ECDL®

European Computer Driving Licence®

Word Processing Software
BCS ITQ Level 1

Using Microsoft® Word 2010

Syllabus Version 2.0

Contents

Skill Set 2

Creating Documents

By the end of this Skill Set you should be able to:

Understand Input Devices

Recognise Different Parts of the Keyboard

Create a Document

Save a New Document

Save a Named Document

Use the Cursor Keys and Mouse to Move

Insert Text

Use Templates

Complete a Form

Exercise 10 - Input Devices

Knowledge:

Any implement or device used to enter information into a computer is called an **input device**.

The most common is the **keyboard** and information or data is entered by pressing keys. It is commonly used alongside a **mouse** which is used for selecting items. The keyboard will be explored more in the next exercise.

Many of you will have used other input devices without necessarily realising it. Some small gaming devices use a **stylus** to enter or select data. These are also sometimes used with mobile phones.

Instead of a keyboard, some computers, such as the Apple$^{®}$ Ipad, use a **touchscreen** method of input. The keyboard may be displayed on the screen for simple text entry, but other selections are made simply by touching the appropriate part of the screen. Other examples are gaming devices, mobile phones and satellite navigation systems

Voice recognition software is another method of input. This works alongside your usual software, but instead of using the keyboard or mouse, you simple tell the computer what to do. This is useful for some people with disabilities, or for those who need to be using their hands for something else while dictating, e.g. radiographers or pathologists. This has the disadvantage of having to be set up to recognise the user, who must then speak clearly and would not be of much use in a noisy office.

Activity:

1. What input devices have you used?

Exercise 11 - Introduction to the Keyboard

Knowledge:

You will use the keyboard (*see example below*) a lot when you are word processing. The keyboard (*1*) is basically the same as a typewriter keyboard has always been but there are extra keys. The top row contains the **Function Keys**: <**F1**> to <**F12**> (*3*). These keys are used to access shortcuts in some programs. On the main keyboard, the additional keys used most often are <**Ctrl**>, <**Alt**> (left and right of *11*) and <**Enter**> (*9*) is used for starting a new line.

At the far right of the keyboard is a numeric keypad (*6*), which also includes mathematical keys (+, -, etc.). Numbers can be entered more quickly using these keys. The **Number Lock** must be on to use this keypad - use the top left button on the numeric keypad (<**Num Lock**>) to switch it on or off.

To the left of the numeric keypad are directional keys, such as <**Home**>, <**Page Up**> (*15*) and arrow keys (*7*) that allow movement around a text document, for example. The <**Delete**> (*15*) and <**Backspace**> (*14*) keys are both used to delete text.

Keys on the diagram not already mentioned are: <**Esc**> (*2*) - the escape key, often an alternative to a **Cancel** option, <**Print Screen**> (*4*) - copies the exact content shown on screen, <**Shift**> (*8*) - hold this down to type a capital letter, or a symbol above another (e.g. **£** above the <**3**>). The <**Spacebar**> (*10*) adds one space to text, <**Caps Lock**> (*12*) switches to capitals until pressed again and <**Tab**> (*13*) moves along the page to the next tab stop, set at regular intervals to help line up text. The indicator lights (*5*) show if any locks are activated, such as <**Caps Lock**>.

Activity:

1.   Find each of the numbered areas shown on the diagram above on your own keyboard.

Exercise 12 - Creating a Document

Knowledge:

The keyboard is called an **input device** because it is used to input information to the computer. In a word processing application, any letter, number or symbol typed in is called a **character**.

The cursor can be moved by clicking the mouse pointer or by using the arrow keys on the keyboard. You will practise this in the following exercises. Word processors have a feature called **word wrap**, which means that as you type, when the edge of the paper is reached, the text automatically wraps to the next line. It's just another feature that helps you to work more efficiently.

Activity:

1. A blank document is open.

2. Enter the following text. Type <u>carefully</u> and <u>accurately</u> to try and avoid any mistakes. Remember to use the <**Shift**> key with the letter to make it a capital:

    Shakespeare Removals

3. This is the title. Press <**Enter**> to end the line and start a new paragraph.

4. Continue typing the following paragraph and *Word* will automatically move to the next line when the margins are reached. This is called **word wrap**.

5. Press <**Enter**>. Type in the following two paragraphs, pressing <**Enter**> in the correct place.

    Local, long distance and international moves undertaken.
    For further information, telephone 0123 4567891.

6. Your document should look like the one below;

    <div style="border:1px solid;padding:10px">

    Shakespeare Removals

    With over 25 years' experience in the removals business, Shakespeare can give our customers' confidence in our professional service. Each removal is different and we treat each one as an individual case.

    Local, long distance and International moves undertaken.

    For further information, telephone 0123 4567891.

    </div>
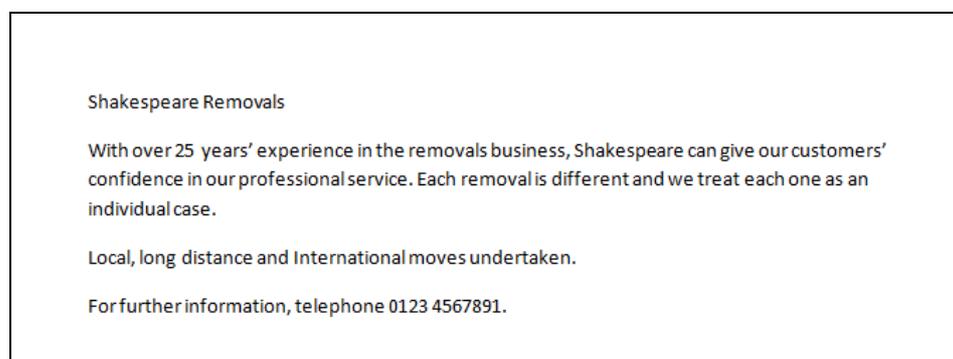
7. Leave the document open for the next exercise.

Exercise 13 - Saving a New Document

Knowledge:

A file must be saved if it is to be used again. There are two main ways to save, depending on whether the file has been newly created, or whether it has previously been saved and given a name.

A previously saved document can be saved with a different name, to create a new version of the original, without affecting it. You may need to do this if you want to create a new document using the original version as a starting point, but not lose the original.

Once a file has been named, it is important that you are able to locate it again. With this in mind, make sure that the file names you use make sense to you and that you save them to a location that you know and can easily remember. It is important to follow the guidelines and conventions used by your company for naming and storing files. Using random names and storing the files anywhere is a recipe for chaos when someone else needs to find them!

Activity:

1. The document just typed in the previous exercise is still on the screen and needs to be saved.

2. Click the **File** tab and choose the **Save As** command. The **Save As** dialog box will appear. Make sure the **Address Bar** shows the location of the supplied word processing data files.

> **Note:** If the data folder is not shown, use the note on page 4 to locate them.

3. The document must be given a name. Use the keyboard to enter **removal** in the **File name** box (the highlighted text will automatically be deleted and the extension **.docx** will be added after saving).
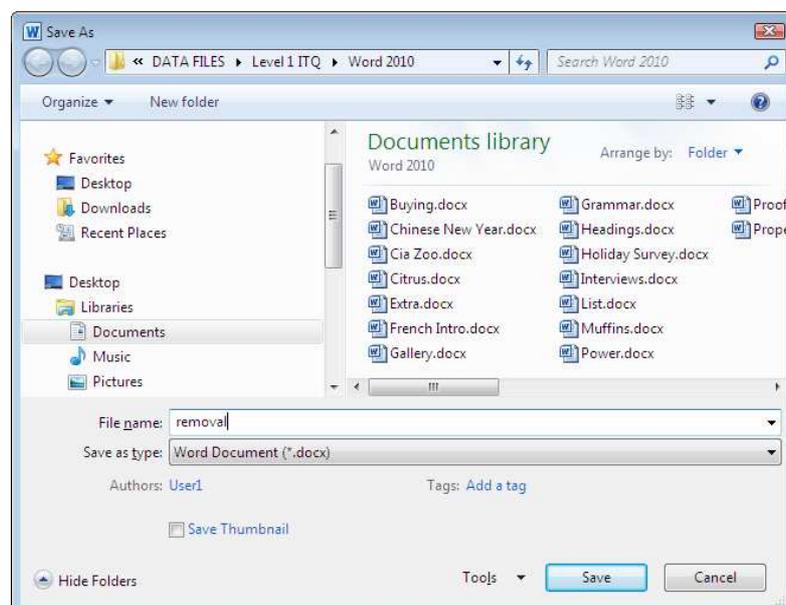
Exercise 13 - Continued

> **Note:** *A file name can be of any length. Choose a meaningful name but do not use any of the following characters: ><"*?:\ /;|.*
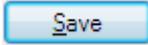
4.   Click the **Save** button, ⬛ Save ⬛ , at the bottom right of the dialog box. The chosen name now appears in the **Title Bar**.

5.   Press <**Enter**> to start a new paragraph.

6.   Type in the name **Mr Shakespeare**.

7.   The document has been changed and must either be saved with the same name, saved with a new name or closed without saving the new text. Select the **File** tab and then **Close** from the menu.
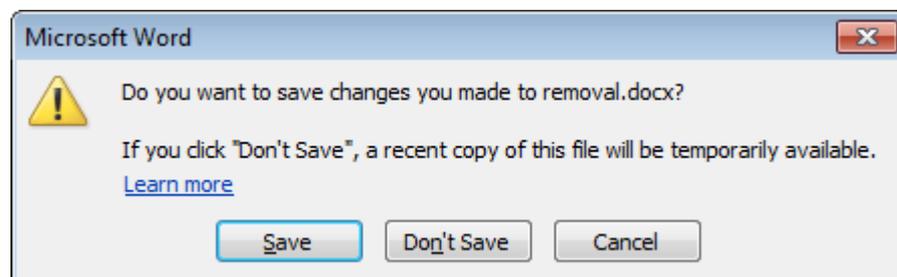
8.   A dialog box appears, giving you the option of **Save**, saving with the same name, **Don't Save**, closes without saving any changes, or **Cancel** which will return to the document. Select **Don't Save** and the document closes without saving any changes.

> **Note**: *The keypress <**Ctrl S**> will also Save the document.*

Exercise 14 - Saving a Named Document

Knowledge:

Once a document has been saved and, therefore, given a name, it can be updated and saved using the **Save** command. This will keep the same file name and overwrite the previous version.
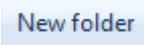
If an updated document is to be saved, but the original also needs to be kept, then the **Save as** command is used.

Activity:

> **Note:** *A previously named document can be saved to the same location under the same name by clicking the **Save** button, , on the **Quick Access Toolbar**. When a new document is to be saved, selecting **Save** also displays the **Save As** dialog box.*

1.   Open the document **removal**.

2.   The cursor appears at the beginning of the document. Type in your name and press <**Enter**>.

3.   Now this file is to be saved with the same name, overwriting the original. Click the **File** tab and choose the **Save** command. The file is saved with the updated text. Close it and open it again to be sure.

4.   With the cursor at the beginning of the document again, enter the text **Typed by:** followed by a space.

5.   This time select **Save As** from the **File** tab. The **Save As** dialog box appears. The diagram in the previous exercise shows an example of how it may look.

6.   Notice that the file name is highlighted in blue. The name of the file (document) can now be changed. Type in **amended**. The highlighted text will be replaced.

> **Note:** *A new folder for your work can be created from this dialog box. If you ever want to do this, click the **New folder** button, New folder , at the top of the dialog box. Name the folder and press <**Enter**>.*

7.   Check that the **Address Bar** displays the correct location for your data files.
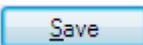
8.   Click the **Save** button, Save , at the bottom right of the dialog box. The chosen name, **amended**, now appears in the **Title Bar** at the top of the screen.

9.   Close the document.

Exercise 15 - Moving the Cursor

Knowledge:

The cursor keys can be used to move the cursor character by character and line by line. Some of the more useful movement keys are as follows:

Description	Key Press	Description	Key Press
Beginning of a line	**<Home>**	Beginning of next paragraph	**<Ctrl ↓>**
End of a line	**<End>**	Up one paragraph	**<Ctrl ↑>**
Beginning of document	**<Ctrl Home>**	Next word	**<Ctrl →>**
End of a document	**<Ctrl End>**	Previous word	**<Ctrl ←>**
Next page	**<Ctrl Page Down>**	Previous page	**<Ctrl Page Up>**

> **Note:** *An efficient way to move the cursor around the screen is to position the mouse and click the left button.*

Where two keys are mentioned, hold down the first key, while pressing and releasing the second.

Activity:

1. Click the **File** tab and then **Open**. To open the document **Property**, as an alternative to click and **Open**, double click on the file name.

2. Position the cursor in the middle of the title and then press **<End>** the cursor moves to the end of the line.

3. Move down a paragraph using **<Ctrl ↓>**. Remember every time you press the **<Enter>** key a new paragraph is formed. Try **<Ctrl ↓>** again to move to the beginning of the next paragraph.

4. Move to the end of the document using **<Ctrl End>**.

5. Move to the beginning of the document using **<Ctrl Home>**.

6. Press **<Ctrl →>** to move to the beginning of the next word. Continue using this key press until you are on the next line.

7. Press **<Ctrl Page Down>** to move to the beginning of the second page.

> **Note:** *The key presses **<Page Up>** and **<Page Down>** moves to the next screen up or down.*

8. Use a key press to return to the beginning of the document.

9. Leave the document open.

Exercise 16 - Using the Mouse

Knowledge:

The mouse provides an efficient way of moving around a document. Although small movements are normally made using the keyboard, the mouse and scroll bars are used to move to a different area. To move to a particular place on the document, simply point and click. The usual method of moving around the screen is by a combination of key presses and mouse movements.

Activity:

1. The document **Property** should still be open, if not open it.

2. This is a two page document; check the **Status Bar** to confirm this.

    Page: 1 of 2 | Words: 564
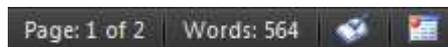
3. Scroll bar arrows can be used to move around a document from left to right or up and down.

4. Click once on the down arrow at the right edge of the document to scroll down the document by a small amount.

5. Click once on the up arrow at the right edge of the document to move the document up by a small amount.

6. Click on the scroll button and while holding the mouse button down, drag the button to the bottom of the scroll bar.

    Page: 1
    A Home Abroad
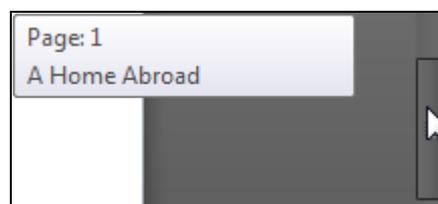
Note: *This view is called **Print Layout** and shows how text, graphics and other parts of a document are placed on the page when it is printed.*

*Note that the page number and title of the document is shown in a tooltip. As the scroll button is moved down to reveal the second page, the tooltip displays **Page: 2**.*

Exercise 16 - Continued

7.   Click in the scroll bar above the button to move up the screen. If you need to, continue clicking above the button until the top of the document is in view.

8.   Experiment with the scroll bar, scroll buttons and scroll arrows.

9.   Use <**Ctrl Home**> to redisplay the beginning of the document with the cursor in front of the title.

10.   Move the cursor, I, to the end of the first paragraph after **a later stage**. Click once and the insertion point now flashes where you clicked. Text could now be entered here.

11.   Practise moving the cursor around the screen. You can even click in the middle of words.

12.   Close the document **Property** <u>without</u> saving.

Exercise 17 - Inserting Text

Knowledge:

Once text has been entered it is a simple task to add more at the end or, indeed, in the middle of it. The insertion point, as the name implies, is the point where text is inserted. Click with the mouse button to place the insertion point in the correct place.
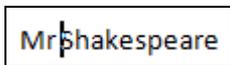
Activity:

1.   Open the document **amended** (saved earlier).

2.   At the end of the document enter the text **Mr Shakespeare**.

3.   Place the insertion point before **Shakespeare** by moving the mouse pointer into position and clicking.

<div style="text-align:center">
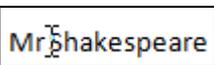
Mr⌷hakespeare   Mr⌷hakespeare

Insertion point in position   *After clicking the mouse button*

</div>

4.   Enter the text **William** followed by a space.

5.   Place the insertion point at the end of the document (after **Shakespeare**) and press <**Enter**>.

6.   Enter **Stratford** as the address.

7.   Place the insertion point in between the two sentences in the longer paragraph. (Before **Each…**)

8.   Type in **We specialise in moving pianos and larger musical instruments.**. Notice how the second sentence moves to accommodate the new text. Your document should look similar to that below;

> Typed by: Bill Barnacle
>
> Shakespeare Removals
>
> With over 25 years' experience in the removals business, Shakespeare can give our customers' confidence in our professional service. We specialise in moving pianos and larger musical instruments. Each removal is different and we treat each one as an individual case.
>
> Local, long distance and international moves undertaken.
>
> For further information, telephone 0123 4567891.
>
> Mr William Shakespeare
>
> Stratford

9.   Save the document as **shakespeare** and close it.

Exercise 18 - Using Templates

Knowledge:

All new documents (even blank ones) are based on a template – this is the default template. A template is a style of document that contains standard information, allowing similar documents to be created, e.g. faxes, memos, letters, forms, CVs, etc.

Templates can often help by providing a starting point when you have to create a new document. They usually have suitable headings, with the subject matter to be included in square brackets; these brackets and their contents are replaced with the relevant information. Templates can be really useful in a work environment; you may find that your organisation has created its own set of templates.

Activity:

1. To see the available templates, click the **File** tab and select **New**.

2. Select **Sample templates** from the options at the top of the screen.
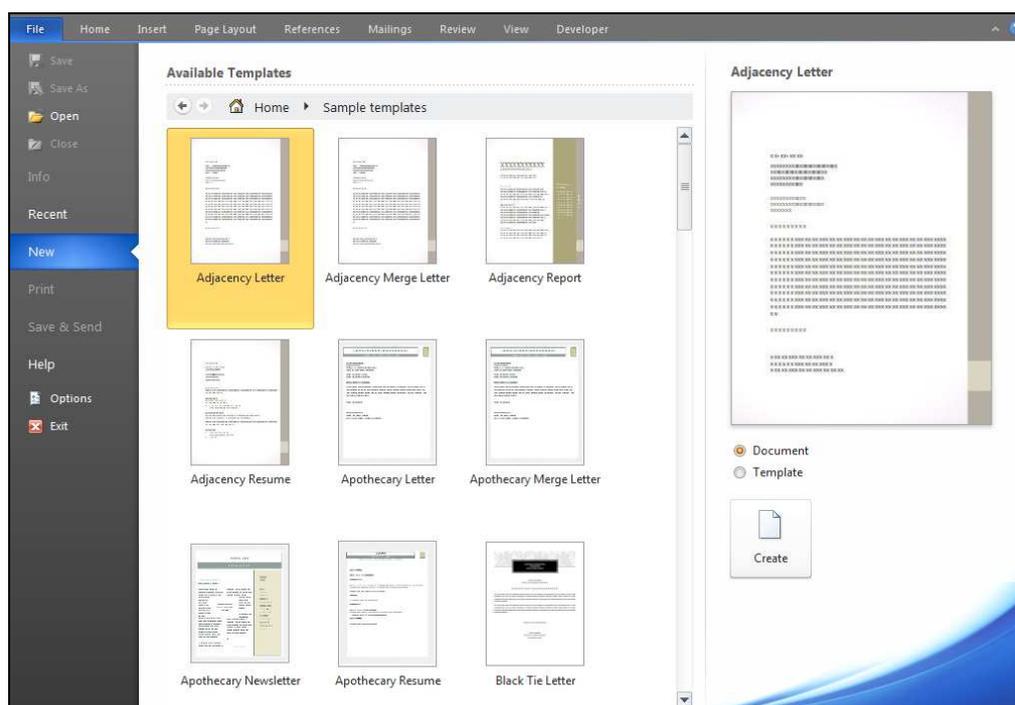
3. A range of installed templates is displayed, with a preview of the one selected on the right. Scroll down and click on the template **Equity Letter**. This is a template that could form the basis of any letter you may want to send. The vital information is included, such as who the letter is from and to whom it is addressed.

> **Note:** To use a template, a document based on a particular template is opened, completed and then saved. The template remains unaffected.

Exercise 18 - Continued

4. Click on **Create** to view the template as a document on screen. Replace the text enclosed in brackets with some 'made up' information, as well as in the main body of the letter. The layout and graphics would be consistent whenever this template was used.

5. Save this document as **equity letter** and then close it.

6. Use the **File** tab and **New** to open the **Sample templates** again. Select the **Memos** icon, and look at the preview. It shows a selection of memos ready for completion. Using the template means that no important information will be left out.

7. Click on **Memo (simple design**) then **Create** (or **Download** if it is from Office.com Templates) to open this template as a document. (If you cannot find this Memo, then select any other.)

8. Click in the area **To:** and replace **[Recipient names]** with **Eileen, Bob, George, Claire**. Use the **Tab** key to move to the area **From:** and enter your name.
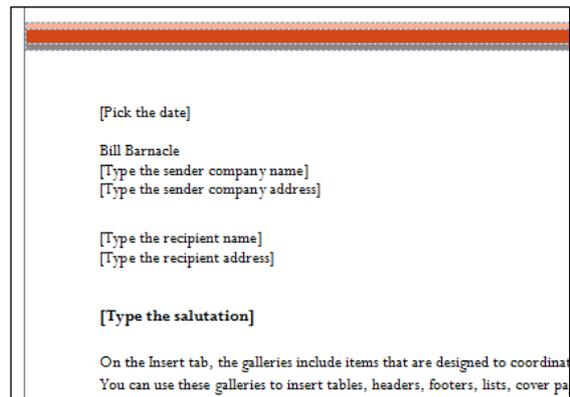
> *Note*:   *Use the earlier keyboard picture to locate the **Tab** key.*

9. Either, click in the areas to be replaced, or press <**Tab**> until the insertion point is in the correct place. Complete the remaining areas by typing in this information:

    CC: Brian

    Date: Select todays date

    Re: Excellent sales results

    Comments: Everyone will be receiving a £1000 bonus this month. Well done.

> *Note*:   *Dates in installed templates are in American format, but can be changed.*

10. Save the document as **memo** and then close it.

> *Note*:   *There are many more templates available, both from **Sample templates** and from **Office.com Templates**. The latter are shown grouped by type and must be downloaded. An internet connection is required.*

Exercise 19 - Completing a Form

Knowledge:

A form is a kind of template, where only the answer fields can be completed, i.e. you cannot make any changes to the introduction or the questions, because they are protected. The form is completed on screen and can then be saved with a new name or can be printed.

You may encounter computer generated forms when choosing a holiday, applying for road tax or applying for a job.

Activity:

1. Open the document **Holiday Survey**.

2. Drop down the list of answers for the first question.
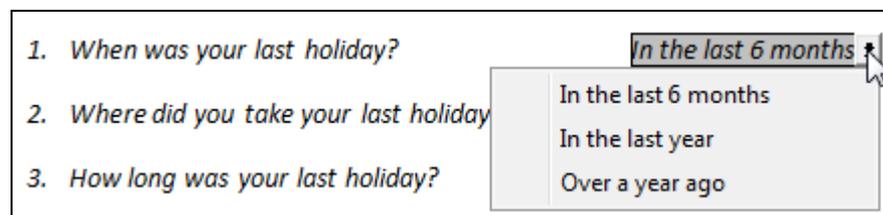
3. Make a selection, then click in the next answer.

4. Continue to make selections until question 7. Here click in either the **Yes** or the **No** box.

5. Question 8 requires a written answer. Click in the box and suggest that the pool could be cleaned more regularly.

6. Next, drop down the list next to the date request. This is called a **Date Picker** and is used instead of typing in the date. Select any date or click on Today .

7. Place a cross in the box if you want to be entered in the draw.

8. Enter the information requested in the last box.

9. Save the completed form as **my form** and then close it.

Exercise 20 - Develop Your Skills

You will find a *Develop Your Skills* exercise at the end of each Skill Set. Work through it to ensure you've understood the previous exercises.

1. Use the **Oriel Fax** template supplied with *Word,* use the scroll bar to find it. Complete it with the following information, adding your own details where appropriate:

    The fax is to **CiA Training**
    Their fax number is **0191 549 9005** and phone is **0191 549 9005**
    There is **1** page and the subject **(RE:)** of the fax is **Training Materials**.
    The comments are: **Please could you send me training materials for Word 2010 urgently, at introductory and intermediate level?**

2. Save the completed fax cover sheet as **urgent request**.

3. Close the document.

4. Start a new, blank document and type in the following text (ignore any wavy green or red lines under the text):

    The Chipping Wood Sports Complex is the first of its kind to be built in the county. It has facilities to impress even the biggest sports enthusiasts: an Olympic size swimming pool with adjustable depth level, a 250 square metre sports hall, spa area, sauna and hammam and a 150 seater self service restaurant.
    The manager, Bernie Tyzack, is very excited about the opening of the complex next week. "I'm sure such a well equipped centre will bring many new visitors to the town and do wonders for the local economy", he said during a brief interview.

5. Save the document as **sports**.

6. Some facilities have been missed out. Add **squash courts** after **sports hall**. Add **with Jacuzzi** after **spa area**.

7. Save the changes to the document, using the same name.

8. Close the document.

Summary: Creating Documents

In this Skill Set you have studied input devices, created and saved a new document, saved a named document, moved around a document, and added text within a document. You have also become familiar with templates and forms.

<u>You should be able to demonstrate your ability to:</u>

- Recognise standard document layouts:
    - Existing templates
    - Memos, forms, job applications

- Understand templates and when to use them

- Create documents:
    - Enter text and numbers
    - Use the full range of keys
    - Type accurately and efficiently
    - Use keyboard shortcuts
    - Insert text
    - Wrap text

- Be familiar with other input devices:
    - Voice recognition
    - Touch screen
    - Stylus

- Save documents:
    - New document
    - Using a previously saved document, change and save:
        - Named document with same name
        - Named document with a different name

Skill Set 6

Printing

By the end of this Skill Set you should be able to:

Preview Documents

Change Page Orientation

Change Paper Size and Margins

Insert Page Breaks and Paragraph Marks

Create Headers and Footers

Print Documents

Exercise 40 - Previewing Documents

Knowledge:

It is important to make sure a document looks as you expect it to before printing it. **Print Preview** shows the layout of the document.

Activity:

1.   Open the document **Citrus**.

2.   To preview the document, click the **File** tab and select **Print**.

3.   The **Print** screen is displayed. This controls all printing options, but also displays a preview of the document on the right.
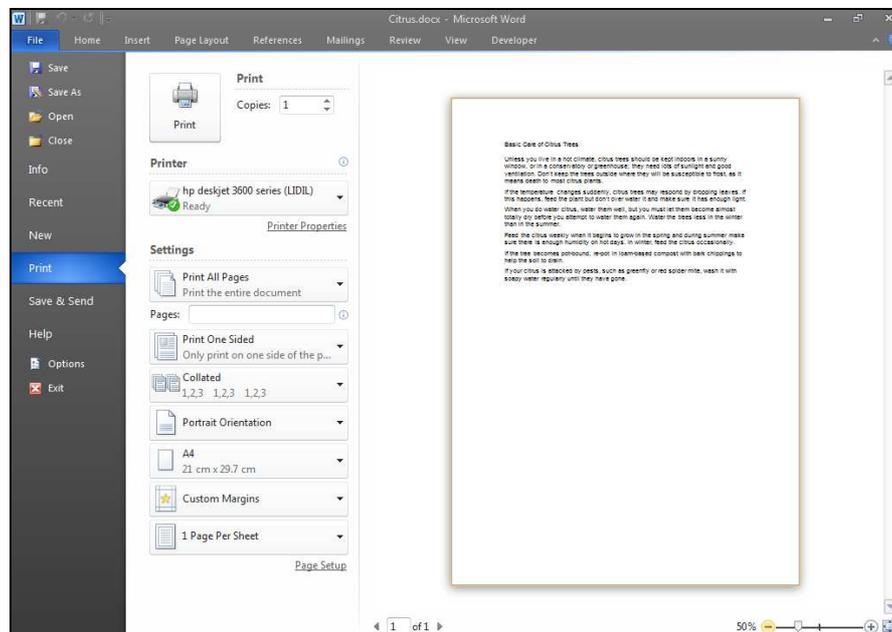
4.   The print is quite small. Click the **Zoom In** button to enlarge the page.

Zoom Out   *Zoom Slider*   *Zoom In*   *Zoom to Page*
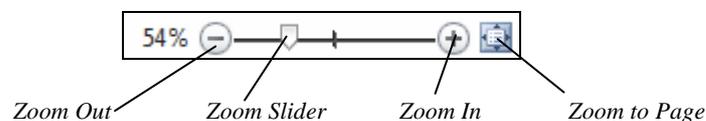
5.   Click the **Zoom In** button until it shows **80%**.

6.   Click the **Zoom to Page** button to return to full page view.

> **Note:**   *When there is more than one page to the document use the **Next Page** and*
>
> ***Previous Page** buttons* *to view each page in turn*

7.   Close the document <u>without</u> saving.

Exercise 41 - Page Orientation

Knowledge:

Page orientation simply refers to which way the document is printed. It can be in

portrait, [icon], or **landscape**, [icon] mode.

Activity:

1. Open the document **Power**.

2. Open the **Print** screen and **Print Preview** the document. It is in **Portrait** mode. This is the default orientation.

3. To change to **Landscape**, in **Settings**, click **Portrait Orientation** to drop down the options.
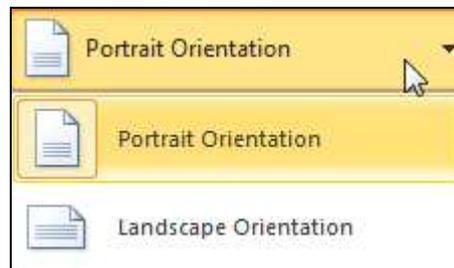
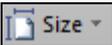4. Click **Landscape Orientation**. The preview changes.
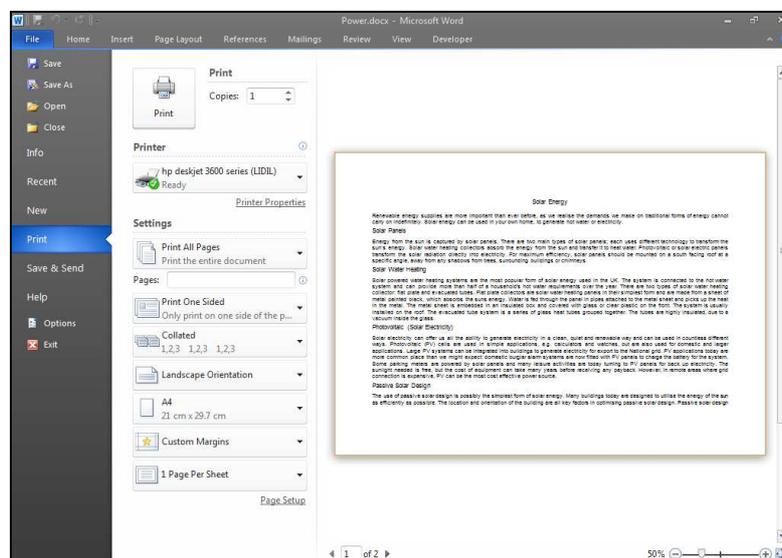
5. Use the **Next Page** and **Previous Page** buttons to view all the pages.

6. Click the **Home** tab. Notice that the orientation of the page is reflected on the screen. Depending on your screen size, there may be a horizontal scroll bar allowing movement from side to side.

7. Close the document <u>without</u> saving.

Exercise 42 - Changing Paper Size

Knowledge:

Normally, the paper size you use in *Word* is A4, but because some situations call for the use of non-standard paper sizes, this can be changed. The size selected will depend upon both the printer and the particular application in use.

Activity:

1.   Open the document **Citrus**.

2.   Select the **Page Layout** tab and click **Size**, [Size ▾] , from the **Page Setup** group.
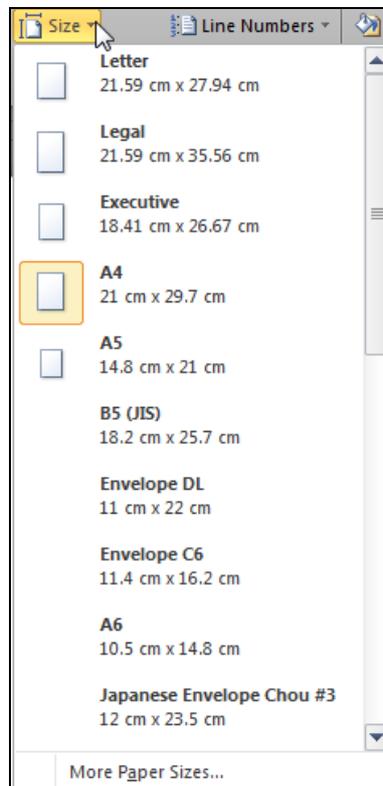
3.   Look at the options available. Some are specialised sizes and refer to American paper sizes (**Letter** for example). Select **A5** from the list.

4.   Preview the document by clicking the **File** tab and selecting **Print**.

5.   On the **Print** screen, locate and click the **Paper Size Setting**.

6.   Change the **Size** to **A4** again. Then, change the **Orientation** to **Landscape**.

7.   Close the document <u>without</u> saving.
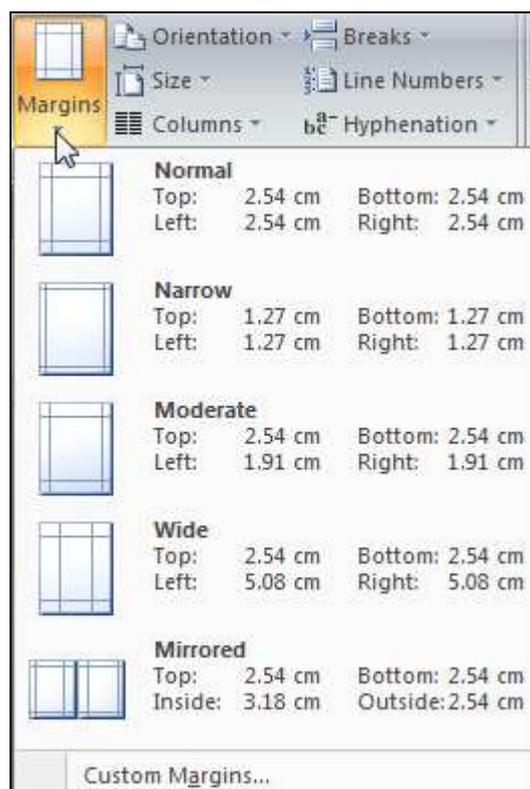
Exercise 43 - Margins

Knowledge:

Margins determine the distance between the text and the edges of the paper and are usually the same for the whole document. The top and bottom margins are reserved for features such as headers, footers and page numbering. A large top margin can be set when working with headed notepaper. Side margins can be changed to allow space for binding (**Gutter margin**), to change the length of the document and to improve its appearance.

All margins are, by default, set to **2.54cm**.

Word has a selection of margin options to choose from. They can be changed from the **Page Layout** tab or from within **Print Preview**.
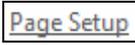
Activity:

1.   Open the document **Property**. This document has **Executive** size applied.

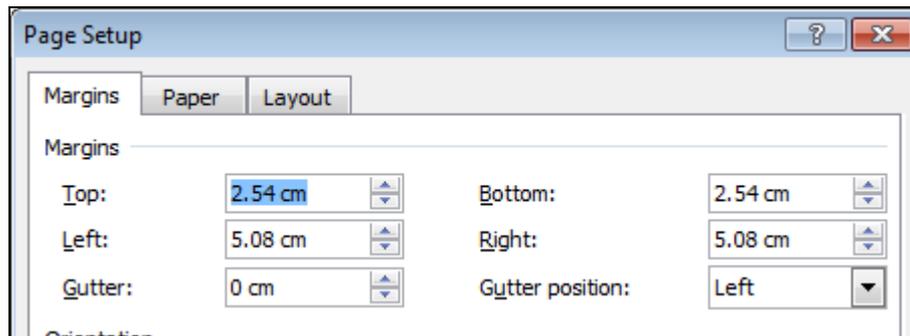2.   Select the **Page Layout** tab and click **Margins**.

3.   From the displayed list, select **Narrow**. Notice how the text takes up more of the page.

4.   Preview the document. Margins can also be changed from here.

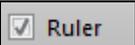5.   Click the **Margins** button from within **Settings**.

Exercise 43 - Continued

Narrow Margins
Left: 1.27 cm Right: 1.27 cm

6.   Select **Wide**

7.   From within **Print Preview** click the **Page Setup** button Page Setup

8.   The **Page Setup** dialog box opens at the **Margins** tab.

Page Setup

| Margins | Paper | Layout |

Margins

Top: 2.54 cm   Bottom: 2.54 cm

Left: 5.08 cm   Right: 5.08 cm

Gutter: 0 cm   Gutter position: Left

Orientation

9.   The **Top** margin is selected. Type in **2.5**. Press **<Tab>**. The **Bottom** margin is selected. Type in **2.5** again.

10.   Change the remainder of the margins to **2.5cm** and click **OK**. The preview changes to reflect the edited margins.

11.   Click on the **Page Layout** tab. Open the **Page Setup** dialog box from here using the dialog box launcher in the **Page Setup** group. Click **Cancel** to close.

> *Note:*   *If the ruler is not displayed, check the **Ruler** box,* ☑ Ruler *, in the **Show** group on the **View** tab.*

12.   Margins can also be changed using the rulers. Adjust the left margin by positioning the cursor over the margin boundary, on the ruler at the top of the screen, until it becomes a double-headed arrow. Drag the pointer to the right. This may take a little while to master – do not choose any of the indent markers.

Left Margin

13.   Try holding down **<Alt>** while dragging the margin to the left. The measurements are displayed on the ruler.

14.   Adjust the top margin using the boundary at the left of the screen. The pointer will change to a double-headed arrow.

Top Margin

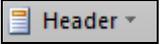15.   Save the document as **property margins** and close it.
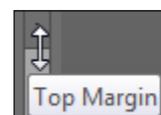
Exercise 44 - Headers and Footers

Knowledge:

Headers and **footers** are common identification lines at the top or bottom of each page. They can be displayed on alternate pages, or the same header/footer can be applied to every page. Special automatically updating fields such as the date, time and page numbering can be added to a header or footer.

Activity:

1. Open the file **Buying**.

2. Select the **Insert** tab and from the **Header & Footer** group, select the **Header** ⬚ Header ▾ drop down list. From the options, select **Blank**.

[Type text]

Header   A Home Abroad
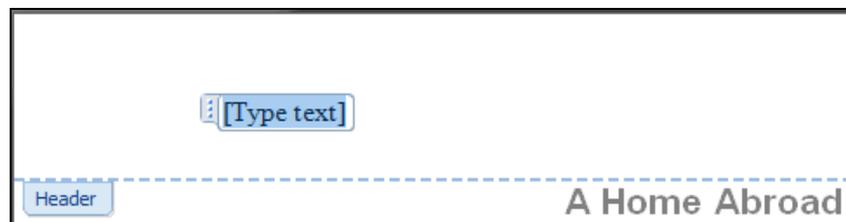
3. Notice how the main document becomes ghosted. Click on **[Type text]** (if not selected) and enter **Buying Home Plan**.

4. Click the **Go to Footer** button to switch to the **Footer**.

5. With the cursor at the left of the footer, click **Date and Time** and click **OK** and the current date is added as an automatic field.

6. Press <**Tab**> twice to move to the right of the footer and click **Insert Page Number**. Select **Current Position** and then **Plain Number**.

7. Did you notice that a new tab has appeared while adding Header and Footers: the **Header & Footer Tools** tab with a **Design** option? Click **Close Header and Footer**, from this tab.

8. **Print Preview** the document to check the appearance of the **Headers** and **Footers**.

> *Note:* *Some printers do not print to the bottom of the page, so the footer may not be visible in the* ***Preview***. *To enlarge the* ***Footer***, *display the* ***Page Setup*** *dialog box, select the* ***Layout*** *tab and increase the setting for the* ***Footer*** *in the* ***From edge*** *area.*

9. Close the document <u>without</u> saving any changes.

> *Note:* *If only page numbers are required then they can be entered from the* ***Page Number*** *button from the* ***Header & Footer*** *group of the* ***Insert*** *tab.*