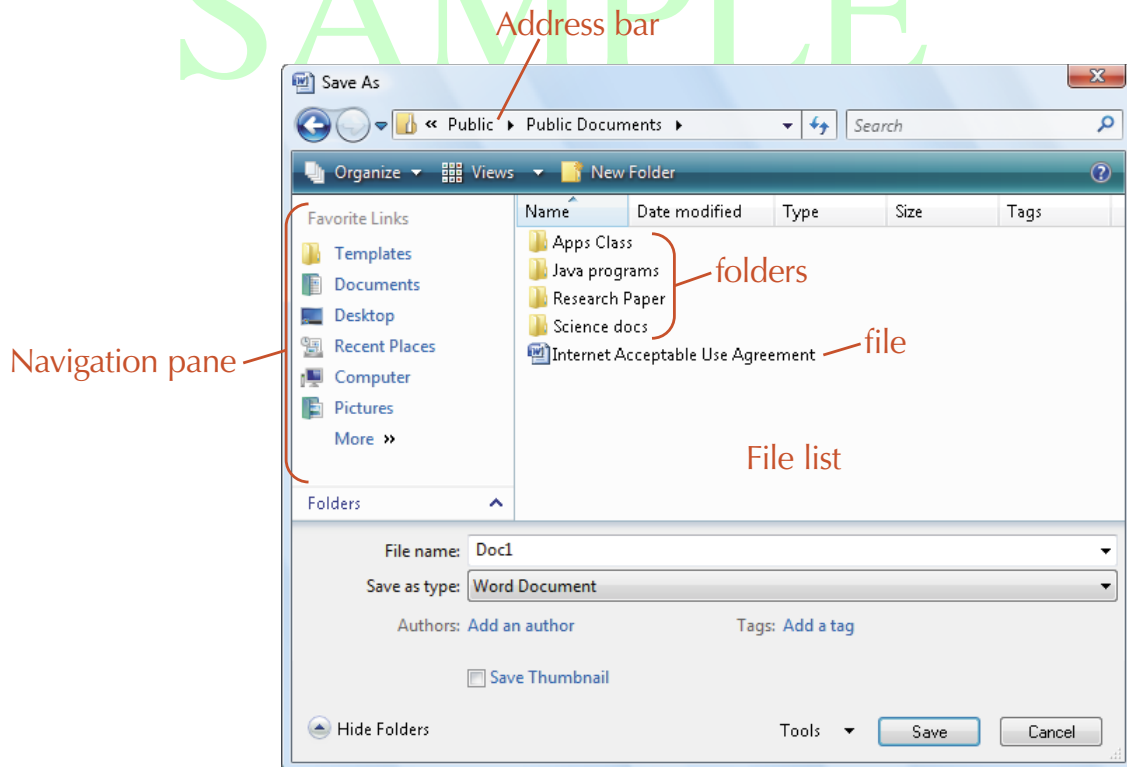
Saving Files


Storage Media

Files can be stored for later retrieval on various types of storage media, such as magnetic (hard disk), optical (CD, DVD) or semiconductor (USB Flash drive).


Once a document has been created in an application, it should be saved as a file. A *file* is a collection of related data stored on a lasting medium, such as a hard disk. A saved file can be loaded into memory for further editing at a later time. The modified document must then be saved again to *overwrite* the original file with the changed file. A good work habit is to save a document often as it is being modified to prevent accidental loss from a power interruption or network problem.


A file must be given a name to identify it. A *file name* is a unique name for a file stored on disk. When a new document is created, the title bar displays a general description, such as Document1 or Book1, until the document is saved. Select  → Save or click Save  on the Quick Access Toolbar to save a document. The Save As dialog box is displayed the first time a file is saved:

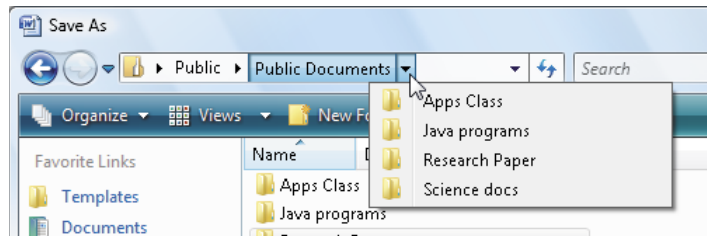


TIP Click  in the Save As dialog box and then type a descriptive name to create a new folder in the current location.

TIP The Address bar displays a hierarchy, or path, to the last folder name listed.

Files are organized into *folders*. A folder is indicated by , which looks similar to a manila folder used to store printed documents in a file cabinet. The Save As dialog box has features for navigating to the appropriate folder for storing the file:

- The **Address bar** displays the location where the file will be saved. To navigate to a different location, click an arrow in any part of the Address bar and then click a **drive** or folder location. For example, in the Save As dialog box, click  next to Public Documents to display folders in that location:



Microsoft Office Open XML Format


The Microsoft Office Open XML format automatically compresses files to save on disk space, structures files in a way that limits damage from corruption, and addresses privacy concerns by giving users more control over the personal information included in a document. Office file name extensions ending with *x* or *m* use the Microsoft Office Open XML format.

- The **Navigation pane** displays folders and locations. Click a folder or location in the Navigation pane to display those contents.
- The **File list** displays the contents of the current folder. Double-click a folder in the File list to display its contents.
- The File name box should be changed to a name that is valid and descriptive of the file's contents. A valid file name can contain letters, numbers, spaces, and the underscore character (*_*), but cannot contain colons (*:*), asterisks (***), question marks (*?*), and some other special characters. Examples of valid, descriptive file names are Biology Paper, GADGETS LOGO, and Memo 2009 02 09.

Applications automatically add an extension to the file name when saved. An *extension* indicates the file type and is used by the application to recognize files. Word 2007 automatically adds the *.docx* extension to file names.

TIP Always save before printing.


Printing a Document

To print a document, select  → Print, which displays the Print dialog box. In the Print dialog box, select OK to print one copy of the document. To print more than one copy of the document, type a number in the Number of copies box and then select OK. To print specific pages, select Pages, type the appropriate page number or range of pages in the Pages box, and then select OK.


Practice: Working with a Document – part 2 of 3

Word should be already started with text typed into a new document.


① SAVE THE DOCUMENT

- On the Quick Access Toolbar, click Save . The Save As dialog box is displayed.
- Use the Address bar and the File list below it to navigate to the appropriate location for the file to be saved. You may have to ask your instructor for instructions on navigating to the appropriate folder.
- The file name in the File name box needs to be replaced with a descriptive file name. In the File name box, type: Application Practice
- Select Save. The file is saved in the selected location with the name Application Practice and the file name is displayed in the title bar of the document window.



② PRINT THE DOCUMENT

- Select  → Print. The Print dialog box is displayed. The appearance and options available in the Print dialog box will vary depending on the printer or printers connected to your workstation or network.
- Set the Number of copies to 1, if it is not already.
- Select OK. The document is printed.


Closing a Document

When finished working on a document, it should be saved and then closed. *Closing a document* means that it is removed from the application window and the file is no longer in the computer's memory. Select  → Close to close a document. A warning dialog box is displayed if the document has been modified since it was last saved.

Quitting an Application

Quitting an application means that the application window is removed from the desktop and the program is no longer in the computer's memory. To quit an Office application, select the exit command. For example, to exit Word, select  → Exit Word. Close  in the upper-right corner of the application window can also be used to quit the application.


Opening a File

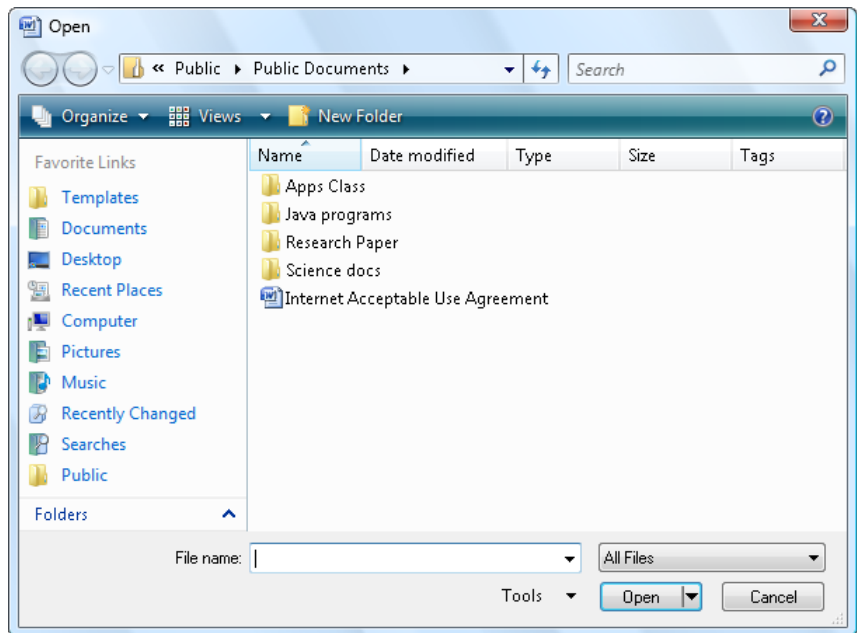
Opening a file transfers a copy of the file contents to the computer's memory and then displays it in an application window. To open a file, select  → Open, which displays the Open dialog box:

The Desktop


When the Windows operating system is running, the computer screen is referred to as the desktop.

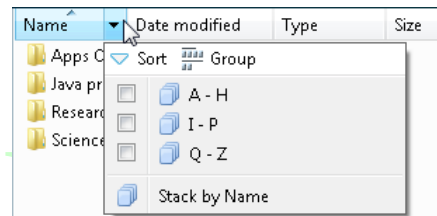
Recent Documents List

The  menu displays a Recent Documents list when files have been previously opened. Click a file name in the list to open that file.



Use the Address bar and File list to navigate to the appropriate file. Click the file name and then select Open to display the file.

Use column headings to organize the File list to make finding a specific file faster. Point to a heading and then click  to display options:




Click Sort to sort the names alphabetically, or click a check box to limit the displayed files.


Practice: Working with a Document – part 3 of 3

Word should already be started with Application Practice displayed from the last practice.

① CLOSE APPLICATION PRACTICE

Select  → Close. The document is removed from the Word window.

② OPEN A DOCUMENT

- Select  → Open. The Open dialog box is displayed.
- Navigate to the location of Application Practice. You may have to ask your instructor for instructions on navigating to the appropriate folder.
- In the File list, click Application Practice and select Open. The Application Practice document is again displayed in a window.

③ QUIT WORD

Select  → Exit Word. The Word window is closed.

Searching the Web

TIP The Vista OS includes Internet Explorer 7. Other Vista-compatible browsers include Firefox, Opera, and AOL.

TIP For more information about the Web and Internet Explorer, visit www.Lpdatafiles.com.

The Internet

The largest and most widely accessed network is the Internet, a worldwide network of computers that is not controlled by any one organization. The Internet has had an undeniable impact on modern society because it allows users worldwide to communicate and access information in a matter of seconds.

Search Engines

A search engine usually works by sending out an agent, such as a spider. A spider is an application that gathers a list of available Web page documents and stores this list in a database that users can search.

Site Categories

Some search engines provide a Web directory, or subject tree, which is a list of sites separated into categories.

When researching information for a document, one widely used resource is the World Wide Web. The Web is used to search and access information on the Internet and requires a Web browser application, such as Microsoft Internet Explorer to view the Web site pages.

A *search engine* is used to locate information on the Web. Search engines search a database of Web pages for specified words or phrases and then list the hyperlinks to the pages containing the text. Search engine Web sites include:

| | |
|--|--|
| Google (www.google.com) | Excite (www.excite.com) |
| Yahoo! (www.yahoo.com) | Go (www.go.com) |
| Ask (www.ask.com) | Lycos (www.lycos.com) |
| MSN (www.msn.com) | |

The words or phrases used in a search are called the *search criteria*. Search criteria should be carefully specified using keywords related to the topic of interest. For example, if searching for information about Bryce Canyon, the criteria `bryce` returns numerous Web sites, many of which have nothing to do with the Bryce Canyon. A more successful search uses the criteria `bryce canyon` to limit the number of Web sites.

There are several ways to specify search criteria. Surrounding phrases with quotation marks finds Web pages that contain the entire phrase exactly. The + (plus sign) can be used to find pages that contain specified words. For example, `hawaii +museum` matches pages that contain the words Hawaii and museum. Separating words with a space has the same effect as the plus sign. The - (minus sign) can be used to exclude unwanted Web pages. For example, `hawaii -museum` matches pages that contain the word Hawaii but not the word museum.

The +, -, and space can be combined to produce more precise search criteria. For example:

horse + buggy -carriage
tuna salmon -salad
recipe chicken -soup
university + connecticut -yale

The logical operators AND, OR, and NOT are sometimes used to specify search criteria. The operator AND has the same effect as the + and space. The operator OR is used to find Web pages that contain one word or another or both. For example, `florida OR hotel` returns links to pages containing Florida, hotel, and Florida and hotel. The operator NOT has the same effect as - (minus sign).

When operators are used in search criteria, a Boolean expression is formed. A *Boolean expression* evaluates to either true or false. For example, the criteria `hawaii +museum` evaluates to true when a Web page contains Hawaii and that same Web page contains museum. When an expression evaluates to true, a link to the Web page is displayed.

Practice: Searching the Web

You will need a Web browser and Internet access to complete this practice.

① GO TO THE GOOGLE SEARCH ENGINE

- Start Internet Explorer.
- In the Address box, replace the existing URL with www.google.com:




- Press Enter. The Google home page is displayed.

② TYPE SEARCH CRITERIA

- In the search box, type: `shakespeare`
- Click Google Search to start the search. After a few moments a list of Web site hyperlinks are displayed. How many pages match the criteria?
- Scroll down to display the results of the search, then click one of the hyperlinks that interests you. A new page is opened.

③ SELECT OTHER WEB PAGES LOCATED IN THE SEARCH

- On the toolbar, click Back . The Web site hyperlinks are again displayed. Click a different hyperlink.
- Continue this process to access additional pages.

④ DEFINE CRITERIA USING LOGICAL OPERATORS

- Refine the search criteria to: `shakespeare OR "Globe Theatre"` and see how many Web page matches there are.
- Refine the search criteria to: `shakespeare +"Globe Theatre"` and see how many Web page matches there are.
- Further refine the criteria to: `shakespeare +"Globe Theatre" +reconstruction -usa` and see how many Web page matches there are.
- Click a few of the hyperlinks to determine if the Web pages include the information that is being searched for.

⑤ GO TO THE YAHOO SEARCH ENGINE

- In the Address box, replace the existing URL with www.yahoo.com, the URL for Yahoo's home page, and then press Enter. The Yahoo home page is displayed.
- In the Search box, type `stonehenge` and then click Web Search. After a few moments a list of Web site hyperlinks are displayed. Note the number of Web page matches there are.
- Use the Google search engine (www.google.com) to find Web pages matching `stonehenge`. How many pages match the criteria? How does the Yahoo! search compare to the Google search?

⑥ CLOSE THE BROWSER

- Click Close  to close the browser window.

Citing Web Sources

TIP Citing sources is also discussed in Chapter 4.

Avoiding Plagiarism

All sources of information that are used to support research must be cited. This includes e-mail messages, graphics, sounds, video clips, and news-groups postings.

TIP Web sites change frequently or may disappear altogether. Therefore, it is a good work habit to keep printouts of a Web source for later reference.

If information from a Web site is to be referenced or quoted in a report, essay, or other document, a citation must be used to give credit to the original author and allow the reader to locate the cited information. A widely accepted form for citation is published by the Modern Language Association (MLA) in its publication *MLA Handbook for Writers of Research Papers, Sixth Edition*.

In general, a citation for material located at a Web site should look similar to:

Author's Last Name, First Name MI. "Document Title." Site Title and last-updated date. Access date.
Organization name. <URL>.

A citation of a personal Web site does not have many details:

Rawlings, Julie. Home page. 23 Dec. 2007. 15 May 2009.
<<http://www.Lpdatafiles.com/julie/index.htm>>.

A citation of an article in an online magazine should include a volume number or issue number:

Schiffman, Paula. "Making Vinegar at Home." Vinegar Monthly Vol. 1 May 2007. 30 Oct. 2009. <<http://www.Lpdatafiles.com/vinegarassoc/journal.asp>>.

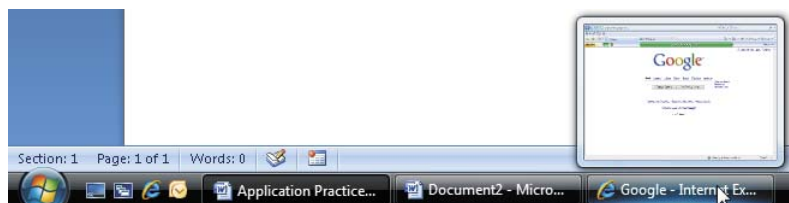
A citation of a posting to a discussion group includes the discussion group name:

Cruz, Anthony. "Are Orchestras Going Downhill?" Online posting. 10 June 2008. Oboe Discussion Group. 23 Nov. 2009. <<http://www.Lpdatafiles.com/odg/downhill.txt>>.

Multitasking

Multitasking is an operating system feature that allows more than one application to run at a time. When using multitasking effectively, tasks are completed more efficiently. For example, a report that requires a chart and some research could be completed by having Word, Excel, and a Web browser running at the same time and then switching between them to organize the information into the Word document.

The Windows taskbar displays buttons for each open file or application. Point to a button to display a *thumbnail*, or miniature version, of the document:



Click a button to display the application.

Practice: Sample Citation

You will need a Web browser and Internet access to complete this practice.


① START WORD

- a. Start Word. A new, blank document should be displayed.
- b. Type An example citation: and press Enter.

② START THE BROWSER

- a. Start Internet Explorer. Note that there are two buttons on the taskbar. One button for the Word document and one for the browser.
- b. In the Address box of the browser, type www.Lpdatafiles.com/surfing and then press Enter. The Surfing Web site is displayed.
- c. Review the information on the Web page. Locate the author's name, the title, and the last updated information.

③ CREATE A CITATION

- a. On the taskbar, click the button for the Word document. The Word window is again displayed. Note that the insertion point is in the same position as it was left.
- b. Use the buttons on the taskbar to switch between Word and the browser to determine information needed for the citation. In Word, type a citation for the Web site without pressing the Enter key. To underline the Web site name, select the text and then click Home → Underline :

Wu, Ana. "Surfing the Web." Surfing. 12 May 2009. 5 Jun 2009. <<http://www.Lpdatafiles.com/surfing>>

- c. Save the document naming it Sample Citation and then print a copy.

④ QUIT THE APPLICATIONS

- a. Close Sample Citation and then quit Word. The Word window is closed and the browser window is again displayed.
- b. Close the browser window.

Mailing List Server

A *mailing list server*, such as `LISTSERV`, manages Internet mailing lists. Special interest groups often use a mailing list for discussion purposes. When a subscriber posts, or e-mails, a message to the mailing list, every subscriber receives a copy. Mailing lists sometimes have a moderator who filters the messages before posting.

What is E-Mail?

Once complete, a document can be e-mailed to the recipient. *E-mail* means electronic mail and is the sending and receiving of messages and files over a communications network such as a LAN (Local Area Network) or the Internet. E-mailing a document has many advantages, which include allowing a far-away recipient to receive a document very quickly. With Microsoft Office, documents can be e-mailed directly from within the application used to create the document or sent as an attachment.

Top Level Domain

The domain name includes the top level domain after the dot. The top level domain indicates the domain type. For example, com indicates a commercial business and edu indicates educational institution.

An e-mail address is required in order to send and receive e-mail messages. E-mail addresses are provided when you sign up with an ISP (Internet Service Provider) or a Webmail service. A typical e-mail address is similar to:

christina@lpdatafiles.com
user name domain name

An *e-mail client* is software that is used to read messages, create and send messages, list and organize messages, and manage e-mail addresses in an address book. Outlook, Eudora, Yahoo! Mail, and GMail are some popular e-mail clients. Yahoo! Mail and GMail run in a Web browser and are called *Web-based e-mail clients* or *Webmail accounts*.

Web-based e-mail

e-mail server

When an e-mail client sends or receives a message, it connects to an *e-mail server*, which is a computer running special software and connected to the Internet. The e-mail client typically connects to an *SMTP server* (Simple Mail Transfer Protocol) for outgoing mail. For incoming mail, a connection to a *POP3* (Post Office Protocol3) or *IMAP* (Internet Mail Access Protocol) server is made.

malicious code

Unfortunately, when using e-mail there is the risk of receiving malicious code, such as viruses, Trojan horses, and worms. An e-mail client usually includes an e-mail filtering system, but antivirus software that runs in addition to the e-mail client is a necessity.

E-Mail Etiquette and Ethics

When communicating through e-mail, professionalism and courtesy are expected. E-mail etiquette for composing messages includes:

- Be concise.
- Use manners. Include “please” and “thank you” and properly address people you do not know as Mr., Ms., Mrs., Dr., and so on.
- Use proper spelling, grammar, and capitalization. Do not use all capital letters to type a message. All capitals are the equivalent of SCREAMING.

In general, re-read a message before it is sent. Always fill in the To box last to avoid sending a message before it is complete.

Using e-mail also requires following a code of ethics:

- Send messages through your account only. Do not try to deceive recipients by falsely representing yourself.
- Keep the subject in the message header short and truly representative of the message. Recipients may judge the authenticity of the message based on the subject and decide to delete the message. Antivirus software and e-mail filtering systems may send your message to the Spam or Junk E-mail folder if the subject is inappropriate.
- Use appropriate subject matter and language.
- Be considerate of other people’s beliefs and opinions.
- Respond to e-mail messages in a timely manner.

Spoofing

Spoofing is the unethical and illegal practice of providing a Subject that lures an individual into opening an e-mail about an entirely different topic. The CAN-SPAM Act of 2003 provides penalties for commercial e-mailers who send deceptive messages.

Encryption

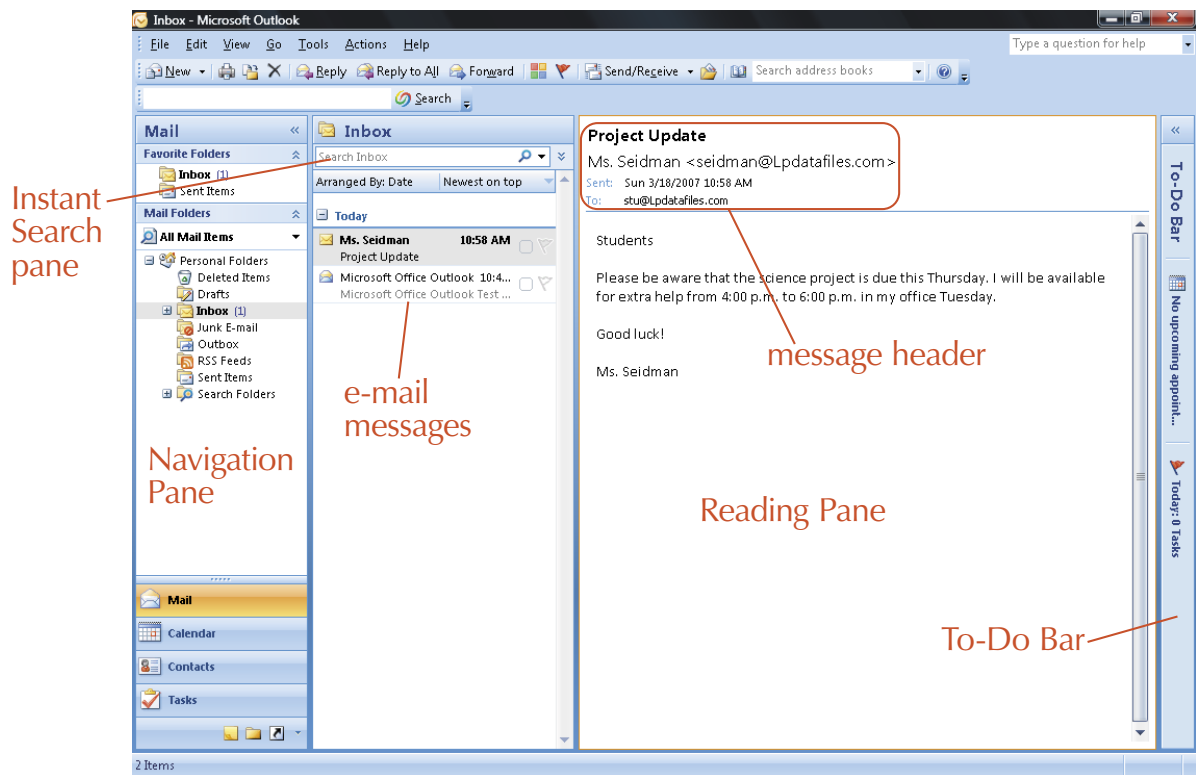
One way to protect the privacy of an e-mail message is to encrypt the message, which converts the message to scrambled or cipher text. The recipient of the message needs a key to unscramble the message.

- Do not attempt to access e-mail from someone else's account without permission.
- Do not give out someone else's e-mail address without first obtaining permission.

E-mail messages are not private. An e-mail message goes through several mail servers before it reaches the recipient, making it possible for others to intercept it. E-mail messages are also easily forwarded. When sending e-mail at work or school, it is important to remember that employers and school administrators have the right to read any e-mail messages sent over the corporate or school network, as well as the right to track online activity.

Using Outlook

The *Microsoft Outlook* e-mail client is a personal information manager with tools for managing e-mail messages. Outlook Today is displayed when Outlook is started. Click the Messages link or the Inbox folder to display the Mail window:



The *Mail window* contains several panes:

- The **Navigation Pane** lists folders where e-mail messages are stored.
- The next pane displays the e-mail messages stored in the selected folder, in this case the Inbox. This pane also contains the **Instant Search pane** for searching messages.

Mail Formats

The format of outgoing e-mail messages can be set to HTML, plain text, or rich text.


HTML is the default and recommended format because it is used by most e-mail clients. Plain text format is understood by most e-mail clients, but it does not support formatting, such as bold. Rich text format supports numerous formatting options, but is only understood by certain e-mail clients.

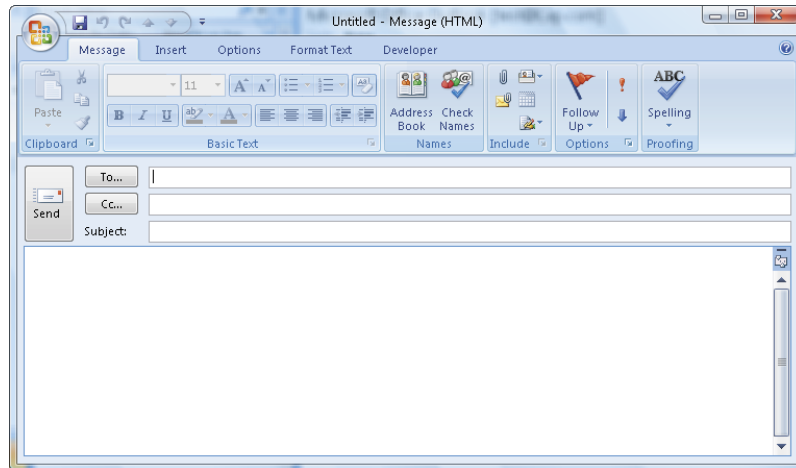
Select **Tools** → **Options** and then select the **Mail Format** tab to change the mail format.

TIP Outlook checks spelling as a message is typed. Right-click a wavy red line under a word to see spelling options.

TIP A copy (Cc) of an e-mail is often sent to group leaders, supervisors, or others who may need to be kept informed of a situation, but not actually interact with the e-mail recipients in the To box.

- The **Reading Pane** displays the selected message. The selected message is displayed with a *message header*, which contains the subject of the message, the recipients, and the sender.
- The **To-Do Bar** lists appointments.

To create a new e-mail message, click  on the toolbar or select **File** → **New** → **Mail Message**. A window for composing an e-mail message is displayed. The window has the Ribbon interface, similar to Word:





- In the **Subject** box, type a title that describes the message.
- In the large empty space, compose the message.
- In the **To** box, type the e-mail address of the recipient. If an e-mail message is to be sent to more than one individual, separate e-mail addresses with a semi-colon (;).
- In the **Cc** box, type the e-mail addresses of any recipients that are to receive a “carbon copy” of the e-mail.
- Click **Send** to send the message.

To retrieve messages from the e-mail server, click **Send/Receive**. New messages are placed in the **Inbox** folder and message headers are displayed in the second pane. One way to help prevent malicious code from infecting a computer is to turn off the **Reading Pane** until new messages are scanned for suspicious addresses and attachments. Turn off the **Reading Pane** by selecting **View** → **Reading Pane** → **Off**.

To reply to a selected message, click **Reply** on the toolbar. A new message window containing the selected message is displayed. A new message, or reply, can be typed above the original message. Click **Send** to send the reply. By including the original message, the recipient will have a reference when reading the reply.

printing and deleting messages

To print a message, click **Print**  on the toolbar. A message is move to the **Deleted Items** folder when **Delete**  on the toolbar is clicked.

Practice: E-Mail Messages – part 1 of 3

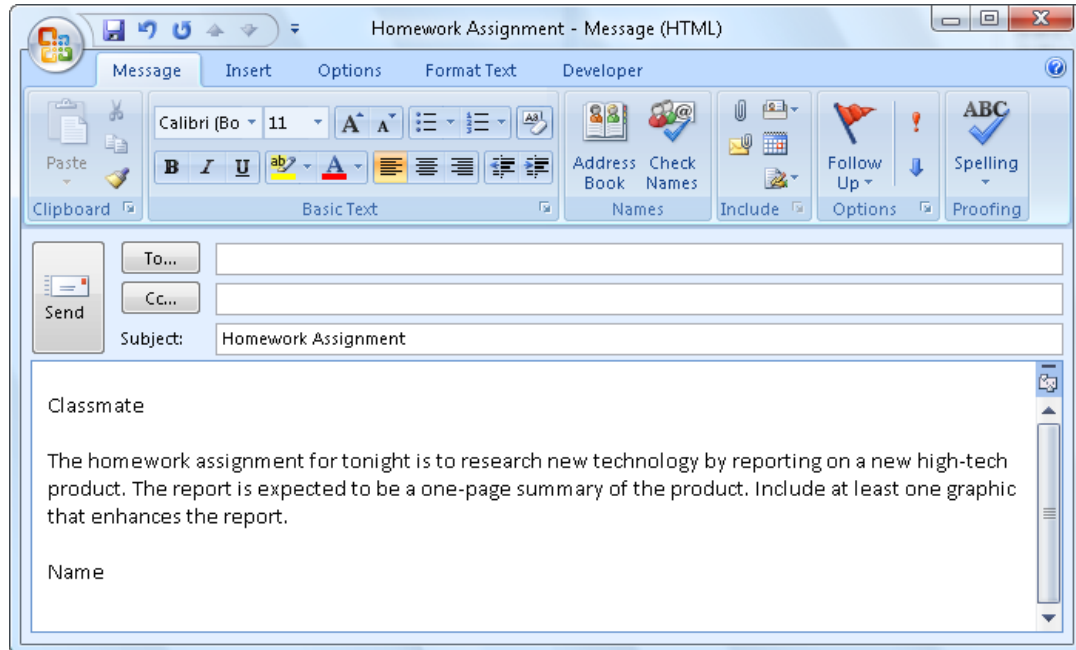
You will need Internet access to complete this practice.

① START OUTLOOK AND DISPLAY THE MAIL WINDOW

- Ask your instructor for the appropriate steps to start Outlook.
- Click the Messages link. The Mail window is displayed.


② CREATE AN E-MAIL MESSAGE

- On the toolbar, click **N**ew. In the displayed window, type a subject and message, replacing Classmate with a classmate's name and Name with your name:



- Exchange e-mail addresses with a classmate. Type your classmate's e-mail address in the **T**o box. If your instructor is to receive a copy of the e-mail, then type your instructor's e-mail address in the **C**c box.
- Click **S**end. The e-mail message is sent.


③ RECEIVE AND PRINT AN E-MAIL MESSAGE

- On the toolbar, click **S**end/Receive. Messages are retrieved from the e-mail server and placed in the **I**nbox.
- In the **I**nbox pane, select the message from your classmate. The message is displayed in the **R**eading Pane.
- On the toolbar, click **P**rint . The e-mail message is printed.

④ REPLY TO AN E-MAIL MESSAGE

- On the toolbar, click **R**eply. A window is displayed with the original message and the sender's e-mail address in the **T**o box. Note that the prefix "**RE:**" has been added to the beginning of the subject line in the **S**ubject box.
- Type the following message, replacing **N**ame with your name: Thank you for sending the homework assignment. I think I will research smartphones. --Name
- Click **S**end.

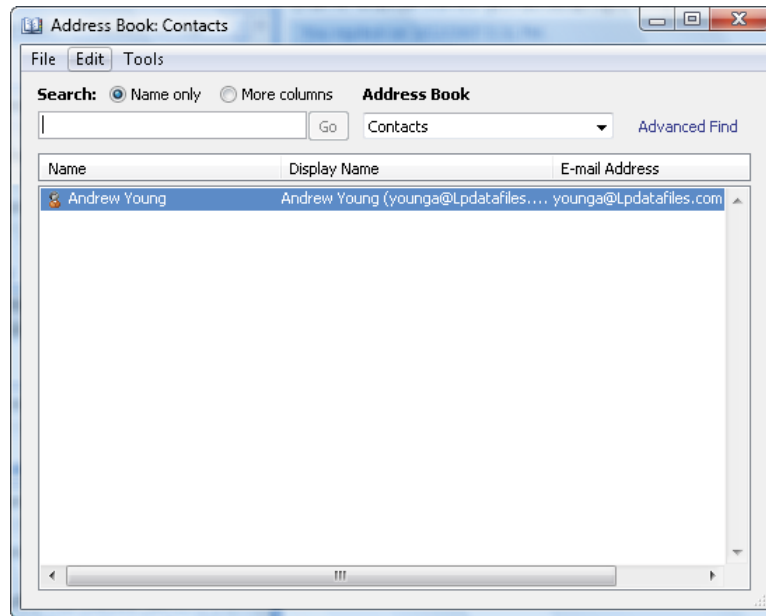
The Address Book

The *Address Book* stores contact names and e-mail addresses. Click Address Book  on the toolbar to view entries in the Address Book:

Distribution List


A distribution list consists of a group of related contacts, such as club members or classmates, and is used to send messages to a group of people.

To create a distribution list, select **File** → **New** → **Distribution List** and then select members from the displayed Address Book.



TIP Contacts added to the Address Book are automatically added to the Safe Senders list, which ensures e-mail messages from the contact will not be classified as junk e-mail.

To add a new contact, select **File** → **New Entry**.

As an e-mail address is typed in the **To** or **Cc** box of a message window, a list of Address Book names appears. Use the arrow keys to select the appropriate address and then press **Enter** to insert the entry. An e-mail address can also be selected from the Address book by clicking  or

.

E-Mail Attachments

E-mail provides a way to quickly send a file. In a new message window, click **Insert** → **Attach File** to display the Insert File dialog box. Select a file and then select **Insert**. The name of the attached file is displayed in the Attachment box in the e-mail header.

The recipient can choose to save an attachment in an appropriate location or open it directly from the e-mail. To save an attachment, select **File** → **Save Attachments** and then select the attachment. A dialog box is displayed. Navigate to the location for the file and then select **Save**. Attachments can also be saved by right-clicking the attachment and selecting **Save As** from the displayed menu.


To open an attachment, the recipient will need to have the appropriate application. For example, if a Word file is attached, then the recipient must have Word to open the file. A Word file in its native format is recognized by the .docx extension in the file name. *Native format* is the format that an application normally uses for saving a file.

Attaching Multiple Files

When a folder of files is to be attached to an e-mail, a compression utility, such as WinZip, is needed to maintain the folder structure. Using WinZip, the folder of files can be compressed into one .zip file. The recipient must then use the same utility to extract the files. As an added advantage, WinZip reduces the file sizes during compression, making the attachment smaller.

Sending files in their native format is necessary if the user is to edit the file, but inconvenient if the user simply needs to view the file. One solution is to attach a file that has been saved in text format. Files in text format typically have the extension .txt or .rtf. Text files can be opened by any word processor. The disadvantage of the text format is that much of the document formatting may be lost or changed. A more commonly used solution is to export a file to PDF format before attaching it to an e-mail.


PDF The *PDF* file format is widely used because all document formatting is preserved.

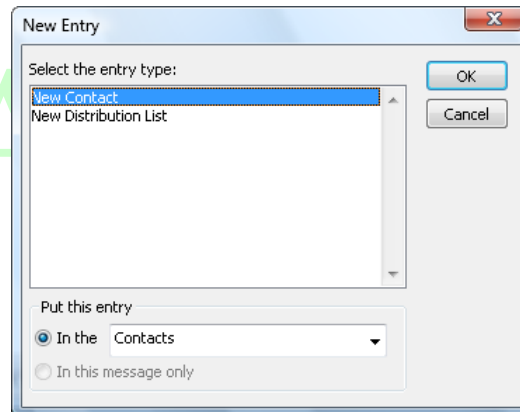
add-ins To view a PDF, recipients use Adobe Reader, a free application from Adobe Systems that most users already have. To enable PDF export from Office, select  → Save As → Find add-ins for other file formats and follow the directions in the Help window. *Add-ins* are programs that extend the capabilities of an Office application.


Practice: E-Mail Messages – part 2 of 3

You will need Internet access to complete this practice. Outlook should already be started from the last practice.

① ADD AN ENTRY TO THE ADDRESS BOOK

- a. On the toolbar, click Address Book . The Address Book is displayed. Note the addresses currently listed.
 1. On the Address Book menu bar, select File → New Entry. Another dialog box is displayed:



2. In the Select the entry type box, select New Contact and then select OK. A Contact window is displayed.
3. Complete the Full Name box and E-mail box entries using the name and e-mail address of a classmate. Note that Outlook automatically creates an entry for the File as box.
4. Click Contact → Save and Close. The Contact window is removed and the contact appears in the Address Book.
5. Click Close  to remove the Address Book.

② CREATE AN E-MAIL MESSAGE AND ADD AN ATTACHMENT

- a. On the toolbar, click New. A Message window is displayed.

- b. In the message window, click To. The Select Names dialog box is displayed.
 1. In the Name list, select the name of your classmate.
 2. At the bottom of the dialog box, click To.
 3. Click OK. The dialog box is removed and your classmate's e-mail address appears in the To box of the message window.
- c. In the Subject box, type: My Assignment
- d. In the Message body, type the following, replacing Name with you name: Here is a copy of my homework assignment. Can you proofread it for me? Thank you.
--Name
- e. In the Message window, click Insert → Attach File. A dialog box is displayed.
 1. Navigate to HOMEWORK, which is a data file for this text.
 2. Select Insert. The file is attached to the message.
 3. The file size of the attachment is displayed to the right of the file name. What is the file size of HOMEWORK?
- f. In the message window, click Send.

Organizing E-mail Messages

Related e-mail messages should be organized into folders. Outlook automatically creates some folders and rules that direct specific e-mail messages to the appropriate folders. These folders are displayed in the Navigation pane:

- **Inbox** stores received messages.
- **Sent Items** stores messages that have been sent.
- **Deleted Items** stores messages that have been deleted until they are permanently deleted or retrieved. Messages stored in the Deleted Items folder are permanently deleted by right-clicking the Deleted Items folder and selecting Empty "Deleted Items" Folder from the displayed menu. Messages can be retrieved from this folder by dragging the appropriate message to another folder.
- **Drafts** stores unfinished messages that have been automatically saved by Outlook because they have been open for a time.
- **Outbox** stores messages that have been created and not yet sent.
- **Junk E-mail** stores received messages that have a subject line or e-mail address which has been flagged by antivirus software or another e-mail filtering system.

Rules


Rules help manage e-mail messages by automatically performing an action based on a condition. For example, move all messages from Susan Thompson to the Sales folder. To create a rule, select Tools → Rules and Alerts.

display options

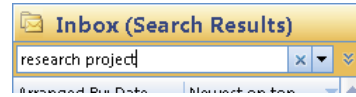
The Inbox arranges e-mail messages by date. This arrangement can be changed to display e-mail messages alphabetically by sender, by recipient, or by subject. Changing the arrangement may help locate a message. However, related e-mail messages in the Inbox should be organized into folders with descriptive names to make it easy to locate messages. Right-click the folder name and then select New Folder to display the Create New Folder dialog box.


creating a folder

using Instant Search

TIP Click Show Instant Search Pane Menu ▾ or click  to expand the Instant Search pane for additional search options.

The Instant Search pane is used to search messages. For example, to search for e-mail containing the text research project, type those keywords into the Instant Search pane:



As the keywords are typed, the current e-mail folder is searched and matching messages displayed with the keywords highlighted. To quit searching, click Clear Search  in the Instant Search pane.


E-mail Security

spam

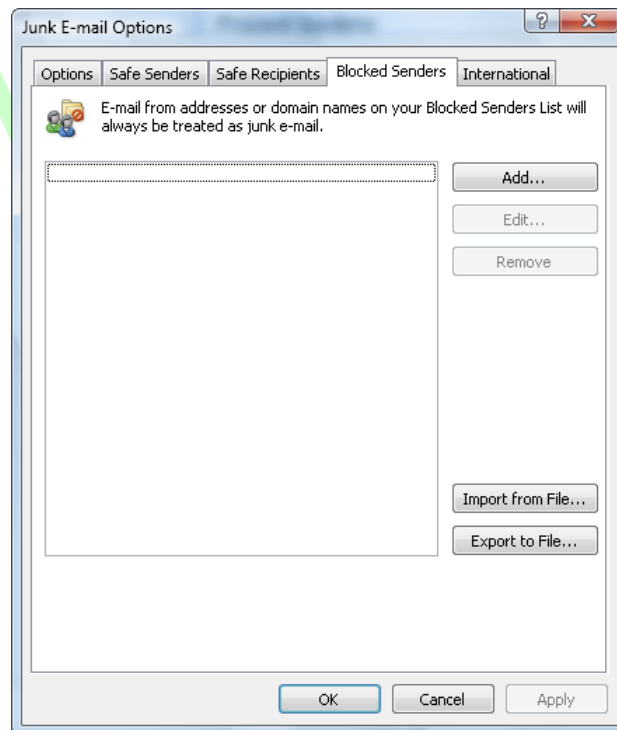
E-mail is an effective way to communicate. Unfortunately, along with personal and business messages, most people also receive a lot of “junk e-mail,” also called *spam*. Outlook has a Junk E-mail Filter, which catches obvious junk mail and automatically places it the Junk E-mail folder. This folder should be checked periodically to ensure a legitimate message has not accidentally been filtered to this folder. If a legitimate message is located in this folder, right-click the message and select Junk E-mail → Mark as Not Junk and then select OK to move the message to the Inbox.

It is also possible to block messages from specific senders. Right-click a message from the sender to be blocked and select Junk E-mail → Add Sender to Blocked Senders List. To view and edit the Blocked Senders list, select Tools → Options, which displays the Options dialog box. Select Junk E-mail and then select the Blocked Senders tab to display those options:

IRM

Information Rights Management (IRM) allows e-mail messages to be restricted so that recipients may not forward, print, edit, or copy an e-mail message. Before sending a message, select  → Permission for restriction options. IRM requires installing the Windows Rights Management Services (RMS) Client.

TIP The Safe Senders tab in the Junk E-mail Options dialog box is used to ensure that e-mail from specified addresses will not be treated as junk e-mail.



To remove a name from the Blocked Senders list, select the name and then select Remove. Blocked senders can also be added in this dialog box by selecting Add and typing the sender's e-mail address.

Cybercrime includes the delivery of malicious code in an e-mail message. Malicious code, such as viruses, Trojan horses, and worms may be delivered in an e-mail attachment or through spam. A message carrying malicious code can have a familiar e-mail address because address books are often the target. Messages from unfamiliar individuals or companies require extra precautions. Just opening an infected e-mail could execute malicious code.

viruses

Viruses have varying effects, such as displaying annoying messages, causing programs to run incorrectly, and erasing the contents of the hard drive. A *Trojan horse* appears like a useful computer program, but actually causes damage to data and can download stronger threats. A *worm* is a malicious program that can replicate itself, use up a system's memory, and bring a system down.

Trojan horse worm

phishing, pharming

identity theft

A growing security threat is *phishing* and *pharming* (pronounced “fishing” and “farming”) e-mails. Both involve online fraud and are forms of cybercrime. This crime, also referred to as *identity theft*, seeks to obtain confidential information in order to rob an unsuspecting individual of his or her identity. Personal information, such as identification numbers or credit card numbers, should never be included in an e-mail message. E-mail messages that prompt you to visit a Web site to verify personal information should be deleted without visiting any Web site links or replying to the e-mail.

Outlook provides some protection from e-mail viruses and other malicious code by automatically blocking attachment files that contain code that can run without warning, such as .bat, .exe, .vbs, and .j files. However, precautions still need to be taken to minimize the possibility of malicious code damaging important data:

- Invest in antivirus software. Antivirus software will detect many types of viruses by scanning incoming e-mail messages before they are opened. If a virus is detected, the software will display a warning and try to remove the virus.
- Update the antivirus software frequently. New viruses are continually being created and new virus definitions must be downloaded on a regular basis in order for the antivirus software to be effective.
- Always save an attachment file and then virus-check the file before opening it. This precaution should be taken for all messages from known and unknown sources, since many viruses target address books and fool users into thinking the e-mail is from someone familiar.
- Protect your personal information and review bank and credit card statements regularly.

Easier Virus Detection

The Microsoft Office Open XML format uses file name extensions ending with *m* for documents that contain macros. Because macros are code added to a file, the added *m* makes it easier for virus protection software to determine if a file could possibly contain malicious code.

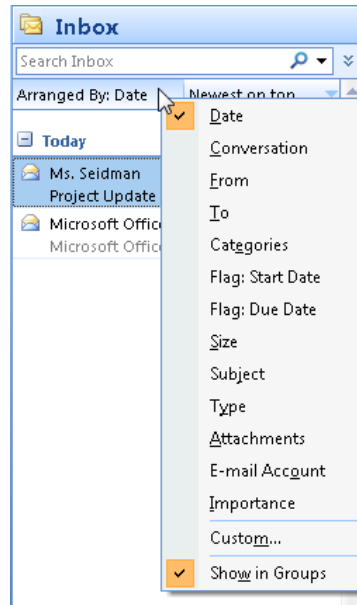
Practice: E-mail Messages – part 3 of 3

Outlook should already be started from the last practice.

① CHANGE ARRANGEMENT OF INBOX MESSAGES

- a. Display the Mail window if it is not already showing.

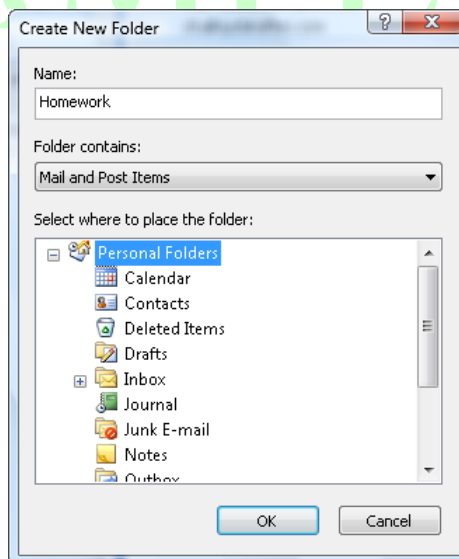
- b. At the top of the Inbox pane, click Arranged By. A menu is displayed:



- c. In the menu, select From. Scroll to view all of the messages. Note that the e-mail messages are arranged in alphabetic order by the sender's name.
- d. Arrange the messages by Subject.
- e. Arrange the messages by Date.

② CREATE A NEW FOLDER

- a. Right-click the Inbox folder. A menu is displayed.
1. Select New Folder. A dialog box is displayed.
 2. In the Name box, type Homework.
 3. In the Select where to place the folder list, select Personal Folders:



4. Select OK. The new folder is created and displayed in the Navigation Pane.

③ SEARCH FOR A MESSAGE AND MOVE A MESSAGE TO A FOLDER

- a. In the Instant Search pane, type Homework Assignment:




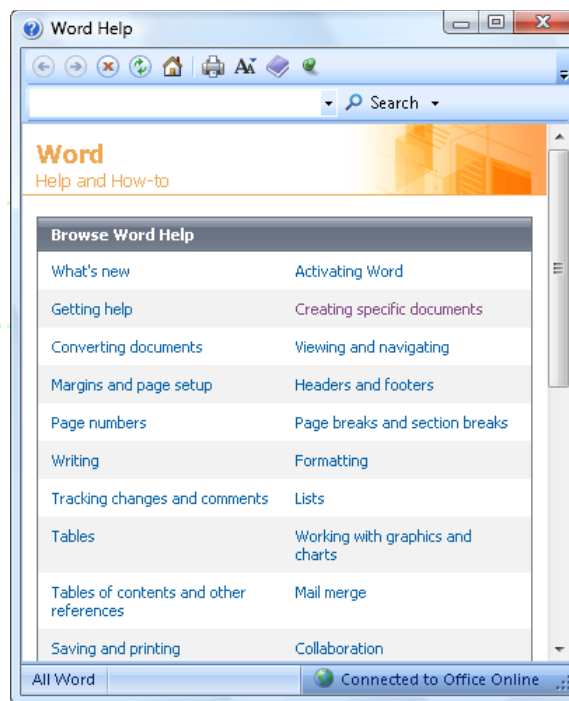
Messages with the text Homework Assignment are displayed and the search text highlighted.


- b. Drag the Homework Assignment message from the last practice to the Homework folder. The message is moved.
- c. In the Navigation Pane, click Inbox to exit the Instant Search.

④ QUIT OUTLOOK







Using Microsoft Office Help

The Microsoft Office Help window is displayed by clicking Help  or by pressing the F1 key. Each Office application has its own specific Help window. For example, the Word Help window looks similar to:



TIP On the Help window toolbar, click Change Font Size  to increase or reduce the size of the text in the Help window.

browse by topic

The Help window functions much like a Web browser. There is a toolbar with navigation buttons that go Back  or Forward  through visited topics. Other navigation buttons are Stop , Refresh , and Home . Print  is used to print the current contents of the Help window.

The Word Help home window includes a Browse Word Help section with links to major topics. Click one of these links to display subcategories and a list of topics. Click a subcategory to display additional topics. After

the appropriate topic is found, click the topic to display help on that topic. The information can be printed for further reference by clicking the Print button on the toolbar.

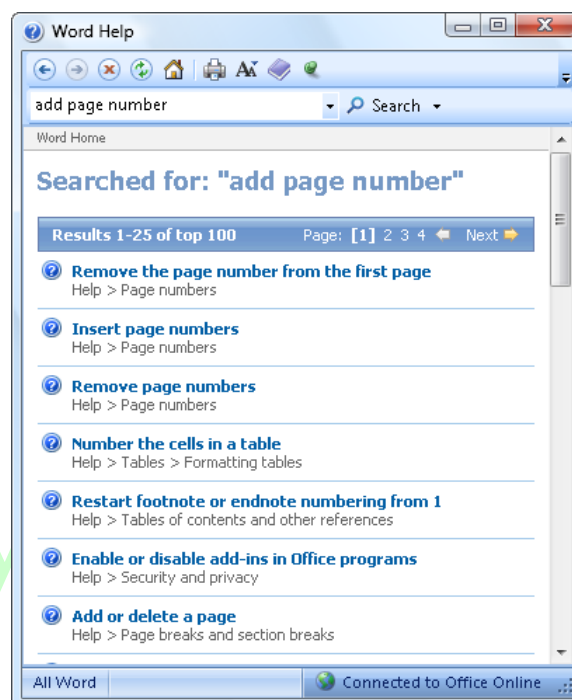
Connection Status menu


TIP The office.microsoft.com Web site offers tips and help with Office.

If there is a connection to the Internet, Help will browse topics at the Microsoft Office Online Web site. The Connection Status menu in the lower-right of the Help window indicates the source of the help content. Click the Connection Status menu to display commands for changing the help source.

keyword search


Help also supports keyword search for finding help topics. Below the toolbar is the search box where search criteria is typed. Keywords should be separated by spaces, and Microsoft recommends using two to seven words for the best results. For example, to find information on adding page numbers to a document, type the criteria add page number and click Search. The window contents changes to:



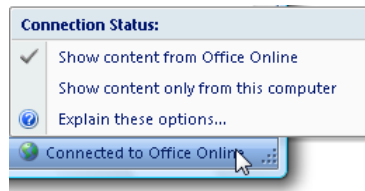
Click  in Search to specify the location of the search. Click the arrow to display a list of options which includes Content from this computer, the option for using offline help.

Practice: Using Help

① DISPLAY THE WORD HELP WINDOW

- a. Start Word.
- b. In the upper-right of the Word window, click Help . The Word Help window is displayed. Note the Browse Word Help links.

- c. In the lower-right corner of the window, click the Connection Status menu to display commands:



- d. If the connection status is currently online, then click Show content only from this computer.
- e. In the Browse Word Help topics, click What's new. A list of topics is displayed.
- f. Change the connection status to Show content from Office online.
- g. In the Browse Word Help topics, click What's new. The list of topics is longer.






② BROWSE FOR HELP

- a. In the Browse Word Help topics, click Writing. Note the subcategories and topics displayed.
- b. In the Subcategories, click Spelling, grammar, and thesaurus. A new set of topics is displayed.
- c. Click Check spelling and grammar. Information about the spelling and grammar checkers is displayed.
- d. Scroll through the information. At the bottom of the information, click Top of Page to return to the beginning.


③ DO A KEYWORD SEARCH FOR HELP

- a. In the search box, type .docx extension and then click Search. A list of topics is displayed.
- b. Click Introduction to new file name extensions and Office XML formats. Information about the new Office 2007 file format is displayed. Scroll through the information. What are three benefits of the new file format?


④ USE THE NAVIGATION BUTTONS AND THEN CLOSE THE HELP WINDOW


- a. On the toolbar, click Home . The home window is again displayed.
- b. Click Back . The file extension information is again displayed.
- c. Click Back  again. What is displayed?
- d. Click Forward  until the home window is again displayed.
- e. Click Close  in the upper-right corner of the window. The Word Help window is closed.
- f. Exit Word.

Chapter Summary

Microsoft Office 2007 is a Windows application that includes Outlook, Word, Excel, Access, PowerPoint, and Publisher. Windows applications have an interface called a window. Outlook and Publisher windows have a menu bar and a toolbar. Word, Excel, Access, and PowerPoint windows include an Office Button , Quick Access Toolbar, and a Ribbon.

Input devices are used to communicate with a Windows application. A keyboard is used to enter text and numeric data. Other input devices include the mouse, stylus pen, and touchpad.

The Office Button  and menu bar display commands for working with a document. The toolbar and Quick Access Toolbar contain buttons that represent different actions, such as saving a document. The Ribbon groups related commands into tabs. Contextual tabs are added to the Ribbon for certain activities. Some commands display a dialog box. A dialog box is a small window with options for completing an activity.

The Office Button  or File menu are used to save, print, close, quit, and open. Folders are used to organize files, which are automatically given an extension when saved. A document is printed using the Print command. Closing a document means that it is removed from the application window and the file is no longer in the computer's memory. Quitting an application removes an application from the desktop and the program is no longer in the computer's memory. Opening a file transfers a copy of the file contents to the computer's memory and then displays it in a window.

A search engine is used to locate information on the Web. Search criteria is used to specify which pages are to be located. Operators including +, -, space, AND, OR, and NOT can be used in specifying criteria. When operators are used, a Boolean expression is formed. There are guidelines for citing electronic material on the Internet. The primary purpose of a citation is to give credit to the original author and allow the reader to locate the cited information.

Multitasking is an operating system feature that allows more than one application to run at a time. The taskbar displays buttons that represent each open file or application.

E-mail is the sending and receiving of messages over a communications network such as a LAN or the Internet. To send and receive messages, an e-mail address and an e-mail client is required. The risks of using e-mail include receiving malicious code in an e-mail message. When communicating through e-mail, professionalism and courtesy are expected. This includes following e-mail rules of etiquette and a code of ethics.

Microsoft Outlook is an e-mail client. It includes an Address Book for storing contact names and e-mail addresses. The Insert tab is used to attach a file to an e-mail message. Related e-mail messages should be organized into folders. The Instant Search pane is used to find e-mail messages.

Outlook has a Junk E-mail Filter, which catches obvious junk mail, or spam, and automatically places it in the Junk E-mail folder. It is also possible to block messages from specific senders.

When using e-mail there are security risks that must be addressed to minimize the possibility of malicious code damaging important data. Many viruses and other forms of malicious code have been associated with e-mail attachments. Precautions to avoid getting a virus include using anti-virus software, updating antivirus software frequently, always scanning attachments for viruses, and being cautious with personal information.

The Microsoft Office Help window functions like a browser with buttons for going backwards and forwards through visited topics. Help browses the Microsoft Office Online Web site as well as content installed on the computer when Office was installed.

Vocabulary

Access The Office database application.

Access key A key that is indicated by the underlined character in a command.

Add-ins Programs that extend the capabilities of an Office application.

Address book Outlook tool that stores contact names and e-mail addresses.

Alt key Used with an access key to display a menu.

Boolean expression An expression that evaluates to either true or false.

Check box An element in a dialog box that allows the user to select or clear an option.

Click Pressing the left mouse button and releasing it quickly.

Closing a document Removing a document from the application window and the file from the computer's memory.

Command button An element in a dialog box that initiates an action when clicked. More commonly called button.

Contextual tab A tab added to the Ribbon for certain activities.

Default button The button displayed with a thicker border when a dialog box is first displayed.

Dialog box A small window with options for completing an action.

Double-click Pressing the left mouse button twice in rapid succession.

Drop-down arrow A text box feature that can be clicked to display a list of items to choose from.

E-mail Electronic mail. The sending and receiving of electronic messages and computer files over a communications network such as a LAN or the Internet.

E-mail client Software used to read, create, and send e-mail messages, list and organize e-mail messages, and manage addresses in an address book.

E-mail server A computer running special software and connected to the Internet.

Excel The Office spreadsheet application.

Extension Indicates the file type and is used by the application to recognize files.

File A collection of related data stored on a lasting medium, such as a hard disk.

File name A unique name for a file.

Folder Used to organize commonly related files.

Identity theft A crime that seeks to obtain confidential information in order to rob an unsuspecting individual of his or her identity.

IMAP server An e-mail server used for incoming mail.

Input device A device used to communicate with a Windows application.

Insertion point A blinking vertical line in a document that indicates where the next character typed will be placed.

Instant Search pane The Mail window pane that allows for searching e-mail documents.

Interface The area on the screen where the user interacts with a software application.

Keyboard Used to enter text and numeric data.

Keyboard shortcut A sequence of keys that executes a command.

Mail window The Outlook window containing e-mail tools.

Menu A list of commands.

Menu bar A row of menu names.

Message header The portion of an e-mail message containing the subject, recipients, and sender of the message.

Microsoft Office 2007 A Windows application that consists of several applications, each designed to perform specific tasks.

Mouse An input device that is used to select commands and respond to application prompts.

Mouse pointer An image on the screen, usually in the shape of an arrow, that indicates the position of the mouse.

Multitasking An operating system feature that allows more than one application to run at a time.

Native format The format that an application normally uses for saving a file.

Navigation Pane The Mail window pane that lists folders where e-mail messages are stored.

Opening a file Transferring a copy of the file contents to the computer's memory, which displays it in a window.

Option button An element in a dialog box that allows the user to choose from a set of options.

Outlook The Office e-mail client.

Overwrite The process of replacing an existing file with one that contains changes.

PDF File format which preserves all document formatting.

Pharming An e-mail security threat involving online fraud and identity theft.

Phishing An e-mail security threat involving online fraud and identity theft.

Point Sliding the mouse until the pointer is positioned on an object.

Pointing stick A pointing device that is sometimes found on a notebook computer.

POP3 server An e-mail server used for incoming mail.

PowerPoint The Office presentation application.

Publisher The Office desktop publishing application.

Quick Access Toolbar A group of buttons for executing commands.

Quitting an application Removing an application window from the desktop and the program from the computer's memory.

Reading Pane The Mail window pane that displays the contents of the selected message.

Ribbon Related commands that are divided into tabs.

Right-click Pressing and releasing the right mouse button quickly.

Search criteria The words or phrases used in a search.

Search engine Used to locate information on the Web.

Scroll To bring unseen parts of a document into view.

Scroll bar Dragged to bring unseen parts of the document into view.

SMTP server An e-mail server used for outgoing mail.

Spam Junk e-mail.

Status bar Displays information about a document.

Stylus pen A device on a handheld computer that performs the same functions as a mouse.

Taskbar A Windows operating system feature that displays buttons for each open file or application.

Text box An element in a dialog box that allows the user to enter information.

Thumbnail A miniature version of a document.

Title bar A horizontal bar that displays the name and type of document.

To-Do Bar The Mail window pane that lists appointments and tasks.

Toolbar A group of buttons for executing commands.

Touchpad A pointing device that is sometimes found on a notebook computer.

Trackball A pointing device that is sometimes found on a notebook computer.

Trojan horse Malicious code that appears like a useful program.

Virus Malicious code attached to a program that may come as an e-mail attachment.

Web-based e-mail client E-mail client that runs in a browser.

Webmail account A Web-based e-mail client. *See* Web-based e-mail client.

Wheel A mouse component that can be rotated to scroll through a document.

Window The interface of a Windows application.

Windows application Programs or software written by professional programmers to perform specific tasks and run under the Windows operating system.


Window corner Dragged to size the window. Located in the bottom-right corner of the window.

Word The Office word processor application.


Worm Malicious code that can replicate itself, use up a system's memory, and bring down a system.

Office Commands


Add Sender to Blocked Senders List Blocks messages from specific senders. Found in the menu displayed by right-clicking a message and selecting Junk E-mail.

Address Book  Displays the Address Book. Found on the Outlook toolbar.


Attach File Displays the Insert File dialog box. Found on the Insert tab in a new message window.


Back  Displays a previous help topic. Found on the Help window toolbar.

Cc Displays the Address Book where a contact can be selected.


Close  Removes a window or dialog box from the screen. Found in the upper-right corner of a window or dialog box.

Connection Status menu Contains commands for changing the source of help content. Found in the lower-right corner of the Help window.


Delete  Moves an e-mail to the Deleted Items folder. Found on the Outlook toolbar.


Dialog Box Launcher  Displays a dialog box. Found in a tab group on the Ribbon.

Exit Word Quits an application. Found in the  menu.

Find add-ins for other file formats Displays a Help window with directions for installing add-ins. Found in  → Save As.

Forward  Displays the next help topic. Found on the Help window toolbar.


Help  Displays information about the dialog box elements. Found in a dialog box.


Help  Displays the Microsoft Office Help window. Found in the upper-right corner of an Office application window.

Home  Displays the Help home window. Found on the Help window toolbar.

Mail Message Displays a window for composing a mail message. New on the toolbar can be used instead of the command.

Mark as Not Junk Moves a message from the Junk E-mail folder to the Inbox folder. Found in the menu displayed by right-clicking an e-mail message in the Junk E-mail folder.


Maximize  Expands a window to fill the screen. Found in the upper-right corner of a window.


Minimize  Hides a window. Found in the upper-right corner of a window.

New Entry Displays the New Entry dialog box. Found in the File menu in the Address Book dialog box.


New Folder Creates a new folder in the Navigation Pane. Found in the menu displayed by right-clicking a folder in the Outlook Navigation pane.


Off Turns off the Reading Pane. Found in the View → Reading Pane menu.

Office Button  Displays a menu of commands for opening, saving, and printing a document.

Open Opens an existing document. Found in the  menu.

Options Used to view and edit the Blocked Senders list. Found in the Tools menu.


Print Prints a document. Found in the  menu.



Print  Prints an e-mail. Found on the Outlook toolbar.

Print  Prints a help topic. Found on the Help window toolbar.

Refresh  Reloads a help topic. Found on the Help window toolbar.


Reply Used to create an e-mail message response to the selected message.


Restore Down  Restores a window to its previous size. Found in the upper-right corner of a window.

Save Saves a document. Found in the  menu. Save  on the Quick Access Toolbar can be used instead of the command.


Save Attachments Saves an attachment. Found in the File menu.

Send/Receive Sends and receives e-mail messages.

Stop  Stops a help topic from loading. Found on the Help window toolbar.


To...  Displays the Address Book where a contact can be selected.

Review Questions

- What is a Windows application?
 - List three examples of Microsoft Office applications available on your computer.
- What is a window?
 - What does the Office Button display?
 - What do the toolbar and Quick Access Toolbar contain?
 - What are the Ribbon and menu bar used for?
 - Which button is used to expand a window to fill the screen?
- What are input devices used for?
 - List two examples of input devices not mentioned in the text.
- Which keys must be pressed to insert an uppercase “k” at the insertion point?
 - Which key is used to move the insertion point to the beginning of a line of text?
 - Which key is used to erase the character directly to the left of the insertion point?
 - Which key is pressed to end a paragraph?
- How is the mouse used to position the insertion point?
 - What is double-clicking?
- What do the arrows next to commands in the  and File menus indicate?
- How can the access key for a command be determined?
 - Which key is used to remove a menu from the screen?
- What is a keyboard shortcut?
 - Explain how keyboard shortcuts can increase productivity.
- What is the Ribbon?
 - What is a contextual tab?
 - How is the Ribbon minimized?
- What is a dialog box used for?
 - List three elements found in a dialog box.
- What is a file?
 - What are folders used for?
 - Why is it important to give files and folders descriptive names?
 - Explain how you could use folders to organize your files.
 - What does the extension at the end of a file name indicate?
- What happens when a document is closed?
- What happens when an application is quit?
- What happens when a file is opened?
- What is used to locate information on the Web?
- List three search engine Web sites.
 - Which search engine do you prefer to use and why?
 - What is search criteria?
- What are logical operators used for?
 - List three logical operators.
 - What is the name of the expression that is formed by using logical operators?
- Why is it necessary to cite sources?
 - List a citation method not discussed in this chapter.
 - On August 2, 2009 you accessed a posting on the Clewiston Kite Surfing discussion group at <http://www.Lpdatafiles.com/kitesurf/color.txt>. The posting was made by Tara Perez on the topic of kite colors on June 3, 2009. Write a citation for a research paper that quotes Tara’s posting.
- What is multitasking?
 - List an example of a classroom assignment that would require multitasking.
- What is e-mail?
 - What is required in order to send and receive e-mail messages?
 - List three examples of e-mail clients.
- What does e-mail etiquette mean? Give an example.

22. Why is it important to follow a code of ethics when using e-mail?
23. List the steps for composing and sending an e-mail message.
24. What is the Address Book used for?
25. a) List three formats that can be used for e-mail attachments.
 b) Why is the PDF format commonly used for e-mail attachments?
 c) What is an add-in?
26. a) Explain how you could organize your e-mail messages into folders.
 b) Explain how to find all of the e-mails that contain the word "homework."
27. a) What is spam?
 b) How can messages from specific senders be blocked?
28. a) Describe cybercrimes associated with e-mail.
 b) List three forms of malicious code.
 c) How can identity theft be prevented?
29. List three ways to minimize the possibility of malicious code damaging data.
30. What are two ways to find information when using the Help window?
- j) The default button in a dialog box is selected by pressing the Enter key.
 k) Answer to History ? is an example of a valid, descriptive file name.
 l) Any changes made to a document after saving are automatically stored in the file on disk.
 m) The file extension .docx indicates the file was created in Excel 2007.
 n) It is possible to print only the second page of a document.
 o) A Boolean expression evaluates to either true or false.
 p) MLA is an accepted form for citations.
 q) A word processor application and a spreadsheet application can be running at the same time.
 r) Only one Word document can be opened at a time.
 s) Outlook is an e-mail client.
 t) E-mail messages are private.
 u) Phishing is a type of online fraud.
 v) A virus is a type of computer game.

True/False

31. Determine if each of the following are true or false. If false, explain why.
- a) Access is a spreadsheet application.
 b) Publisher is an application used for desktop publishing.
 c) The title bar displays the file name and type of document.
 d) A window is hidden when Maximize  is clicked.
 e) Press the Home key to move the insertion point to the end of a line of text.
 f) Press the Alt key to cancel the current operation.
 g) A dimmed command can be selected.
 h) An arrow on a button indicates that additional commands are available.
 i) The Format tab is displayed on the Ribbon when Word is started.

Exercise 1 Computer Lab

Research your classroom computer lab and workstation by typing the answers to a series of questions.

- a) In a new Word document, type Class Computer Lab and Workstation and press Enter twice.
- b) Type Microsoft Office Applications and press Enter.
- c) Type the names of the Microsoft Office applications available from your computer workstation, pressing Enter after each application name.
- d) Type Input Devices and press Enter.
- e) Data is entered into a Windows application using an input device. Examples of input devices include the keyboard, mouse, scanner, CD/DVD drive, and disk drive. Type the input devices connected to your computer workstation, pressing Enter after each device.
- f) Type Storage Media and press Enter.
- g) Files can be stored for later retrieval on various types of storage media, such as a disk, CD/DVD, Zip disk, or memory key. Type the types of storage media you are able to save your files on, pressing Enter after each type of storage media.
- h) Type Output Devices and press Enter.
- i) Output devices display or store processed data. Monitors and printers are examples of display output devices. The CD/DVD burner and memory keys are examples of output devices used for storing data. Type the output devices connected to your computer, pressing Enter after each device.
- j) Type Printer and press Enter.
- k) Common classifications of printers include laser and dot matrix. A laser printer uses a laser and toner to generate characters and graphics on paper. An ink jet printer uses an ink cartridge to place very small dots of ink onto paper to create characters and graphics. Classify the type of printer that is connected to your classroom computer lab.
- l) Press Enter.
- m) Type your first and last names and the date.
- n) Save the document naming it Computer Lab and print a copy.

Exercise 2

Dialog boxes are used to communicate with an application. Become familiar with dialog box elements by completing the following steps:

- a) In new Word document, display the Open dialog box.
- b) Identify the elements found in the Open dialog box.
- c) Click Cancel to remove the dialog box without applying any options.
- d) Display the Print dialog box.
- e) The name of the default printer attached to the workstation or network is listed in the Printer Name box. What is the name of the default printer?
- f) Some workstations and networks have more than one printer connected. If more than one printer is connected, they will be listed in the Printer Name list. Click the Name list and write the names of any other printers in the list.
- g) What would be typed in the Pages box to print page 5, 6, and 7 of a document?
- h) In the Print range section, is it possible to select more than one option button?
- i) Click Cancel to remove the dialog box without applying any options.

Exercise 3

Passwords

It is important to create strong passwords and keep your computer password a secret. Learn tips on password security by completing the following steps.

- a) In a new Word document, type the title Computer Passwords and press Enter.
- b) Type the following without pressing the Enter key: It is important to keep your password a secret so that other individuals cannot gain unauthorized access to your computer. Do not share your password with anyone and if you receive an e-mail requesting your password, even if it looks like it is from a legitimate source, do not provide the requested information.
- c) Press Enter.
- d) Type the following without pressing the Enter key: Strong passwords are more secure and are necessary for protecting your personal information. Passwords should appear to be a random string of characters. Words that are in a dictionary, a sequence of characters, or repeated characters are poor choices for passwords. A strong password will be lengthy with at least 8 to 14 characters. A combination of letters (both uppercase and lowercase), characters (numbers and letters), and symbols (\$, %, #, and so on) make it more difficult for someone to try to retrieve your password. One technique for creating a strong password is to use a phrase, including the spaces, if possible.
- e) In a new sentence, list two examples of what would be considered secure passwords and two examples of passwords that would be easy to guess.
- f) Press Enter and then type your first and last names and the current date.
- g) Save the document naming it Passwords.
- h) Close the document.

Exercise 4

E-COMMERCE

E-commerce Web sites are created by businesses for the purpose of selling their products or services to consumers online. Learn more about e-commerce by completing the following exercise.

- a) Open E-COMMERCE, which is a Word data file for this text. Read the document.
- b) Press the Page Down key.
- c) Press the Page Up key.
- d) Position the insertion point at the start of the last paragraph, which starts “Wireless technology...”
- e) Press the End key.
- f) Press the Home key.
- g) Position the insertion point after the period in the last sentence in the last paragraph.
- h) Press Enter.
- i) Type your first and last name.
- j) Save the modified E-COMMERCE and print a copy.
- k) Minimize the window.
- l) Maximize the E-COMMERCE window.
- m) Close the document.
- n) Quit Word.

Exercise 5

Examine and evaluate Web site content by completing the following steps.

- a) In Internet Explorer, enter the URL: www.cnn.com
- b) Read the content on the home page.
- c) On what date was the Web page last updated?
- d) Is the information incorrect or incomplete in order to give a particular or slanted view of a topic. Explain your answer.
- e) Is the information truthful and trustworthy? Explain your answer.
- f) In Internet Explorer, enter the URL: www.earthday.net
- g) Repeat steps (b) through (e) for the Earth Day Network Web site.

Exercise 6

You are interested in finding a job in Los Angeles, California and are skilled in Web site design. A full-time position with a local Web site design company would be ideal.

- a) Conduct a search on the Internet using at least two search engines to find two possible positions. On a separate sheet titled *References*, cite each source.
- b) Write a brief description of each of the positions that you found.
- c) Once you have found the position of your choice, you need information on making the move to Los Angeles. First, you will want to rent an apartment and cannot afford more than \$1,500 a month. Conduct a search on the Internet to come up with brief descriptions of three apartments in Los Angeles that rent for \$1,500 or less.
- d) Add a paragraph that describes all three apartments, including number of bedrooms and bathrooms and rent per month.

Exercise 7

Your English instructor has assigned a report on the American authors Kurt Vonnegut, Jr. and Ernest Hemingway. Keep in mind that knowledge of information like the titles of their books might help in your search. Because people maintain Web sites as homages to their favorite authors, but are not obligated to check their facts for accuracy, it is a good idea to double check the information you find with more than one Web site.

- a) Conduct a search on the Internet using at least two search engines to find biographical data on each author.
- b) Write a paragraph of biographical information for each author.
- c) On a separate sheet titled *References*, cite each source.

SAMPLE

Exercise 8

You have decided to purchase an automobile that costs \$20,000 or less. A used car will probably give you the best value.

- a) Conduct a search on the Internet using at least two search engines to find four used cars in your price range. On a separate sheet titled *References*, cite each source.
- b) List each car's specifications and price.
- c) Select one of the four cars for purchase and explain your choice in a paragraph.
- d) You will need automobile insurance for your used car. Search the Internet and find two insurance companies that offer automobile insurance.
- e) List the contact information for the two insurance companies.

Exercise 9

A good friend has been diagnosed with Carpal Tunnel Syndrome and would like you to find out as much as you can about her injury.

- a) Conduct a search on the Internet using at least two search engines to find three Web pages that have information about Carpal Tunnel Syndrome.
- b) Write a one-paragraph description of the injury.
- c) In a second paragraph, write about possible treatments for the injury.
- d) *Ergonomics* is the science that studies safe work environments. Many health-related issues, such as carpal tunnel syndrome are related to prolonged computer use. Research ergonomics and write a few paragraphs that outline preventative measures that can be taken to avoid health-related issues, such as carpal tunnel syndrome.
- e) On a separate sheet titled References, cite each source.

Exercise 10

You and a friend have decided to take a trip to Australia. Before you go you should find out about airfare, hotels, climate, travel documents, and restaurants. Information about Australia's museums and tourist attractions would also be helpful in planning the trip.

- a) Conduct a search on the Internet using at least two search engines to find six Web sites that have information about Australia.
- b) Write a one-paragraph description of the country.
- c) In a second paragraph, write about the places that you might visit.
- d) On a separate sheet titled References, cite each source.

Exercise 11

You have decided to investigate possible career paths.

- a) Conduct a search on the Internet using at least two search engines to find six degree programs in a field you are interested in.
- b) List each program location (college name), the degree, the number of credits required to finish the degree, and some of the costs involved.

Exercise 12

In this exercise you will research and compare the advantages and cost of obtaining Internet access through three different telecommunication options.

- a) Use the Internet and newspapers to research Internet service providers (ISPs).
- b) Compare the costs and the advantages of three different telecommunication options.
- c) Write a one paragraph conclusion that explains what telecommunication option would be the best choice.
- d) Write a citation for each source.

Exercise 13

In this exercise you will further research emerging technologies and find real-life examples of how these technologies have impacted individuals and businesses.

- a) Use the Internet to learn more about at least three emerging technologies. Look specifically for information on how these emerging technologies impact individuals and businesses. For example, speech recognition technology greatly impacts those individuals who must rely on voice input rather than keyboard input.
- b) Write a two-page report that summarizes the impact of and lists several functions of the emerging technologies you have researched.
- c) Write a citation for each source.

Exercise 14

Update your Address Book and organize your Inbox by completing the following steps.

- a) Collect e-mail addresses from six people you would be likely to send e-mail messages to and are not in your Address Book.
- b) Create six new entries in the Address Book.
- c) Send an e-mail to a classmate who is working on the same exercise. Type the subject Address Book Completed and type the following message, replacing Name with your name:

I am finished typing the information for my Address Book. Have you finished?
Please reply using the Reply button.

Name

- d) Reply to the classmate's e-mail message using Reply. You may first need to click Send/Receive to receive the message from your classmate.
- e) Organize your e-mail messages by creating two new folders, naming the folders appropriately, and then moving messages to the new folders.

Exercise 15

Many computer viruses have been associated with e-mail attachments.

- a) Conduct a search on the Internet to find information about a virus associated with an e-mail attachments.
- b) Write a one-paragraph description of the virus. Include details, such as the damage caused by the virus and steps necessary to remove the virus.
- c) On a separate sheet titled References, cite each source.

Exercise 16

A good way to learn about career options is to interview a professional in a particular career.

- a) Choose an individual to interview. The career you will be learning about does not necessarily have to be one you care to follow. The purpose of the interview is to learn about the responsibilities and training required for a particular career. Consider a family friend, an instructor at your school, or the parent of a friend.
- b) Obtain the e-mail address of the individual you would like to interview. Use appropriate etiquette in obtaining the e-mail address, including asking permission to e-mail the individual.
- c) Brainstorm to come up with a list of questions to use during the interview. Questions could include:

“What is your job title and what are your key responsibilities?”



“What is your favorite part of the job?”

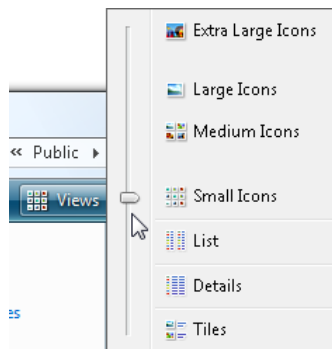
“What kind of training does your job require?”

Limit the list of questions to between four and six.

- d) E-mail the individual you have selected and copy your instructor in on the e-mail by placing your instructor’s e-mail address in the Cc box. Use appropriate etiquette when composing the e-mail. Your e-mail should include:
 - the reason for the e-mail
 - a possible date, time, and location for the interview
 - the list of questions you intend to ask
 - the estimated length of the interview
 - a prompt for a reply to confirm the date and time.
- e) Check your e-mail on a regular basis so that you will be able to promptly respond to the reply sent by the person you plan to interview. In your reply, thank the individual for agreeing to an interview and then restate the agreed to date, time, and location. There may be a few e-mails between you and the individual you plan to interview until you find a date, time, and location that works for both of you. In each e-mail, use appropriate etiquette. Be sure to cc your instructor in each e-mail.
- f) Arrive for the interview at least 10 minutes early. Be sure to have pencil and paper with you. A voice recorder may be helpful, but ask the person you are interviewing for permission to use it. Appropriately greet the person you are about to interview. As you ask your questions, restate the response to reduce the possibility of misinterpreting information. Pay careful attention to the time so that you do not go past the time stated in the e-mail.
- g) Follow up your interview with an e-mail thanking the individual for their information and time. Again, copy your instructor in on the e-mail.
- h) In an e-mail to your instructor, summarize the findings from your interview.

Reflect on what you have learned in this chapter by completing the following exercise.

- a) In a new Word document, type three entries from the vocabulary list that you were previously unfamiliar with. Press Enter after each word.
- b) Below the three vocabulary words, press Enter, and in a sentence, describe elements of the interface that you were previously unfamiliar with and then press Enter.
- c) What productivity tips did you learn in this chapter? Press Enter after typing your answer.
- d) Many users follow a consistent practice when naming files. For example, all documents for a club could begin with the club name, as in Computer Club May Newsletter. Explain one way you could be consistent in naming files and give an example. Press Enter after typing your explanation.
- e) The File list in the Open dialog box can display folder contents in different ways. Display the Open dialog box and then click  in  to display a menu of options:



Click Details to display information such as the file size, file type, and date modified for the files and folders in the File list. Select the other view options and note how the File list is displayed. Which file organization in the Open dialog box do you prefer? Why? Press Enter after typing your answer.

- f) What did you learn about search engines that could make you more efficient when searching the Web? Press Enter after typing your answer.
- g) What did you learn about e-mail ethics? Press Enter after typing your answer.
- h) What organization tips did you learn in this chapter? Press Enter after typing your answer.
- i) Explain how you will be able to use Office Help as you work through this course. Press Enter after typing your answer.
- j) Describe what you hope to learn in this course. Press Enter after typing your answer.
- k) Type your first and last name.
- l) Save the document naming it Reflection Chapter 1 and print a copy.