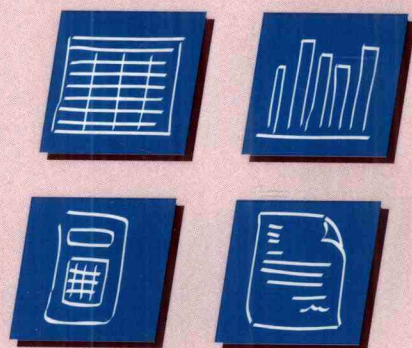


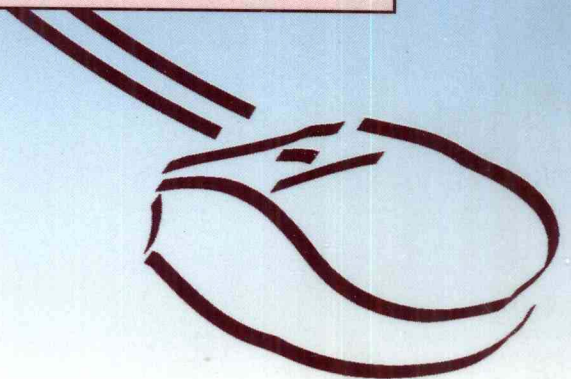
# *USING MICROSOFT<sup>®</sup> WORKS 3.0*

*Revised Edition*



*James Shuman*

*Heidi Sewall*



# Using Microsoft<sup>®</sup> Works 3.0

Revised Edition

*James Shuman*  
Bellevue Community College

*Heidi Sewall*

**IRWIN**

Burr Ridge, Illinois  
Boston, Massachusetts  
Sydney, Australia



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# TO THE INSTRUCTOR

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This text provides a practical, hands-on approach to developing skills needed to use Microsoft WORKS, the most popular integrated software program available. The text takes advantage of the easy-to-learn, yet powerful features of WORKS. After completing this text, students will be able to use the four most common application tools: word processing, spreadsheet, charts, and database. They will also be introduced to the basics of the fifth application tool, communications. Students will be able to integrate the four primary tools to develop reports, form letters, resumes, charts, budgets, and so forth. In addition, they will be able to determine which of these tools is best suited to accomplishing a specific task.

The book's self-paced tutorials accommodate students who are new to computers and challenge students with previous computer experience. In writing this book, we have avoided overemphasizing the mechanics involved in learning WORKS. The commands must be learned, but the focus is on teaching concepts and how to apply them.

## TEXT ORGANIZATION

This text is presented as a self-paced tutorial, designed to be used in a lab setting with the instructor or the lab assistant acting as a resource person and facilitator. In each chapter students work through several examples so that new commands are practiced as they are presented. Exercises are used to reinforce learning by requiring students to apply skills as they are learned. Figures duplicating the monitor display are used to guide students through the operations involved in completing a particular exercise.

Chapters are organized as follows:

- Brief introduction to the material to be covered.
- A list of chapter objectives.
- Self-paced tutorials to teach new commands.
- Challenge exercises to reinforce learning.
- End-of-chapter:
  - Key terms.
  - Questions.
  - Projects.

The text is designed so that you, the instructor, can decide which features are most important for the students to learn. If there is not enough time to work through the entire text, you can assign specific sections, usually the beginning of each chapter. Two chapters are used to cover each of the major tools: word processing, spreadsheet, and database. The first chapter provides an introduction and covers the basics, and the second chapter covers the more advanced features of the tool. The final chapter of the book covers telecommunications.

Chapter 1, "Introduction to Microsoft WORKS," provides an overview of the WORKS program, describing the components of the main screen and the process for selecting a WORKS tool.

Chapter 2, “Word Processing,” provides an introduction to the word processing tool. Students create and edit a document. They learn to select text and to move and copy text. They also learn how to save and print as well as use the spell check and thesaurus functions.

Chapter 3, “Working with Paragraphs, Multiple-Page Documents, and Templates,” teaches students how to enhance the appearance of documents by aligning paragraphs, changing margins, specifying page breaks, using headers and footers, and adding graphics. They also learn how to use the search and replace functions and how to work with windows.

Chapter 4, “Introduction to Spreadsheets,” describes spreadsheet applications and the components of the WORKS spreadsheet tool. Students create, edit, save, and open a spreadsheet. They also learn how to use formulas and functions.

Chapter 5, “Modifying and Enhancing Spreadsheets,” presents some of the advanced features of the WORKS spreadsheet tool. Students learn how to use cell ranges and how to move and copy data, formulas, and functions. They learn how to work with large spreadsheets, freeze titles, and split a window. They also learn how to sort data in a spreadsheet, combine spreadsheet data and a word processing document, and perform what-if analyses. Finally, they learn how to use the IF and VLOOKUP functions.

Chapter 6, “Creating, Saving, and Printing Charts,” explains how charts are used to analyze data and enhance reports. Students develop a variety of charts from spreadsheet data and change the charts by adding titles, grid lines, borders, legends, patterns, markers, and data labels. They also combine a chart with a word processing document.

Chapter 7, “Introduction to Databases,” explains the concept of a database, and how a database is used to organize and keep track of data. Students create, edit, save, and print a database. They learn how to use the Form and List views to display record data, and the Search command and Query view to search for records. They also use the Sort command to rearrange the order of records.

Chapter 8, “Performing Mailmerge and Creating Reports Using a Database,” provides advanced features of the database tool. Students perform a mailmerge, and they develop standard and customized reports, as well as reports grouping data. They also develop forms for order processing, create calculated fields, and format the contents of fields.

Chapter 9, “Introduction to the WORKS Communications Tool,” gives the students an understanding of telecommunications and the types of such uses as commercial databases and electronic mail. Students learn how a modem works and how to use WORKS to create a communications file. They also learn the process for connecting two computers and sending and receiving messages and files.

Appendix A, “Using the Mouse,” provides a hands-on tutorial on how to use a mouse with Microsoft WORKS. Any student unfamiliar with using the mouse should complete this tutorial before starting Chapter 1. Appendix B, “Using the WORKS Calculator,” provides a tutorial on how to use the on-screen calculator accessed through the Options menu. Appendix C, “Quick Reference and Shortcut Keys,” lists the keys used in each tool to execute commands and select text.

## FEATURES AND BENEFITS OF THIS TEXT

*Underlying concepts are explained:* Students gain an understanding of applications programs beyond Microsoft WORKS. The skills learned are easily transferable to other software programs.

*Sequential instruction:* Step-by-step instructions allow students to progress at their own pace. They learn the basic commands first and then move to more advanced functions. Chapters may be completed in an open lab setting where the instructor need not be present and where students can aid one another in the learning process.

*Extensive use of figures:* Students can check what is displayed on the monitor with nearly 200 figures provided in the text. This helps guide students through the sequential instruction.

*Exercises:* Once a command is learned, students are challenged to use the skill to complete a practical exercise.

*Based on a case study:* Laserphile, a laser disc retail store, is used as a comprehensive case study throughout the text. This case provides a realistic example of how a computer can be used in a business setting. It allows students to learn how software tools can be used alone, as well as how the tools can be integrated.

*Numerous projects:* In addition to the case study, end-of-chapter projects provide practical applications to stimulate interest and reinforce learning.

*Tested in the classroom:* The material is appropriate for students with no previous computer experience and yet is a challenge for those familiar with personal computers and applications programs.

*Data disk:* The data disk used with this text has nearly 30 files, including word processing documents, spreadsheets, and databases. These are used by the students to complete the tutorials, exercises, and projects. Use of the data disk simulates a business environment. In addition, students are able to work with more complex and larger applications without having to spend time entering data, a skill they may have already acquired.

*Opportunity to use the most popular integrated software program:* Students learn advanced features of the most widely used integrated program, the same program that is used for business, government, and personal applications.

## ACKNOWLEDGMENTS

We are indebted to the many individuals whose insightful comments made the previous edition of this text successful, in particular Dennis Heckman, David Shaffer, Linda Kiefer, Gladys Norman, Peter Irwin, Deborah Richter, and Gerald Palmer. In addition, we wish to thank Dennis Heckman, Portland Community College—Sylvania, for his valuable contributions on mouse commands in Appendix A. Brian Nacik, Educational Software Services at Irwin, scrutinized the manuscript for technical accuracy. Finally, Pat Bille, Highline Community College, assembled the instructor's manual and made sure that all exercises and projects worked properly. Thank you all!

## NOTES

- Students who are unfamiliar with using a mouse should work through the tutorial in Appendix A before starting Chapter 1.
- Courier 12 is the font used for the files on the data disk. If possible, set up your software to use this font. If this is not possible, mention to the students that some of their screen displays may not exactly match the figures in the text.

**Jim Shuman  
Heidi Sewall  
Bellevue, WA**

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# TO THE STUDENT

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The use of personal computers is expected to double in the next decade. Virtually every managerial position will utilize computers in some form. The personal computer is becoming as common, and as necessary, as the telephone. With a moderate amount of skill you will be able to use a computer as a personal productivity tool to develop reports, budgets, resumes, charts, and many other applications.

This text provides a practical, hands-on approach to developing skills needed to use Microsoft WORKS, the most popular integrated software program available. The text takes advantage of the easy-to-learn, yet powerful features of WORKS. After completing this text, you will be able to use the four most common application tools: word processing, spreadsheet, charts, and database. You will also be introduced to the basics of the fifth application tool, communications. In addition, you will be able to determine which tool is best suited to accomplishing a specific task.

If you are a beginner, you will appreciate WORKS' easy-to-use menu system. The text allows you to work at your own pace through step-by-step tutorials. Throughout the text, figures showing what should be displayed on your screen help keep you on track. Examples, exercises, and projects are used to reinforce learning. A case study, Laserphile, provides a real-life application of the computer tools you are using. If you are an experienced computer user, you can quickly move through the introductory material and focus on the advanced features of WORKS.

The text is presented as a self-paced tutorial. A concept is presented, such as how to underline a heading. Then the process is explained, followed by the actual steps.

To learn the most from the use of this text you should:

- Proceed slowly; accuracy is more important than speed.
- Understand what is happening with a step before going on to the next step.
- After finishing a process, ask yourself if you can do the process on your own. If the answer is no, review the steps.
- Check your screen display with the figures in the text to stay on track. (*Note:* There may be times when the figure does not exactly match the screen display. This is usually due to the font [type style and size] used.)

Be sure to handle the data disk with care. If you are using a  $5\frac{1}{4}$ " disk, keep it in the holder when not in use and do not touch the exposed parts.

Enjoy your study of Microsoft WORKS!

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**PART 1**

# **INTRODUCTION TO MICROSOFT WORKS**

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# CHAPTER 1

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## INTRODUCTION TO MICROSOFT WORKS

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Upon completion of this chapter you will be able to:

- Describe Microsoft WORKS.
- Describe the four WORKS application tools.
- Give an example of how the application tools are integrated.
- Start the WORKS application.
- Describe the components of the WORKS main screen.
- Work with the keyboard, menus, and dialog boxes.
- Select an application tool.
- Use the Help function.
- Exit WORKS.

### WHAT IS MICROSOFT WORKS?

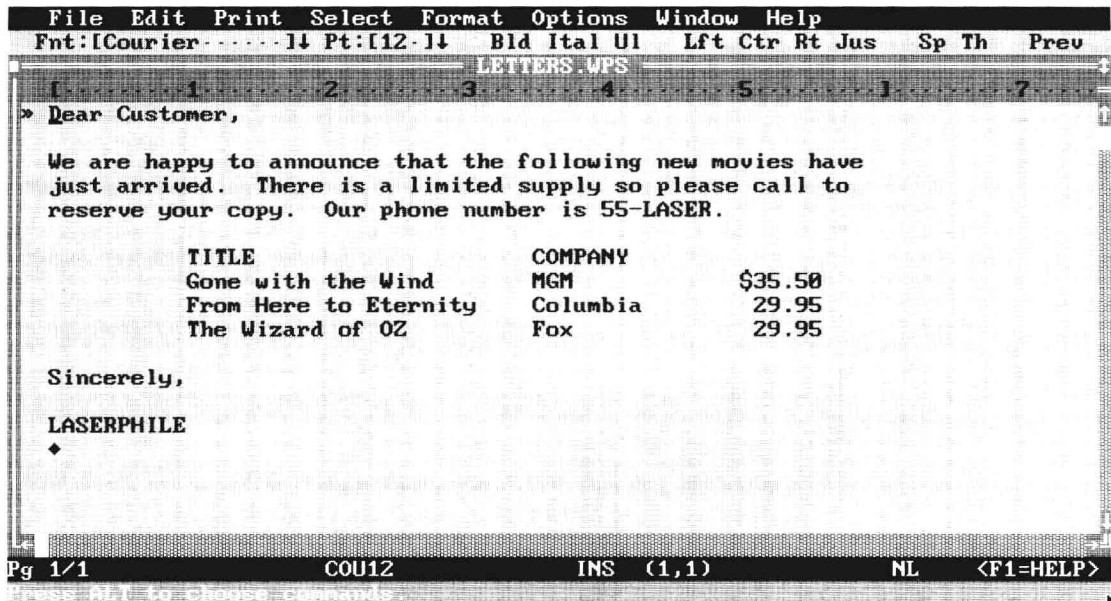
Microsoft WORKS is a very popular software package that is used by individuals and businesses. WORKS is specifically designed for those with little or no computer experience. The program is easy to learn and operate, yet powerful enough to be used by corporations, small firms, government agencies, and schools. A key to the success of Microsoft WORKS is that it is an integrated package. WORKS is actually four application tools linked together. There is a word processor, spreadsheet, database, and communications tool. These application tools can be used alone, such as using the word processing tool to develop a letter. Or, the application tools can be used together. For example, a chart developed with the spreadsheet tool could be combined with a report written using the word processor tool. Following is a brief description of the types of things that can be done with each application tool and an example of how they can be integrated.

#### The Word Processor

Perhaps the most widespread use of personal computers is in the development of documents such as letters, reports, and memos. Figure 1.1 shows the WORKS word processing screen. A word processing program allows you to develop documents and to make changes and corrections with ease. You can quickly alter the appearance of a document by changing margins, underlining text, and centering titles. When done, you can check for spelling errors, save, and print the document.



**FIGURE 1.1**  
**WORKS** word processing screen showing a letter



## The Spreadsheet

Figure 1.2 shows the WORKS spreadsheet screen. A spreadsheet program allows you to develop reports, such as budgets and sales forecasts, that use numbers and calculations. A spreadsheet is organized in rows and columns. You can enter numbers into the spreadsheet and then enter formulas that perform calculations, such as adding a column of numbers. The program makes it easy to enter new numbers and calculate the results. For example, you could develop a sales forecast and then see the effect on the forecast of a 10% increase in sales.

## The Database

Figure 1.3 shows the WORKS database screen in list view, which looks similar to the spreadsheet screen. A database program allows you to keep track of information. For example, companies could use the program to keep track of:

- Employee data: name and address, date hired, salary, title.
- Customer data: name and address, purchase history, contact person.
- Inventory data: quantities on hand, quantities on order, costs, suppliers.

A database program lets you easily update the information and generate reports used in management decision making.

## The Communications Tool

A communications program allows you to link two remote computers so that data can be shared. For example, the branch office located in Los Angeles could access information from the home office in New York by using a communications program.