Microsoft Word 2010 – Level 1

3 – Getting help

CORPORATE LEARNING & DEVELOPMENT

GETTING HELP

INFOCUS

While the interface in Microsoft Word is intuitive and easy to use, there will always be aspects that you don't quite understand and require assistance with. This is where **Help** comes in, and Microsoft Word provides it in many ways and locations.

In this booklet you will:

✓ gain an understanding of **Help**
✓ learn how to access the **Help** window
✓ learn how to browse for **Help**
✓ learn how to return to the **Home** page
✓ learn how to use the **Table** of **Contents**
✓ learn how to search using keywords
✓ learn how to disconnect online help
✓ learn how to print a help topic
✓ learn how to use screen tips to access help
✓ learn how to use dialog box help
✓ gain an understanding of sources of help

UNDERSTANDING HOW HELP WORKS

Microsoft Office 2010 contains a wide range of help facilities and options for you to use. The main access point for Help is the **Word Help** window. The **Word Help** window appears when you click on the

Help button 🔵 in the Word window or the **Help** button 🔵 in a dialog box, or point to a command on the ribbon and press 🔳 to get help specific to the option.
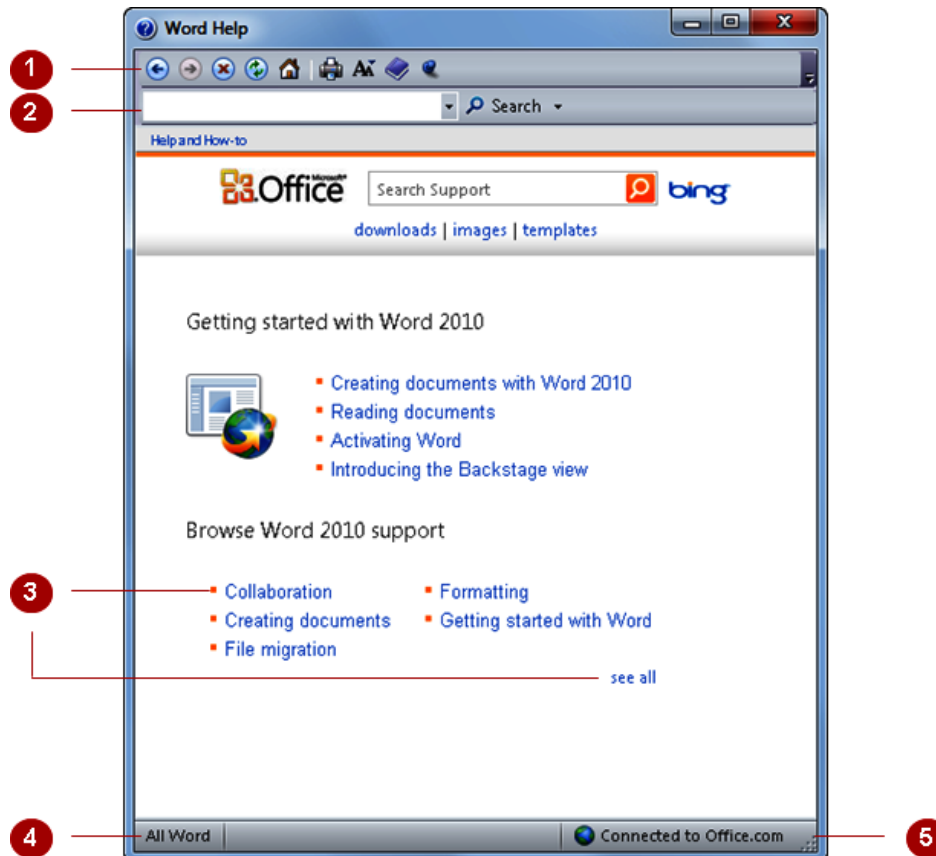
| **1**	**Help tools**	These tools are provided to make working with Help easier. They include back and forward buttons that you can use to step through the topics that you've researched, and a print button. You can even magnify the text if it is too small.
2	**Search controls**	The search tools include a text box that you can use to enter search topics and a drop-down list that enables you to specify the content in which you want to search.
3	**Help topics**	These are a list of topics that may be related to the subject on which you searched. Initially the list includes commonly accessed topics – when you click on one of these, all topics related to the general function will appear. To display a list of all Help topics from the initial Help window, click on **see all**. If you are online, many of these topics are retrieved from the Microsoft website.
4	**Status Bar**	The **Status Bar** displays the current location of the insertion point, including page number, section number, column, and so on. It can also be used to access navigation commands such as Go To.
5	**Connected to Office.com**	This indicates whether or not you are connected to Office.com via Internet Explorer. It also operates as a button that you can use to change the connection status.
6	**Scroll Bars and Arrows**	(Not shown in the above example but will appear to the right of the Help window when a topic has more information than can display in the window.) The **Scroll bar** indicates your current position in the Word Help window and lets you move to other positions in Help by clicking or dragging. The arrows can also be used to move up or down through the information.

ACCESSING THE HELP WINDOW

The **Word Help** window can be accessed from many places in Word. General help can be accessed by clicking on **Help** 🔵 in the Word window. Help for a specific dialog box can be accessed by clicking on **Help** 🔵 in the dialog box, and command-specific help can be accessed by pointing to a command and pressing F1.

## Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...ensure that you have a document open...

1 Click on **Help** 🔵 to display the **Word Help** window

This lists general interest topics because you haven't searched from a specific command or dialog box...

2 Click on **close** 🔴 to close the **Word Help** window

3 Click on the **dialog box launcher** 🔲 in the **Font** group on the **Home** tab to display the **Font** dialog box

4 Click on **Help** 🔵 to display the **Word Help** window with suggestions for formatting techniques

5 Click on **close** 🔴 and then click on **[Cancel]**

6 Point to **Text Effects** 🅰 in the **Font** group then press F1

This gives you specific help about text effects…

7 Click on **close** 🔴 to close the **Word Help** window
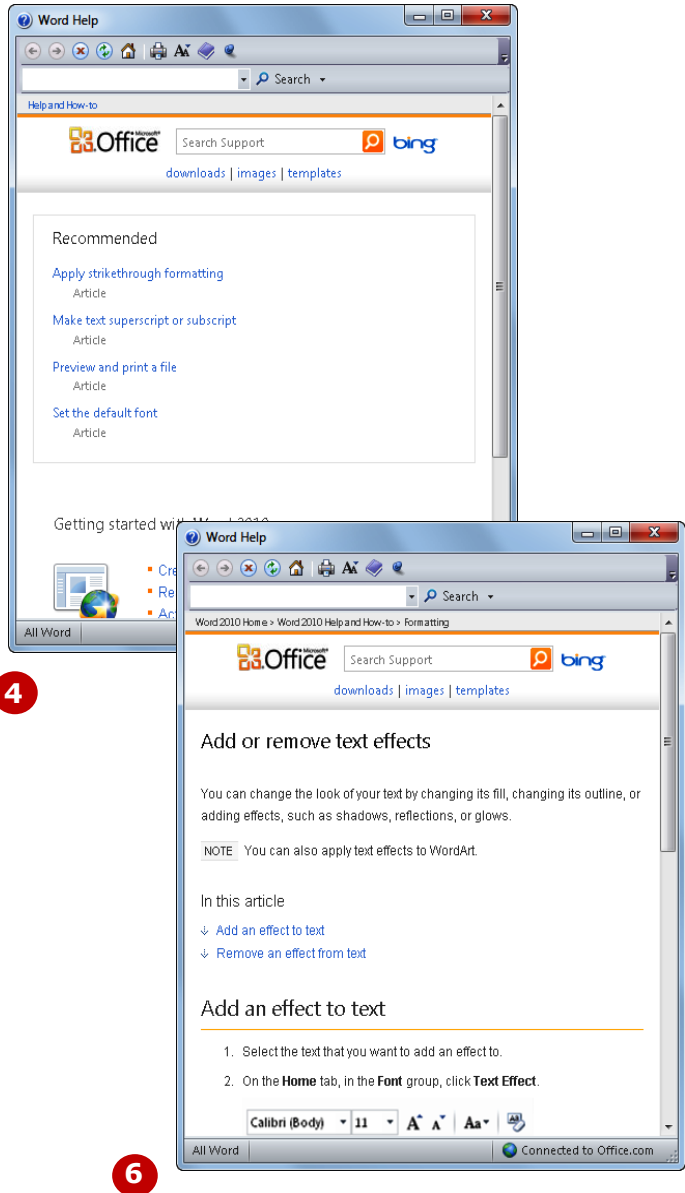
For Your Reference…

To **access Help**, either:
- Click on **Help** 🔵
- Open a dialog box and click on **Help** 🔵
- Point to a command and press F1

Handy to Know…

- Help isn't available directly for every command button on the ribbon. Point to a command and wait for the tooltip to appear. This includes a description of the tool and, if specific help is available, the text **Press F1 for more help** will appear below the description.

BROWSING FOR HELP

When you first open the **Word Help** window, no matter how you access it, you are presented with a series of topics that you can open and read through. The Word Help window comes with a series of buttons that you can use to navigate Help topics, moving backwards and forwards between them as you like.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on **Help** 📘 to display the **Word Help** window

2 Click on **see all** to display a full list of Word Help topics

3 Click on **Security and privacy** to display a series of topics covering security and privacy

4 Click on **Enable or disable macros in Office files** to see the help about this topic

5 Click on **Macro settings explained**

This takes you to specific help...

6 Click on the **top of page** link beneath the topic to return to the top of the window

7 Click on **Back** 📙 several times to step back through the pages you have browsed

8 Click on **Forward** 📙 to return to the topic details

9 Close the **Word Help** window
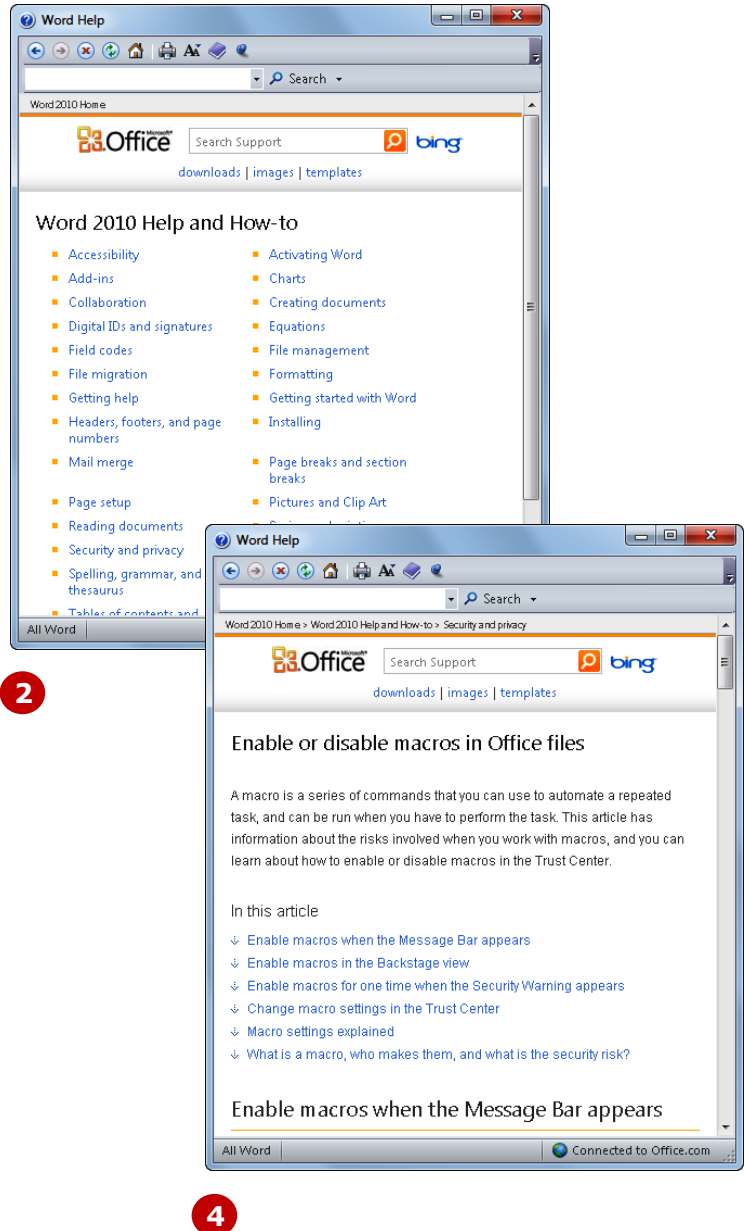
For Your Reference...

To **browse** for **Help**:

1. Click on **Help** 📘
2. Click on a topic link
3. Click on **Back** 📙 or **Forward** 📙 to step through the pages that have been viewed

Handy to Know...

- You may have noticed that hyperlinks in **Word Help** are coloured blue whereas normal text is black. If you point to a hyperlink, the mouse pointer will change to a pointing hand 🖑.

RETURNING TO THE HOME PAGE

When you browse through Help, you can follow links and related topics and suddenly end up in a screen a long way from home. The **Word Help** window has several ways that you can skip straight back to the **Home page**. From here you can start your browsing afresh and choose another topic from those offered on the main page.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on **Help** ❓ to display the **Word Help** window

2 Click on **Reading documents** to display the related help topics

3 Click on **Read documents in Word** to display the help information

Notice that the grey bar above the Office header area contains the names of the links that you have followed...

4 Click on **Word 2010 Home** in the grey bar to return to the home page

5 Click on **Introducing the Backstage view**

6 Scroll down to read through the text

As you scroll, the link at the top is hidden, but there is an alternative...

7 Click on **Home** 🏠 in the toolbar to return to the home page

8 Close the **Word Help** window
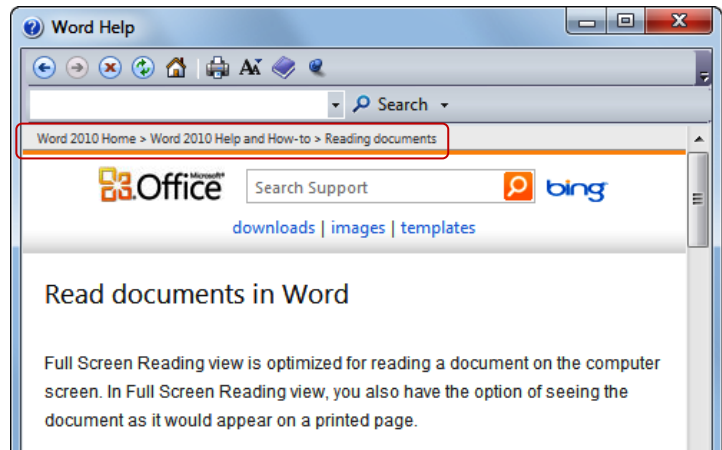
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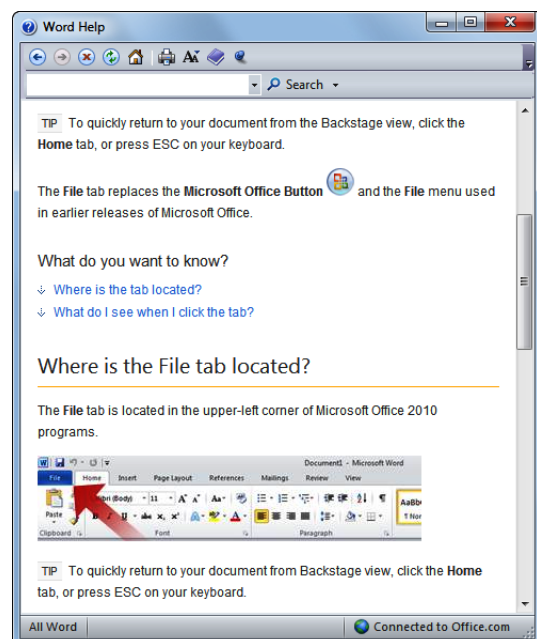
For Your Reference...

To **return** to the Help **home page**:
1. Click on **Word Home**
   Or
   Click on **Home** 🏠

Handy to Know...

- If you find the text in the **Word Help** window a bit difficult to read, you can click on **Change Font Size** 🔠 and select a larger size.

USING THE TABLE OF CONTENTS

If you're not exactly sure what the name of the topic is that you need help on, or you just want to find out more about Microsoft Word, you can use the *Table of Contents*. This feature provides an expandable list of topics that you can open and explore to find information and answers to your problems. The *Table of Contents* is displayed in a task pane to the left of the *Word Help* window.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on **Help** 📘 to display the **Word Help** window

2 Click on **Show Table of Contents** 📖 to expand the **Word Help** window and display the **Table of Contents**

3 Click on **Charts**

The subtopics will be listed...

4 Click on **Available chart types**

The Help information will appear on the right...

5 Click on another topic in the **Table of Contents** and follow a link to another topic

6 Click on **Hide Table of Contents** 📖

7 Close the **Word Help** window
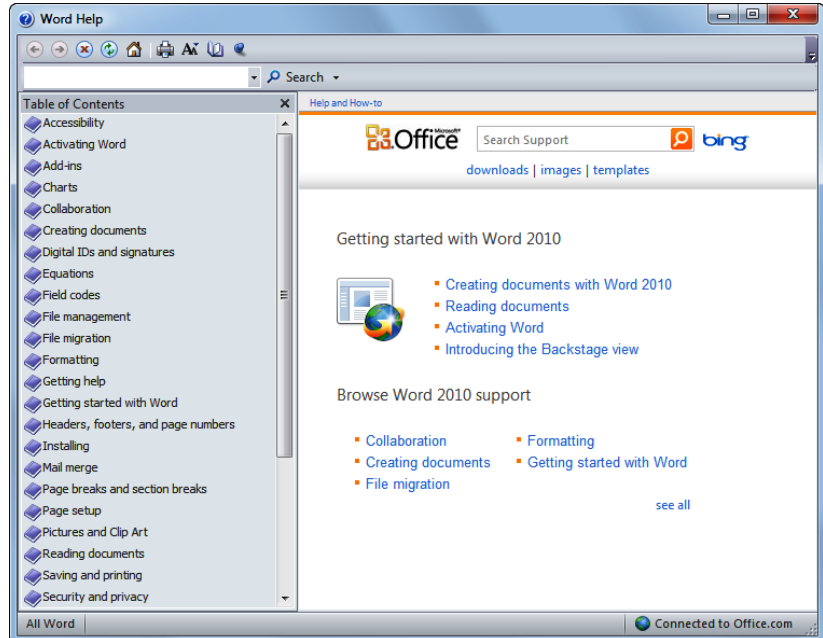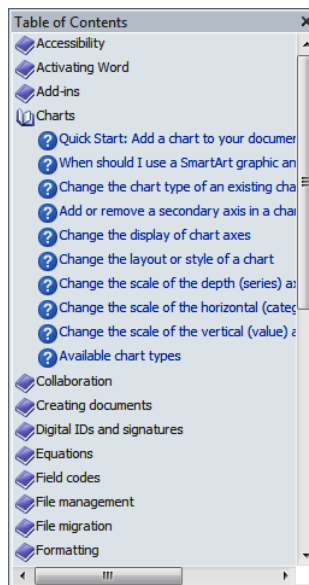
For Your Reference...

To *use* the *Table of Contents*:

1. Click on **Help** 📘
2. Click on **Show Table of Contents** 📖
3. Click on a topic

Handy to Know...

- The closed book icon 📖 in the *Table of Contents* indicates that there is more information to be seen. The question mark 📘 indicates that a help page follows.


SEARCHING USING KEYWORDS

If you know exactly what you want help for, and the topic isn't listed in the *Table of Contents* or in the *Word Help* window, you can search for the information using *keywords*. The *Word Help* window includes a text box in which you type the keywords or phrases that you want to search for. The search will return help topics, relevant articles, templates, training courses, and links to other sites.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on *Help* 🔵 to display the *Word Help* window

2 Click in the *Search* box at the top of the window, type **columns** and press Enter or click on **[Search]**

The articles relating to columns will be displayed...

3 Scroll down the list and examine the topics that have been returned

4 Click on *Add or delete a table* to display the topic

You can also search specific parts of the Online content...

5 Type **texture** in the text box, then click on the drop arrow ▾ for *Search* and select **Word Templates**

6 Click on **[Search]** to display the Word templates with texture

7 Close the *Word Help* window
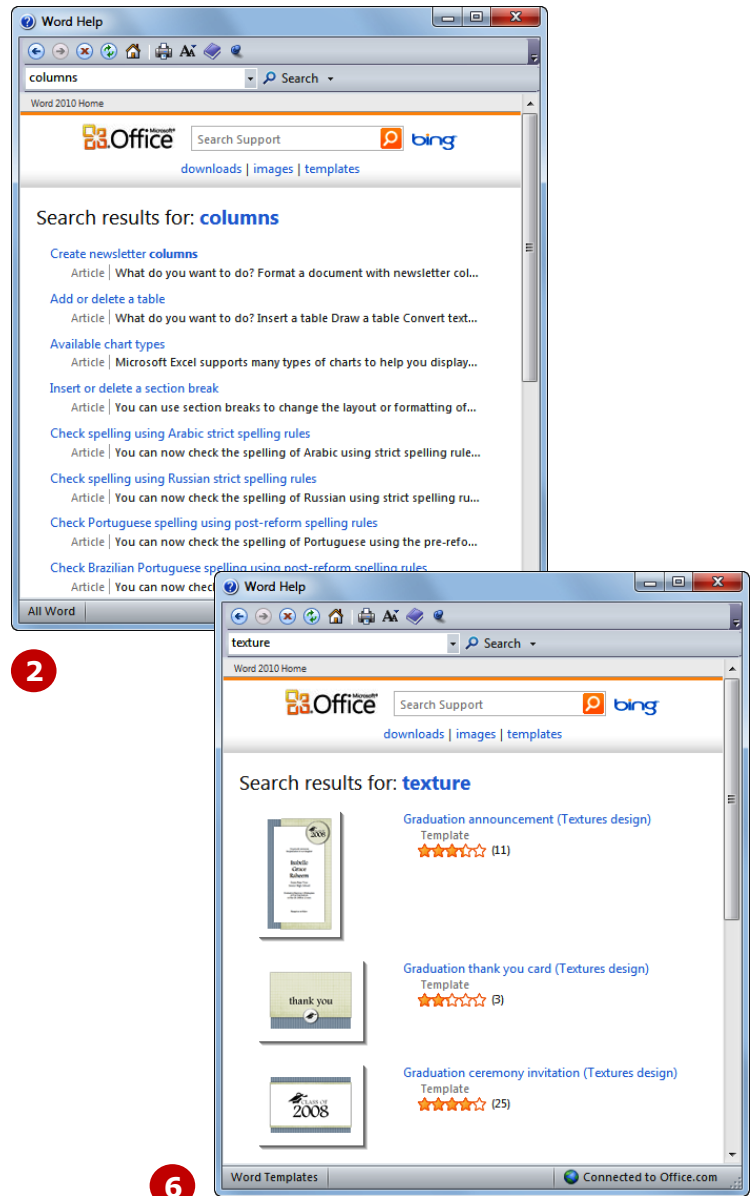
For Your Reference...

To *search* using *keywords*:
1. Click on *Help* 🔵
2. Click in the keyword text box
3. Type the keyword and press Enter
4. Click on the drop arrow ▾ for *Search* and select specific content if required

Handy to Know...

- You can search for specific downloads, images and templates at *office.microsoft.com* by typing a keyword into the *Search Support* text box near the top of the *Word Help* window and then clicking on *downloads*, *images* or *templates*.

DISCONNECTING ONLINE HELP

Many of the Microsoft Office help tools and facilities will attempt to make contact with specific websites and therefore require an internet connection. If you don't want this to happen, you can disable access to online content. This will avoid any delays during searching caused by a slow internet connection and reduce the likelihood of exceeding any download limit that you may have.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on **Help** 🔵 to display the **Word Help** window

If you are connected to Office.com, this will be displayed in the bottom right corner of the window...

2 Click on **Connected to Office.com** to display a menu

3 Select **Show content only from this computer**

Offline will appear in the status bar. Any searches you do now will be through content that has been loaded onto your computer during installation.

You can reconnect to Office.com just as easily...

4 Click on **Offline** to redisplay the menu

5 Select **Show content from Office.com** to reconnect

6 Close the **Word Help** window
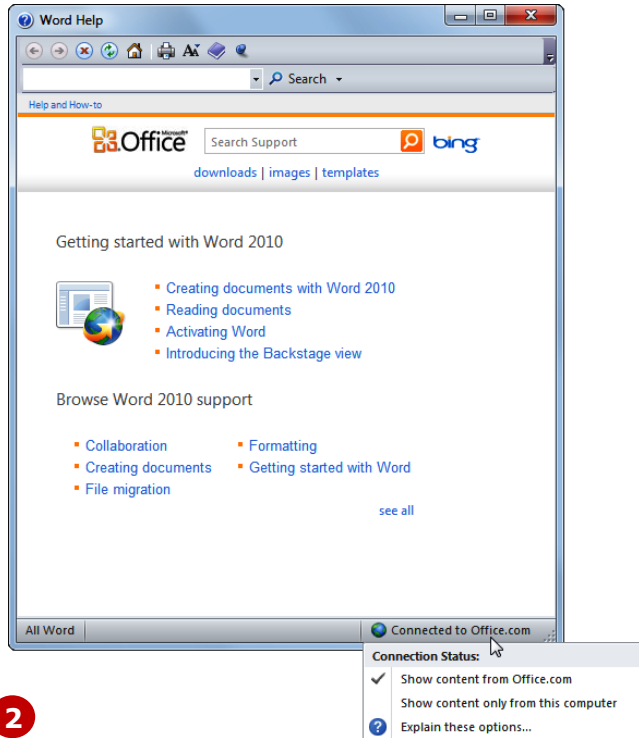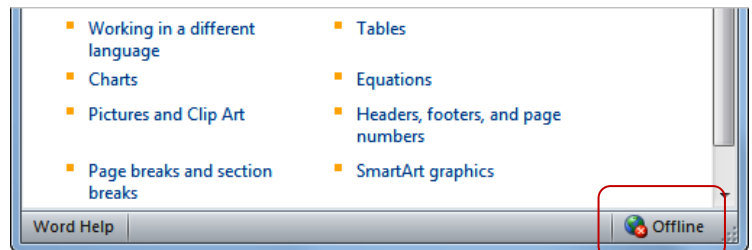
For Your Reference...

To **disconnect online help**:
1. Click on **Connected to Office.com**
2. Select **Show content only from this computer**

Handy to Know...

- If you leave Word Help offline, it will stay that way until you reconnect it.

PRINTING A HELP TOPIC

When accessing help topics in Word, you may find information that you expect to use quite often or that you want to pass on to someone else. In this situation, you may find it easier to print the help details. The *Print* button is provided along with the other Word Help tools to make this possible. You can print one page or entire topics.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on **Help** 🔵 to display the **Word Help** window

2 Type **gradient** in the keyword search text box and press Enter

3 Click on **Add a gradient fill to a shape** to display the help page

4 Click on **Print** 🖨 to display the **Print** dialog box

5 Click on **Pages** under **Page Range** so that only the first page will be printed

6 Click on **[Print]**

The help information will be reformatted to fit your paper and then printed...

7 Close the **Word Help** window

3

4
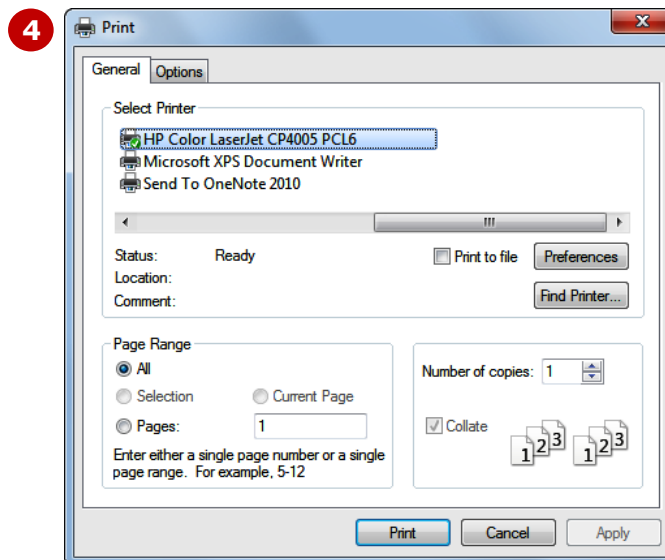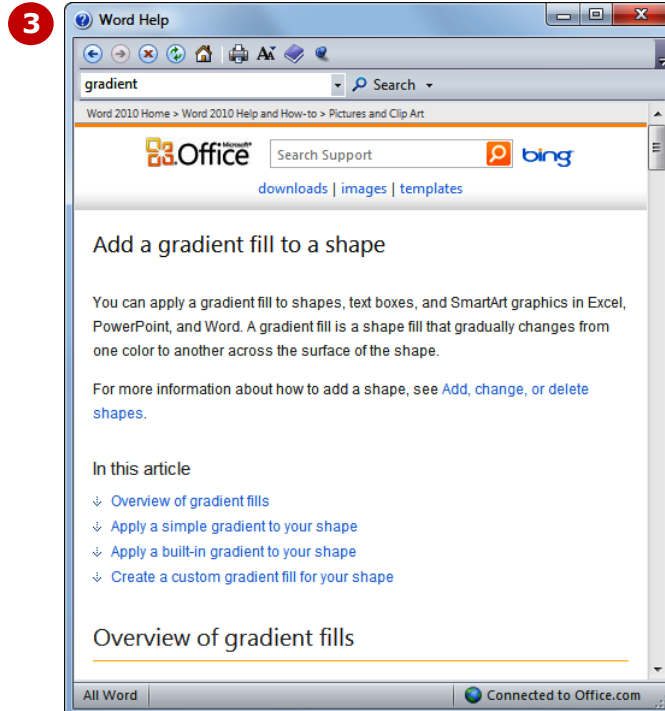
For Your Reference...

To *print* a *help topic*:

1. Display the help information in the **Word Help** window
2. Click on **Print** 🖨
3. Click on **[Print]**

Handy to Know...

* If you want to print only a section of a help page, select the text using the mouse before clicking on **Print** 🖨. In the **Print** dialog box, click on **Selection** and then click on **[Print]**. Only the selected text will be printed.

WORKING WITH SCREEN TIPS

One way of finding out more information about commands on the ribbon is to use the ***screen tips***. These are small windows of information that appear when you point to a command. In some cases, they just tell you the name of the tool and describe its purpose. In others, they provide direct access to additional help information. Screen tips are also referred to as tool tips.

Try This Yourself:

Open File *Before starting this exercise you MUST ensure Word has started...*

1 Point to ***Clear Formatting*** 🗚 in the ***Font*** group on the ***Home*** tab

The screen tip for the tool will be displayed. This includes the name of the tool, a description of what it is used for, and a prompt to Press F1 for more help. This prompt indicates that there is specific help for this topic...

2 Press F1

The help information will be displayed...

3 Close the ***Word Help*** window
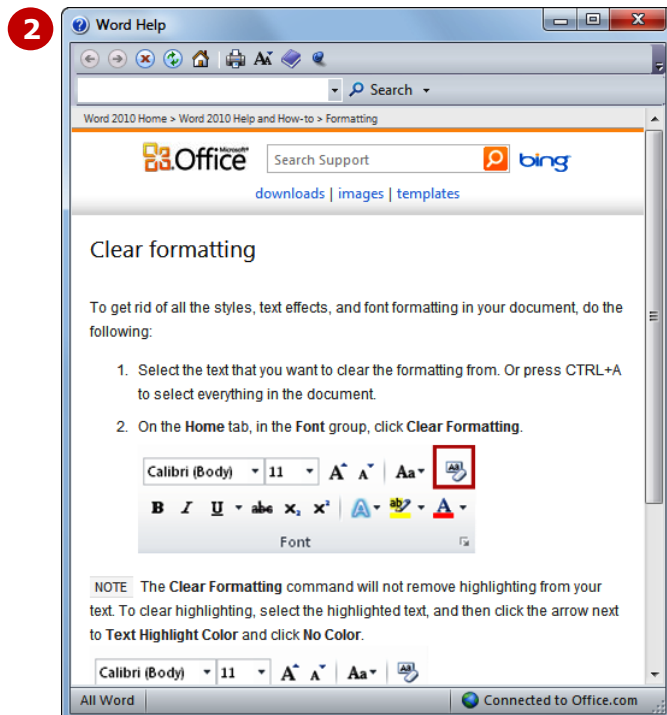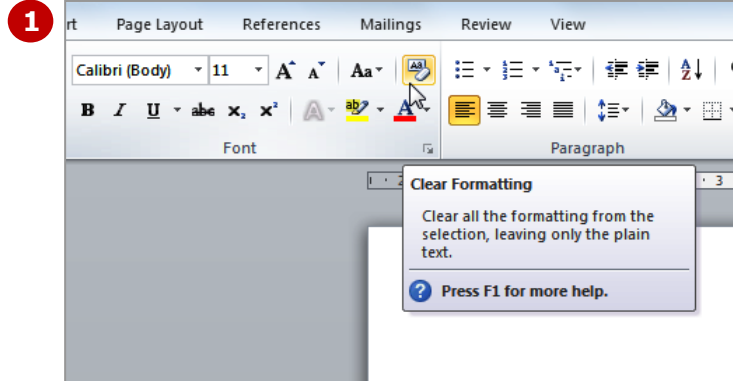
For Your Reference...

To ***access help*** via ***screen tips***:
1. Point to the tool
2. Press F1 for more help if the option is available

Handy to Know...

- If you point to a formatting option in a gallery such as ***Styles***, the tool tip will display the name of the style. It will also temporarily reformat your text using ***Live Preview***, so don't be alarmed. The text will change back to its original format when you move the mouse away from the gallery.

DIALOG BOX HELP

Another way that you can access help is via dialog boxes. When you access help via a dialog box, suggestions specific to the purpose of the dialog box will be displayed.

You can click on these links to find more information or perform a keyword search if necessary.

Try This Yourself:

Open File

Before starting this exercise you MUST ensure Word has started...

1 Click on the **dialog box launcher** in the **Font** group on the **Home** tab to display the **Font** dialog box

2 Click on **Help** to display the **Word Help** window

The suggestions relate to formatting commands...

3 Click on **[Cancel]** in the dialog box to close it

If the Word Help window is obscuring the dialog box, you can drag it out of the way by its title bar.

4 Click on the **dialog box launcher** in the **Paragraph** group on the **Home** tab to display the **Paragraph** dialog box

5 Click on **Help** to display suggestions for paragraph formatting topics

6 Close the **Word Help** window

7 Click on **[Cancel]** to close the **Paragraph** dialog box

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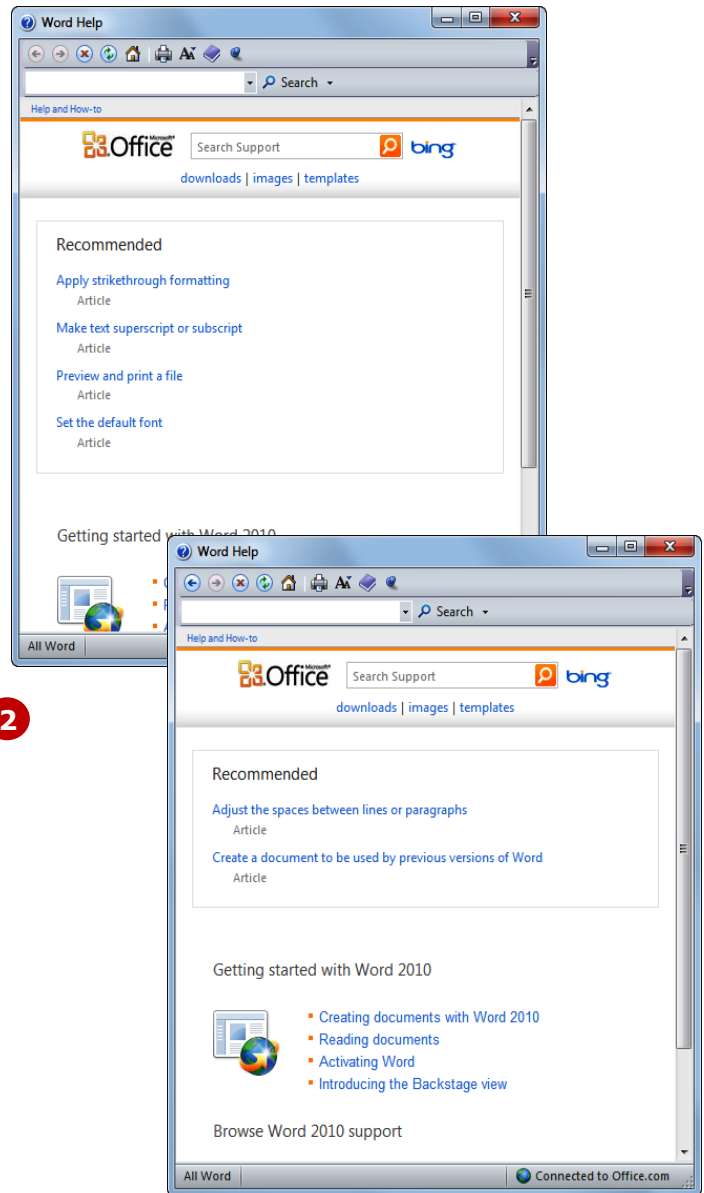
For Your Reference…

To **access help** via a **dialog box**:
1. Display the dialog box
2. Click on **Help**

Handy to Know…

- You can also press F1 in a dialog box to access help specific to that dialog box.

OTHER SOURCES OF HELP

Microsoft Office 2010 applications are extremely sophisticated. They allow you to perform everyday tasks with relative ease, but also have the power and grunt for very specialised and advanced functions. No matter how much you know, you'll still get stuck from time to time. Fortunately, there is a wealth of information out there for you to call upon.

Friends And Colleagues

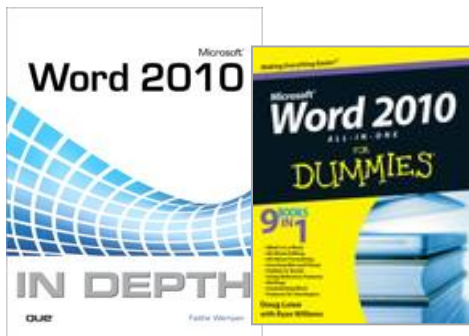Never underestimate the value of friends and colleagues. If they have been using the software long enough, there is a fair chance that they will know a way around a problem or at least know where to find help.

Reference Manuals

There are literally thousands of reference books available for software applications. These books can be found in the *Computer* section of almost every bookstore in Australia. They are often used as reference books because they are too large and too technical to read from cover to cover. While they can be expensive, many people prefer to keep one or two by their computers for reference. They all have an extensive table of contents and index to make searching for topics relatively easy. Microsoft Press put out manuals specifically for their own software that vary in level from very introductory to advanced.

Training Manuals

Training manuals focus more on how to do things rather than provide a complete reference. They are usually written as a series and in sequence, e.g. Level 1, 2, and 3, or Module 1 and 2. Good training manuals provide step-by-step instructions and plenty of screen shots so that you can easily and quickly see where you are up to and what you should have done. Many are written to a particular curriculum or accreditation syllabus and can be used for examination preparation.

Computer Magazines

Since they are usually produced as monthly publications, computer magazines and journals provide the most up to date information of all printed references. Computer magazines are available through newsagents or directly by subscription. Some also have periodic supplements that provide additional tips and information.

CONCLUDING REMARKS

Congratulations!

You have now completed the **Getting help** booklet. This booklet was designed to get you to the point where you can competently perform a variety of operations as listed in the objectives on page 2.

We have tried to build up your skills and knowledge by having you work through specific tasks. The step by step approach will serve as a reference for you when you need to repeat a task.

Where To From Here...

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the application's commands. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it - small is a good way to start.

- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go - these step-by-step notes were designed to help you in the classroom and in the work place!

Here are a few techniques and strategies that we've found handy for learning more about technology:

- visit CLD's e-learning zone on the Intranet

- read computer magazines - there are often useful articles about specific techniques

- if you have the skills and facilities, browse the Internet, specifically the technical pages of the application that you have just learnt

- take an interest in what your work colleagues have done and how they did it - we don't suggest that you plagiarise but you can certainly learn from the techniques of others

- if your software came with a manual (which is rare nowadays) spend a bit of time each day reading a few pages. Then try the techniques out straight away - over a period of time you'll learn a lot this way

- and of course, there are also more courses and booklets for you to work through

- finally, don't forget to contact CLD's IT Training Helpdesk on **01243-752100**