
End User Desktop Computing

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This document outlines what modules are covered through the “End User Desktop Computing” programme accessible through Walker Hall Associates. Walker Hall Associates have been providers of training solution to both corporate and individual users for more than 15 years and during this time we have continually improved and expanded the courses available to satisfy the needs of our customers.

The End User Desktop Computing programme is perfect for people who want to learn computer basics? This programme will teach you common desktop computing applications like Microsoft Word, Excel, PowerPoint, Access and Outlook. A more detailed outline of the course is covered in this document.

Online learning does offer a wide range of benefits to the user and is recognised as a convenient and engaging method of delivery.

Why not visit our website (www.whanet.co.uk) where you can view a presentation on the benefits of e-learning for both businesses and individuals. You can also access a sample of our courses to see for your self if e-learning is for you.

Access 2000 MOUS Series

Total Time: 25 hours

Access 2000 MOUS: Creating Databases	3 hours	A2KM01
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Access 2000 MOUS: Creating Databases shows users how to plan and create a database in Access 2000.

- Understanding Relational Databases
- Planning a Database
- Creating a Database
- Selecting and Printing Database Objects

Access 2000 MOUS: Building Tables	4 hours	A2KM02
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Access 2000 MOUS: Building Tables shows users how to create and populate database tables in Access 2000.

- Understanding Table Structure
- Creating Tables
- Entering Records

Access 2000 MOUS: Modifying Tables	4 hours	A2KM03
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Access 2000 MOUS: Modifying Tables shows users how to edit table data, table structure, and field properties in Access 2000.

- Modifying Data
- Modifying Tables
- Modifying Field Properties
- Modifying Tables Using the Wizards

Access 2000 MOUS: Sorting and Filtering	3 hours	A2KM04
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Access 2000 MOUS: Sorting and Filtering shows users how to find, filter, and sort records in Access 2000.

- Sorting Records
- Using Advanced Sorts
- Finding Records
- Applying and Removing Filters

Access 2000 MOUS: Relationships & Queries **4 hours** **A2KM05**

Access 2000 MOUS: Relationships & Queries shows users how to establish table relationships, perform join operations, and define and execute queries in Access 2000.

- Establishing Table Relationships
- Managing Table Relationships
- Displaying Related Records
- Specifying Query Criteria
- Creating Calculated Fields
- Using Multi-Table Queries

Access 2000 MOUS: Building Forms **2 hours** **A2KM06**

Access 2000 MOUS: Building Forms shows users how to create forms in Access 2000, to change the appearance of reports, and to add bound and unbound controls to reports.

- Creating a Form
- Working in Form Design View
- Using Controls
- Using Calculated Controls

Access 2000 MOUS: Producing Reports **3 hours** **A2KM07**

Access 2000 MOUS: Producing Reports shows users how to create reports with the Report wizard, arrange and organize reports, and add bound and unbound controls to the report.

- Creating a Report
- Using the Report Wizard
- Working with Reports in Design View
- Using Controls in Reports
- Using Calculated Controls in Reports

Access 2000 MOUS: Advanced Tasks **2 hours** **A2KM08**

Access 2000 MOUS: Advanced Tasks shows users how to import data into Access databases, create Web hypertext pages based on Access objects, incorporate hyperlinks into Access objects, and perform administrative tasks such as backing up the database.

- Importing Data
- Saving Access Objects as Web Pages
- Adding Hyperlinks
- Performing Administrative Tasks

Computing Concepts Series

Total Time: 23 hours

Computing Concepts: Types of Security **3 hours** **COMC01**

Computing Concepts: Types of Security provides an advanced look at computer security features.

- Choices in Security
- Administrative Security
- Physical Security
- Environmental Threats
- Logical Security
- Network Security
- Microcomputer Security

Computing Concepts: Security Risks **3 hours** **COMC02**

Computing Concepts: Security Risks explains contingency planning and precautions against computer crime using the framework of administrative, physical and logical security.

- Contingency Planning
- Planning Example
- Computer Crimes
- The Effect of Computer Laws
- EDP Auditing

Computing Concepts: Database Basics **3 hours** **COMC03**

Computing Concepts: Database Basics provides an introduction to the basics of databases.

- Data Management Systems
- Paper-Based File System
- File-Oriented Computer System
- Database Models
- The Hierarchical Model
- The Network Model
- The Relational Model

Computing Concepts: Selecting Databases **3 hours** **COMC04**

Computing Concepts: Selecting Databases introduces the principles of database management systems (DBMSs).

- Evaluating the Three Models
- Evaluating The Hierarchical Model
- Evaluating The Network Model
- Evaluating The Relational Model
- Evaluation Summary
- Selecting The Appropriate Model

Computing Concepts: Data Processing**2 hours****COMC05**

Computing Concepts: Data Processing provides an introduction to the concepts related to data processing.

- The Computer System
- Data Structures
- Datasets and Files
- Writing Programs

Computing Concepts: Managing Data**2 hours****COMC06**

Computing Concepts: Managing Data provides an overview of managing data.

- JCL Overview
- JCL Statements
- Libraries
- Job Processing

Computing Concepts: Teleprocessing**2 hours****COMC07**

Computing Concepts: Teleprocessing provides an overview of various computing concepts related to teleprocessing.

- Teleprocessing Systems
- Communications Systems
- Data Communications Systems
- Terminals
- Networks

Computing Concepts: Transmitting Data**3 hours****COMC08**

Computing Concepts: Transmitting Data covers the functions performed by a teleprocessing network.

- The Teleprocessing Network
- Assembling Data
- Editing Software
- Modems
- Lines
- Information Flow
- Errors

Computing Concepts: Messages**2 hours****COMC09**

Computing Concepts: Messages explains the fourth element of telecommunications, the message.

- Coding Systems
- Data Transmission Structures
- Message Protocols
- Using the INW
- Communications History

Crystal Reports 8 Series

Total Time: 28 hours

Crystal Reports 8: Getting Started

4 hours

CRYS01

Crystal Reports 8: Getting Started shows users how to create and save a standard report in Crystal Reports 8.

- Creating a Standard Report
- Preview and Design Modes
- Working with Fields
- Saving and Closing Reports

Crystal Reports 8: Designing a Report

4 hours

CRYS02

Crystal Reports 8: Designing a Report shows users how to create a custom report in Crystal Reports 8 and customize it by inserting special fields and changing object properties.

- Inserting Fields
- Inserting and Using Special Fields
- Using Guidelines
- Changing Text Object Properties
- Changing Date Object Properties

Crystal Reports 8: Selecting Records

3 hours

CRYS03

Crystal Reports 8: Selecting Records shows the user how to filter data in Crystal Reports 8 using compound filters, date searches and wildcards.

- Setting Up a Selection Formula
- Using Compound Filters
- Selecting Dates
- Using the OR Connector and Wildcards

Crystal Reports 8: Sorting and Grouping Data

4 hours

CRYS04

Crystal Reports 8: Sorting and Grouping Data shows users how to sort and group data in Crystal Reports 8.

- Sorting Data
- Grouping Data
- Modifying a Group
- Managing Groups

Crystal Reports 8: Creating Summary Totals, Reports, and Graphs

4 hours

CRYS05

Crystal Reports 8: Creating Summary Totals, Reports, and Graphs shows users how to summarize data using totals, reports, and graphs in Crystal Reports 8.

- Creating Grand Totals
- Creating Summary Totals
- Creating Summary Reports
- Producing Summary Graphs
- Editing and Formatting Summary Graphs

Crystal Reports 8: Formulas and Functions **4 hours** **CRYS06**

Crystal Reports 8: Formulas and Functions shows users how to insert and use formulas and functions in Crystal Reports 8.

- Inserting Formula Fields
- Using Conditional Formatting and Selection Formulas
- Using Functions
- Using IF Statements
- Nested and Conditional IF Statements

Crystal Reports 8: Printing and Exporting Reports **2 hours** **CRYS07**

Crystal Reports 8: Printing and Exporting Reports shows users how to print reports from Crystal Reports 8 and how to export report data to Microsoft Excel and Word formats.

- Printing a Report
- Exporting to Word
- Exporting to Excel
- Creating a Report from a Spreadsheet

Crystal Reports 8: Linking Tables **3 hours** **CRYS08**

Crystal Reports 8: Linking Tables shows users how to use Crystal Reports 8 to link data tables together and create mailing labels.

- Reviewing Database Concepts
- Using the Visual Linking Expert
- Creating Mailing Labels

European Computer Driving License Series

Total Time: 34 hours

European Computer Driving Licence: Understanding Information Technology

**Time: 3
hours**

EIDL01

European Computer Driving Licence: Understanding Information Technology provides an overview of computer hardware and software, networking, and the use of computers in a number of everyday applications.

- Getting Started
- Hardware and Storage
- Software
- Information Networks
- Computers in Everyday Life
- Security, Copyright, and the Law

European Computer Driving Licence: Using the Computer and Managing Files

**Time: 4
hours**

EIDL02

European Computer Driving Licence: Using the Computer and Managing Files shows users how to start, shut down, and restart the computer; display system and desktop information and online help; work with icons and windows; organize files and folders; and edit and print data. This course describes how to meet European Computer Driving Licence (ECDL) objectives on a computer using a Windows operating system. The ECDL test can be taken with any application and although this course demonstrates a specific system/application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Formatting a Diskette and Using Help
- Understanding the Desktop Environment
- Organizing Files
- Finding Folders and Files
- Editing and Printing Data

European Computer Driving Licence: Word Processing

**Time: 7
hours**

EIDL03

European Computer Driving Licence: Word Processing shows users how to use a word processing application to create documents and manipulate and format text. This course also shows users how to prepare a document for printing, preview and print a document, create tables, import objects, and merge a mailing list with a document. This course describes how to meet European Computer Driving Licence objectives using Microsoft Word on a personal computer that uses a Windows operating system. The ECDL test can be taken with any word processing application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Adding Text and Using Templates
- Manipulating Text
- Searching Text and Formatting Paragraphs
- Finishing a Document
- Printing a Document
- Using Tables
- Manipulating Graphics and Objects
- Using a Mailing List

European Computer Driving Licence: Creating and Using Spreadsheets

Time: 4 hours

EIDL04

European Computer Driving Licence: Creating and Using Spreadsheets shows users how to work with a spreadsheet application to insert and manipulate data. It also shows users how to create formulas and functions, format and print a spreadsheet, import objects, and create and adjust charts. This course describes how to meet European Computer Driving Licence objectives using Microsoft Excel on a personal computer that uses a Windows operating system. The ECDL test can be taken with any spreadsheet application, and although the course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Using Help and Display Settings
- Adding and Moving Data
- Manipulating Data
- Using Formulas
- Using Functions
- Formatting a Spreadsheet
- Printing a Spreadsheet
- Using Advanced Features

European Computer Driving Licence: Creating and Using Databases

Time: 4 hours

EIDL05

European Computer Driving Licence: Creating and Using Databases shows users how to work with a database application to create a database; create, use, and change a data entry form; retrieve information; and create reports. This course describes how to meet European Computer Driving Licence objectives using Microsoft Access on a personal computer that uses a Windows operating system. The ECDL test can be taken with any database application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Creating a Database
- Using Data Entry Forms
- Retrieving Information from a Database
- Creating Reports

European Computer Driving Licence: Building and Delivering Presentations

Time: 7 hours

EIDL06

European Computer Driving Licence: Building and Delivering Presentations shows users how to work with a presentation application to insert, manipulate, and format text, images, and slides. It also shows users how to draw objects and produce charts for a presentation; how to print and distribute a presentation; and how to add special effects to a slide presentation. This course describes how to meet European Computer Driving Licence objectives using Microsoft PowerPoint 2000 on a personal computer that uses a Windows operating system. The ECDL test can be taken with any presentation application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Using Help and Changing Display Settings
- Creating a Presentation
- Copying, Moving, and Deleting
- Formatting a Presentation Document
- Drawing and Changing Objects
- Creating Charts and Importing Objects
- Printing and Distribution
- Adding Effects and Delivering the Show

European Computer Driving Licence: The World Wide Web and Electronic Mail

Time: 5 hours

EIDL07

European Computer Driving Licence: The World Wide Web and Electronic Mail shows users how to open a Web browsing application, search for information on the Web, and use electronic mail to send and receive messages. This course describes how to meet European Computer Driving Licence objectives using Microsoft Internet Explorer 5 and Outlook 2000 on a personal computer that uses a Windows operating system. The ECDL test can be taken with any browser application and electronic mail application, and although this course demonstrates specific applications, the tasks it teaches can be applied to other similar applications as well.

- Getting Started Browsing the Web
- Searching the Web
- Getting Started Using Electronic Mail
- Creating Messages
- Using Message Features
- Receiving Messages

Excel 2000 MOUS Expert Series

Total Time: 21 hours

Excel 2000 MOUS Expert: Importing and Exporting Data

4 hours

E2KE01

Excel 2000 MOUS Expert: Importing and Exporting Data shows users how to import data from other applications into Excel, query a database application to extract data, and export data from Excel to other applications.

- Importing Data Using the Text Import Wizard
- Importing Text by Other Methods
- Importing Data from an Application or File
- Querying a Database
- Exporting Data to an Application

Excel 2000 MOUS Expert: Working with Templates, Links, and Report Manager

2 hours

E2KE02

Excel 2000 MOUS Expert: Working with Templates, Links, and Report Manager shows the user how to work with templates, link workbooks, and use Report Manager.

- Working with Templates
- Using a Workspace and Linking Workbooks
- Previewing, Printing, and Report Manager

Excel 2000 MOUS Expert: Formatting, Sorting, and Filtering Data

3 hours

E2KE03

Excel 2000 MOUS Expert: Formatting, Sorting, and Filtering Data shows users how to format numeric data, create custom and conditional formats, sort and group data, use data forms for data entry and retrieval, and use filters to extract data.

- Formatting Numbers
- Using and Applying Conditional Formats
- Sorting and Grouping Data
- Using a Data Form
- Using a Data Filter

Excel 2000 MOUS Expert: Naming Ranges, Working with Macros, and Customizing Toolbars

4 hours

E2KE04

Excel 2000 MOUS Expert: Naming Ranges, Working with Macros, and Customizing Toolbars shows users how to create and use named ranges, and how to use lookup functions. It also shows how to record, run, and edit a macro, as well as hide, display, and customize toolbars.

- Adding, Using & Deleting a Named Range
- Using Lookup Functions
- Recording and Running a Macro
- Editing a Macro
- Working with Toolbars

Excel 2000 MOUS Expert: Validating and Auditing Data

2 hours

E2KE05

Excel 2000 MOUS Expert: Validating and Auditing Data shows users how to validate data, trace and fix errors, trace precedents for a formula, and trace dependents for a specific cell.

- Validating Data
- Using the Auditing Toolbar
- Tracing Precedents and Dependents

Excel 2000 MOUS Expert: Analysing Data and Using PivotTables

3 hours

E2KE06

Excel 2000 MOUS Expert: Analysing Data and Using PivotTables shows users how to use data analysis tools such as Goal Seek, Solver, and scenarios. It also shows how to use PivotTables and PivotCharts.

- Using Goal Seek
- Using Solver
- Working with Scenarios
- Using Data Analysis and PivotTables
- Using PivotTables and PivotCharts
- Using a PivotTable with the Web

Excel 2000 MOUS Expert: Sharing Work and Adding Security

3 hours

E2KE07

Excel 2000 MOUS Expert: Sharing Work and Adding Security shows users how to work with cell comments, apply workbook protection, and share and merge workbooks.

- Working with Comments and Properties
- Adding Security
- Tracking Changes
- Sharing Work

Excel 2002 Series

Total Time: 22 hours

Excel 2002: Working with Cells

4 hours

EXPM01

Excel 2002: Working with Cells shows users how to enter and edit data in Excel 2002 worksheet cells and create hyperlinks.

- Entering Data
- Editing a Cell
- Editing Multiple Cells
- Replacing Values and AutoFilling
- Creating Hyperlinks

Excel 2002: Working with Files

3 hours

EXPM02

Excel 2002: Working with Files shows users how to locate, open, and save files in Excel 2002.

- Opening Files
- Saving Files
- Files and the Internet
- Working with Comments
- Using the Office Assistant

Excel 2002: Formatting Worksheets

4 hours

EXPM03

Excel 2002: Formatting Worksheets shows users how to format and adjust cells, adjust rows and columns, and apply formatting and styles in an Excel 2002 worksheet.

- Formatting Cells
- Adjusting Cells
- Formatting Numbers
- Adjusting Rows and Columns
- Using AutoFormatting and Styles

Excel 2002: Page Setup and Printing

2 hours

EXPM04

Excel 2002: Page Setup and Printing shows users how to preview and print worksheets and workbooks; add headers, footers, and titles, and adjust page settings in Excel 2002 worksheets.

- Previewing
- Printing
- Page Setup
- Headers, Footers, and Titles

Excel 2002: Worksheets and Workbooks**4 hours****EXPM05**

Excel 2002: Worksheets and Workbooks shows users how to work with worksheet rows and columns, move between worksheets in a workbook, consolidate data, change the zoom setting, and check spelling in Excel 2002 worksheets.

- Working with Rows and Columns
- Working with Worksheets
- Linking Worksheets and Consolidating Data
- Zooming and Spell-Checking
- Using a Data Filter

Excel 2002: Formulas and Functions**3 hours****EXPM06**

Excel 2002: Formulas and Functions shows users how to work with formulas and functions in Excel 2002 worksheets.

- Working with Formulas
- Using References and AutoSum
- Entering Functions
- Using Basic and Date Functions
- Using Financial and Logical Functions

Excel 2002: Charts and Objects**2 hours****EXPM07**

Excel 2002: Charts and Objects shows users how to create, modify, and print charts, insert, move and delete pictures, and draw lines and shapes in Excel 2002 worksheets.

- Creating Charts
- Modifying and Printing Charts
- Working with Objects
- Drawing Lines and Shapes

GroupWise 5.5 Series

Total Time: 16 hours

GroupWise 5.5: Getting Started with GroupWise 2 hours GROU01

GroupWise 5.5: Getting Started with GroupWise teaches users the different parts of the GroupWise Mailbox, how to find help, and how to recognize the different GroupWise message types.

- The GroupWise Interface
- GroupWise Help
- GroupWise Message Types
- Viewing Mailbox Items

GroupWise 5.5: Creating and Sending Messages 3 hours GROU02

GroupWise 5.5: Creating and Sending Messages teaches users how to create and address e-mail messages, how to work with attachments, and how to reply to and forward messages.

- Creating New Messages
- Working with Attachments
- Replying to and Forwarding Messages
- Using the Address Book

GroupWise 5.5: Organizing Your Mailbox 2 hours GROU03

GroupWise 5.5: Organizing Your Mailbox teaches the user how to efficiently dispose of, store, and track message items in GroupWise.

- Using the Trash Folder
- Working with Sent Items
- Organizing Folders
- Archiving Messages

GroupWise 5.5: Calendar, Task, and Phone Features 3 hours GROU04

GroupWise 5.5: Calendar, Task, and Phone Features teaches the user how to use the scheduling, task, and note features to better organize and keep track of appointments and assignments.

- Using Your Calendar
- Scheduling Appointments
- Tasks and Notes
- Using Notify
- Using Conversation Place

GroupWise 5.5: Managing Documents and Folders

3 hours

GROU05

GroupWise 5.5: Managing Documents and Folders teaches the user how to create and use GroupWise library documents, shared folders, and discussions. This course also teaches how to create rules for organizing messages.

- Using a Document Library
- Working with Document Library Files
- Creating and Using Shared Folders
- Starting and Using Discussions

GroupWise 5.5: Advanced GroupWise Features

3 hours

GROU06

GroupWise 5.5: Advanced GroupWise Features addresses such issues as remote access, accessing another user's Mailbox, and customizing default GroupWise settings.

- Using Filters
- Using Rules
- Using GroupWise Remotely
- Passwords and Proxy Options
- Customizing GroupWise

International Computer Driving License Series

Total Time: 38 hours

International Computer Driving Licence: Understanding Information Technology	3 hours	ICDL01
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International Computer Driving Licence: Understanding Information Technology provides an overview of computer hardware and software, networking, and the use of computers in a number of everyday applications.

- Getting Started
- Hardware and Storage
- Software
- Information Networks
- Computers in Everyday Life
- Security, Copyright, and the Law

International Computer Driving Licence: Using the Computer and Managing Files	4 hours	ICDL02
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International Computer Driving Licence: Using the Computer and Managing Files shows users how to start, shut down, and restart the computer; display system and desktop information and online help; work with icons and windows; organize files and folders; and edit and print data. This course describes how to meet International Computer Driving Licence (ICDL) objectives on a computer using a Windows operating system. The ICDL test can be taken with any application and although this course demonstrates a specific system/application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Formatting a Diskette and Using Help
- Understanding the Desktop Environment
- Organizing Files
- Finding Folders and Files
- Editing and Printing Data

International Computer Driving Licence: Word Processing	7 hours	ICDL03
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International Computer Driving Licence: Word Processing shows users how to use a word processing application to create documents and manipulate and format text. This course also shows users how to prepare a document for printing, preview and print a document, create tables, import objects, and merge a mailing list with a document. This course describes how to meet International Computer Driving Licence objectives using Microsoft Word on a personal computer that uses a Windows operating system. The ICDL test can be taken with any word processing application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Adding Text and Using Templates
- Manipulating Text
- Searching Text and Formatting Paragraphs
- Finishing a Document
- Printing a Document
- Using Tables
- Manipulating Graphics and Objects
- Using a Mailing List

International Computer Driving Licence: Creating and Using Spreadsheets **8 hours** **ICDL04**

International Computer Driving Licence: Creating and Using Spreadsheets shows users how to work with a spreadsheet application to insert and manipulate data. It also shows users how to create formulas and functions, format and print a spreadsheet, import objects, and create and adjust charts. This course describes how to meet International Computer Driving Licence objectives using Microsoft Excel on a personal computer that uses a Windows operating system. The ICDL test can be taken with any spreadsheet application, and although the course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Using Help and Display Settings
- Adding and Moving Data
- Manipulating Data
- Using Formulas
- Using Functions
- Formatting a Spreadsheet
- Printing a Spreadsheet
- Using Advanced Features

International Computer Driving Licence: Creating and Using Databases **4 hours** **ICDL05**

International Computer Driving Licence: Creating and Using Databases shows users how to work with a database application to create a database; create, use, and change a data entry form; retrieve information; and create reports. This course describes how to meet International Computer Driving Licence objectives using Microsoft Access on a personal computer that uses a Windows operating system. The ICDL test can be taken with any database application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Creating a Database
- Using Data Entry Forms
- Retrieving Information from a Database
- Creating Reports

International Computer Driving Licence: Building and Delivering Presentations **7 hours** **ICDL06**

International Computer Driving Licence: Building and Delivering Presentations shows users how to work with a presentation application to insert, manipulate, and format text, images, and slides. It also shows users how to draw objects and produce charts for a presentation; how to print and distribute a presentation; and how to add special effects to a slide presentation. This course describes how to meet International Computer Driving Licence objectives using Microsoft PowerPoint 2000 on a personal computer that uses a Windows operating system. The ICDL test can be taken with any presentation application, and although this course demonstrates a specific application, the tasks it teaches can be applied to other applications as well.

- Getting Started
- Using Help and Changing Display Settings
- Creating a Presentation
- Copying, Moving, and Deleting
- Formatting a Presentation Document
- Drawing and Changing Objects
- Creating Charts and Importing Objects
- Printing and Distribution
- Adding Effects and Delivering the Show

International Computer Driving Licence: The World Wide Web and Electronic Mail **5 hours** **ICDL07**

International Computer Driving Licence: The World Wide Web and Electronic Mail shows users how to open a Web browsing application, search for information on the Web, and use electronic mail to send and receive messages. This course describes how to meet International Computer Driving Licence objectives using Microsoft Internet Explorer 5 and Outlook 2000 on a personal computer that uses a Windows operating system. The ICDL test can be taken with any browser application and electronic mail application, and although this course demonstrates specific applications, the tasks it teaches can be applied to other similar applications as well.

- Getting Started Browsing the Web
- Searching the Web
- Getting Started Using Electronic Mail
- Creating Messages
- Using Message Features
- Receiving Messages

Internet / Internet Explorer Series

Total Time: 14 hours

Internet: A Beginner's Guide

**Time: 3
hours**

INTC01

Internet: A Beginner's Guide explains what you need to access the Internet and what you can do using the Internet.

- What Is the Internet?
- What Do I Need?
- E-Mail Basics
- Communicating on the Internet
- Browsing the World Wide Web
- Getting Information on the Internet

Internet Explorer 3.0: A Beginner's Guide

Time: 1 hour IEXC01

Internet Explorer: A Beginner's Guide explains how to set up and use Internet Explorer to browse the World Wide Web.

- Getting Ready
- Getting Around
- Getting Back
- Getting Stuff
- Getting in Touch

Internet Explorer 4.0: A Beginner's Guide

Time: 1 hour IE4C01

Internet Explorer 4.0: A Beginner's Guide explains how to set up and use Microsoft (r) Internet Explorer 4.0 to browse the World Wide Web.

- Getting Ready
- Getting Around
- Getting Back
- Getting Stuff
- Getting in Touch

Internet Explorer 5: Browsing the Web

2 hours

IE5B01

Internet Explorer 5: Browsing the Web explains how to set up and use Microsoft Internet Explorer 5 to browse the World Wide Web.

- Getting Ready
- Getting Around
- Optimising Navigation
- New Features of Internet Explorer 5
- Getting Help

Internet Explorer 5: Using Files & Mail

3 hours

IE5B02

Internet Explorer 5: Using Files & Mail explains how to use Microsoft Internet Explorer 5 to get materials from the World Wide Web and send e-mail.

- Saving and Printing
- Downloading Files
- Getting in Touch
- Keeping in Touch

Internet Tools: Internet Explorer**Time: 4
hours****ITEC01**

Internet Tools: Internet Explorer shows Internet users how to increase the power and efficiency of their Web search strategies. It includes information on using various well-known Web search tools, downloading and saving files found on the Web, and managing plug-ins and cookies.

- Explore for Information on the Web
- More Search Tools
- Unique Search Tools
- Saving What You See
- Downloading Files To Your Computer
- Using Downloaded Files
- Using Plug-Ins
- Understanding Cookies

Internet / Netscape Series

Total Time: 10 hours

Netscape Navigator 3.0: A Beginner's Guide **1 hour** **NNVC01**

Netscape Navigator: A Beginner's Guide explains how to set up and use Netscape Navigator to browse the World Wide Web.

- If You're Using Netscape
- Getting Ready
- Getting Around
- Getting Back
- Getting Stuff
- Getting in Touch

or

Netscape Navigator 4.0: A Beginner's Guide **1 hour** **NN4C01**

Netscape Navigator 4.0: A Beginner's Guide explains how to set up and use Netscape Navigator 4.0 to browse the World Wide Web.

- If You're Using Netscape
- Getting Ready
- Getting Around
- Getting Back
- Getting Stuff
- Getting in Touch

Internet Tools: Netscape Navigator **4 hours** **ITNC01**

Internet Tools: Netscape Navigator helps users get the most out of the World Wide Web once they have gotten connected to the Internet. It includes information about searching the Web using search engines and site directories, downloading and saving files, and managing plug-ins and cookies.

- Searching for Information on the Web
- More Search Tools
- Unique Search Tools
- Saving What You See
- Downloading Files to Your Computer
- Using Downloaded Files
- Using Plug-Ins
- Understanding Cookies

Netscape Communicator 4.0: An Overview **4 hours** **NCMC01**

Netscape Communicator: An Overview introduces users to the major components of the Communicator suite, including email, newsgroups, Web channels, and simple Web page creation wizards.

- The Communicator Suite
- Email with Netscape Messenger
- Newsgroups with Netscape Collabra
- Browsing Offline with Netscaster
- Quick Web Pages with Composer

Lotus Notes 4.6 Series

Total Time: 8 hours

Lotus Notes 4.6: Using Notes Mail

4 hours

LTNC01

Lotus Notes 4.6: Using Notes Mail provides an overview of Lotus Notes and how to use it to communicate with electronic mail.

- Introduction to Lotus Notes
- Viewing Mail
- Working with Mail Messages
- Sending a Basic Message
- Using Other Mail Options
- Advanced Mail Features

Lotus Notes 4.6: Using Notes Calendar and Databases

4 hours

LTNC02

Lotus Notes 4.6: Using Notes Calendar and Databases provides an overview of the use of Lotus Notes and how to use its calendar features and databases.

- Viewing the Calendar
- Adding Events to the Calendar
- Managing Projects With the Calendar
- Viewing Databases
- Working with Databases
- Finding New Documents
- Searching Databases
- Managing Documents and Databases

Lotus Notes R5 Series

Total Time: 48 hours

Lotus Notes R5: Getting Around in Notes **4 hours** **NO5C01**

Lotus Notes R5: Getting Around in Notes introduces users to running Lotus Notes, logging in, and getting around the Notes windows.

- Starting Notes
- Introduction to the Notes Program
- Views and the Notes Windows
- Using Databases
- Notes Security and Exiting

Lotus Notes R5: Reading and Sending Mail **4 hours** **NO5C02**

Lotus Notes R5: Reading and Sending Mail explains how to exchange electronic mail memos in Lotus Notes.

- Viewing Pending Mail
- Reading Mail
- Creating Mail Memos
- Addressing Mail
- Typing and Sending Mail

Lotus Notes R5: Managing Mail **4 hours** **NO5C03**

Lotus Notes R5: Managing Mail shows how to use Lotus Notes to manage waiting messages and sort incoming messages.

- Tips for Using Mail
- Managing the Inbox
- Stationery and Link Messages
- Inbox Rules and Out of Office Notices
- Mail Preferences
- Managing the Mail File

Lotus Notes R5: Using the Calendar **4 hours** **NO5C04**

Lotus Notes R5: Using the Calendar shows how to manage the Lotus Notes calendar for Appointments, Reminders, and other events. Users also learn how to create and manage a list of To Do items and assign To Do tasks to co-workers.

- Looking at the Calendar
- Setting Appointments and Reminders
- Editing and Managing Entries
- Managing Tasks
- Calendar Printing and Options

Lotus Notes R5: Meetings & Address Books **4 hours** **NO5C05**

Lotus Notes R5: Meetings & Address Books shows how to manage meetings and use the address book in Lotus Notes.

- Creating and Answering Meeting Invitations
- Managing Meeting Plans
- Using with Address Books
- Managing Contacts
- Creating Categories and Groups

Lotus Notes R5: Browsing the Web **4 hours** **NO5C06**

Lotus Notes R5: Browsing the Web provides an introduction to using Lotus Notes to surf the World Wide Web.

- Setting Up Notes for Web Browsing
- Surfing the Web
- Managing Web Page Retrieval
- Customizing the Welcome Page
- Mailing Pages and Managing Storage

Lotus Notes R5: Editing Documents **4 hours** **NO5C07**

Lotus Notes R5: Editing Documents explains how to edit, format, and manage text in Notes documents.

- Document Properties and Fields
- Formatting Text and Paragraphs
- Marking and Finding Text
- Creating Links and Sections
- Using Document Styles
- Printing Documents

Lotus Notes R5: Using Document Tables **4 hours** **NO5C08**

Lotus Notes R5: Using Document Tables shows how to create and enter data in tables within Notes documents.

- Creating Tables
- Changing Table Size and Dimensions
- Changing Table Layout
- Giving Colours and Borders to Tables

Lotus Notes R5: File Attachments & Links **4 hours** **NO5C09**

Lotus Notes R5: File Attachments & Links explains how to link or attach files to Notes documents.

- Adding Attachments
- Receiving Attachments
- Importing and Exporting Files
- Linking to External Data
- Embedding Objects

Lotus Notes R5: Finding and Viewing Data **4 hours** **NO5C10**

Lotus Notes R5: Finding and Viewing Data shows how to search databases and how to create and manage folders, views, and agents.

- Indexing and Searching Databases
- Advanced Searching
- Creating Views
- Creating Folders and Agents

Lotus Notes R5: Replication **4 hours** **NO5C11**

Lotus Notes R5: Replication explains how to manage database replication in Notes.

- Understanding Replication
- Replicating Databases
- Using the Replicator Page

Lotus Notes R5: Using Notes Remotely **4 hours** **NO5C12**

Lotus Notes R5: Using Notes Remotely shows how to use Lotus Notes from a location away from a direct connection to the Notes servers.

- Preparing to Go On the Road
- Managing Location Documents
- Setting Up Notes to Connect Remotely
- Connecting to an Internet Server
- Using a Remote Connection

Networking for End Users Series

Total Time: 2 hours

Networking: Networking for End Users

2 hours

NETW01

Networking: Networking for End Users provides an overview about the concepts related to a data communication system.

- A Data Communication System
- The Remote Site
- The Connection
- The Host Site
- The Big Picture

Office 2000 Series

Total Time: 32 hours

Office 2000: Getting Started

4 hours

O2KC01

Office 2000: Getting Started introduces users to the Microsoft Office 2000 environment and how to open and close applications and files.

- Using Office Programs
- Getting Around in Office Programs
- Creating and Storing Files
- Opening, Locating, and Managing Files
- Saving and Closing Files

Office 2000: Editing Text and Printing

4 hours

O2KC02

Office 2000: Editing Text and Printing introduces users to editing text and printing files in Microsoft Office 2000 applications.

- Editing Text in Word
- Editing Text in Excel
- Editing Text in PowerPoint
- Advanced Text Techniques
- Printing
- Printing in Excel and PowerPoint

Office 2000: Text and Document Formats

4 hours

O2KC03

Office 2000: Text and Document Formats introduces users to formatting files in Microsoft Office 2000 applications.

- Formatting Characters
- Formatting Paragraphs
- Formatting Lines
- Creating Headers and Footers
- Editing Pages
- Special Formatting Using Excel

Office 2000: Introduction to Word

4 hours

O2KC04

Office 2000: Introduction to Word introduces users to creating files in Microsoft Word.

- Creating a Letter with Office Assistant
- Getting Around in Word
- Editing Features
- Formatting Text
- Tables
- Creating Columns
- Word Tools

Office 2000: Introduction to Excel**4 hours****O2KC05**

Office 2000: Introduction to Excel introduces users to creating files in Microsoft Excel.

- Creating a Basic Worksheet
- Getting Around in Excel
- Formatting the Worksheet
- Entering Data
- Editing Data
- Finding, Replacing, and Filling Data
- Formulas

Office 2000: Introduction to Outlook**4 hours****O2KC06**

Office 2000: Introduction to Outlook introduces users to using e-mail and managing contacts and schedules in Microsoft Outlook.

- Viewing and Replying to Mail
- Managing Contacts
- Using Mail
- Using the Calendar
- Managing Tasks

Office 2000: Introduction to PowerPoint**4 hours****O2KC07**

Office 2000: Introduction to PowerPoint shows users how to create and deliver presentations using Microsoft PowerPoint.

- Creating Presentations
- Managing Slides
- Managing Outlines
- Managing Slide Text
- Adding Clip Art and Pictures
- Adding Tables
- Presenting the Show

Office 2000: Introduction to Access**4 hours****O2KC08**

Office 2000: Introduction to Access introduces users to creating and managing databases using Microsoft Access.

- Introduction to Databases
- Creating a Database
- Working with Tables
- Working with Records
- Managing Forms
- Querying Databases
- Creating and Printing Reports

Office XP Upgrade Series

Total Time: 10 hours

Office XP Upgrade: Getting Around in the New Interface **3 hours** **OFP01**

Office XP Upgrade: Getting Around in the New Interface provides an introduction to the new look and features of Office XP applications.

- The New Look of Office XP
- Task Panes, Searches, and New Documents
- Text Buttons and Smart Tags

Office XP Upgrade: New Options and Tools **2 hours** **OFP02**

Office XP Upgrade: New Options and Tools shows users how to take advantage of the new or changes features and preferences that are included in Office XP.

- The Options Tab
- Recovery from Problems
- Web and Diagram Tools
- SharePoint Team Services

Office XP Upgrade: Changes in the Applications **5 hours** **OFP03**

Office XP Upgrade: Changes in the Applications shows users the most important new or changed features in each of the Office applications.

- Word Changes
- Excel Changes
- Outlook Changes
- PowerPoint and Access Changes
- FrontPage Changes

Outlook 98 Series

Total Time: 8 hours

Outlook 98: Using Electronic Mail

4 hours

O98C01

Outlook 98: Using Electronic Mail shows students how to use Outlook 98's electronic mail features.

- Introduction to Outlook
- Reading Email
- Sending Email
- Additional EMail Features
- Using the Address Books
- Organizing Mail Messages
- Sorting Received Messages Automatically

Outlook 98: Organizing Your Time

4 hours

O98C02

Outlook 98: Organizing Your Time shows students how to use Outlook 98's calendar and time management features.

- Using the Calendar
- Assigning Times to Appointments
- Scheduling a Meeting
- Managing Tasks
- Managing Contacts
- Finding and Printing Items
- Getting More Information

Paint Shop Pro 5 Series

Total Time: 8 hours

Paint Shop Pro 5: Working With Graphics

4 hours

PSPC01

Paint Shop Pro 5: Working With Graphics shows users how to create graphics using basic Paint Shop Pro 5 functions. It describes how to create, open, and save files as well as how to do simple image manipulations, such as cropping, resizing, and altering colours.

- Opening and Saving Images
- Zooming, Cropping, and Resizing Images
- Copying and Pasting Image Files
- Selecting and Rotating Images
- Working with Colours
- Creating a Finished Image

Paint Shop Pro 5: Enhancing Images

4 hours

PSPC02

Paint Shop Pro 5: Enhancing Images shows users how to use advanced Paint Shop Pro 5 techniques to manipulate complex images like scanned photographs and graphics with multiple parts.

- Using the Image Browser
- Adjusting an Image
- Introducing Layers
- Working with Layers
- Managing Layers
- Working with Text and Drop Shadows
- Printing Images

PowerPoint 2000 MOUS Series

Total Time: 15 hours

PowerPoint 2000 MOUS: Presentations

4 hours

P2KM01

PowerPoint 2000: Presentations shows users how to create original presentations. It demonstrates the different views for slide production and shows how to create master slides using repeating elements.

- Normal and Outline Views
- Slide Views and Notes Page
- Wizards and Templates
- Creating and Deleting Slides
- Using and Copying Slides
- Modifying a Presentation
- Masters, Headers, and Footers

PowerPoint 2000 MOUS: Layout and Text

4 hours

P2KM02

PowerPoint 2000 MOUS: Layout and Text shows users how to make layout changes and to work with text. Important features, such as Spell Check, Format Painter, and Text Wrap are included.

- Changing the Layout
- Spell Check and Replace Text
- Text Alignment and Format Painter
- Outline Panes and Text Boxes
- Using the Clipboard and Importing Text

PowerPoint 2000 MOUS: Graphics & Tables

2 hours

P2KM03

PowerPoint 2000 MOUS: Graphics & Tables shows users how to work with graphics, objects, and drawing shapes. Special features of PowerPoint 2000, including grouping shapes, scaling and sizing objects, applying shadows, and WordArt are covered.

- Using Objects
- Rotating, Filling, and Sizing an Object
- Formatting Objects and Adding a Text Box
- Creating Tables within PowerPoint

PowerPoint 2000 MOUS: Custom Slides

3 hours

P2KM04

PowerPoint 2000 MOUS: Custom Slides shows users how to add custom features and formatting to slides. These special formatting features include bullets, slide transitions, and animation. Producing speaker notes, audience handouts, and transparencies is also covered.

- Adding AutoNumber and Graphical Bullets
- Slide Transitions and Animation
- Previewing and Printing Slides
- Speaker Notes and Transparencies

PowerPoint 2000 MOUS: Showing Slides

2 hours

P2KM05

PowerPoint 2000 MOUS: Showing Slides shows users how to run a slide show, including navigating on-screen and using the pointer pen. Creating hyperlinks, publishing to the Web, and e-mailing slides are also covered.

- On-Screen Slide Shows & Office Assistant
- Hyperlinks and Slide Changes
- Saving and E-Mailing a Presentation

Project 98 Series

Total Time: 8 hours

Project 98: Getting Started

4 hours

PRJC01

Project 98: Getting Started provides an introduction to Microsoft Project 98 to allow users to view a Project file and update their progress in the file.

- Reading a Project File
- Working with Gantt Chart View
- Editing Tasks
- Updating Tasks
- Using the Calendar
- Viewing Reports
- Getting More Help

Project 98: Project Administration

4 hours

PRJC02

Project 98: Project Administration describes how to use Microsoft Project to create new project files and administrate projects.

- Creating a New Project
- Managing Tasks
- Assigning Resources
- Managing Workloads

Project 2000 MOUS Series

Total Time: 21 hours

Project 2000 MOUS: Starting a Project

5 hours

PRJM01

Project 2000 MOUS: Starting a Project shows users how to use Microsoft Project 2000 to begin a project, set up calendars, include tasks, and add work breakdown structure codes.

- Creating a Project
- Setting Options and Saving Projects
- Modifying Calendars
- Building a Work Breakdown Structure
- Importing Tasks and Adding a Hyperlink
- Adding Work Breakdown Structure Codes

Project 2000 MOUS: Scheduling Tasks and Adding Resources

4 hours

PRJM02

Project 2000 MOUS: Scheduling Tasks and Adding Resources shows users how to use Microsoft Project 2000 to apply a calendar to a task; set task durations, deadlines, and constraints; and add and assign resources to tasks.

- Using Calendars & Applying Constraints
- Adding Resources
- Assigning Resources to Tasks
- Working with Task Types
- Modifying Durations

Project 2000 MOUS: Managing Work and Multiple Projects

4 hours

PRJM03

Project 2000 MOUS: Managing Work and Multiple Projects shows users how to use Microsoft Project 2000 to identify the project's critical path, manage resource workloads, create a master project, and track work progress.

- Identifying the Critical Path
- Rescheduling Work and Setting Baselines
- Creating Multiple Projects
- Recording Work
- Tracking Progress

Project 2000 MOUS: Using Project Central

2 hours

PRJM04

Project 2000 MOUS: Using Project Central shows users how to use Microsoft Project 2000 to communicate with the project workgroup and use Project Central to communicate with your project workgroup via the Web.

- Communicating and setting up the project
- Assigning tasks
- Tracking work with Project Central project

Project 2000 MOUS: Customizing the Project **3 hours** **PRJM05**

Project 2000 MOUS: Customizing the Project shows users how to use Microsoft Project 2000 to create a custom table, apply filters, create and apply a custom view, and sort and group project data.

- Creating Custom Tables and AutoFilters
- Creating and Applying Custom Filters
- Creating and Sharing a Custom View
- Sorting and Grouping Data

Project 2000 MOUS: Creating Reports and Exporting Data **3 hours** **PRJM06**

Project 2000 MOUS: Creating Reports and Exporting Data shows users how to use Microsoft Project 2000 to modify a standard report, create a custom report, export data into Microsoft Word and Excel documents, and save a view as a Web page.

- Creating Reports
- Enhancing Information
- Exporting Data

SAP R/3 Release 4.6 Series

Total Time: 12 hours

SAP R/3 Release 4.6: Getting Started **2 hours** **SAPR01**

SAP R/3 Release 4.6: Getting Started provides an introduction to entering SAP R/3 Release 4.6 and using its interface.

- Getting Started
- Logging On to R/3
- R/3 Interface Overview
- Working with the User Menu

SAP R/3 Release 4.6: Using the Task Interface **2 hours** **SAPR02**

SAP R/3 Release 4.6: Using the Task Interface familiarizes the user with the task screen, including all the ways to enter task information and save tasks in progress.

- Tasks
- Elements of a Task Screen
- Using the Toolbar and Menu Bar with Tasks

SAP R/3 Release 4.6: Working with Data in a Task **3 hours** **SAPR03**

SAP R/3 Release 4.6: Working with Data in a Task shows users how to enter, search, modify, and print tasks in SAP.

- Stepping Through a Basic Task
- Searching/Updating in a Process
- Printing in a Task

SAP R/3 Release 4.6: Optimising R/3 and Getting Help **3 hours** **SAPR04**

SAP R/3 Release 4.6: Optimising R/3 and Getting Help shows the user how to customize the interface and how to access the R/3 help systems.

- Adding Shortcuts and Favourites
- User Data and Settings
- Multiple Sessions
- Getting Help as You Work

SAP R/3 Release 4.6: Reporting **2 hours** **SAPR05**

SAP R/3 Release 4.6: Reporting shows the user how to create pre-configured reports, and to create and use report variants.

- Reports and Lists
- Creating a Pre-Configured Report
- Adjusting a Pre-Configured Report
- Report List Output

Windows 98 Tips Series

Total Time: 12 hours

Windows 98 Tips: Customizing the Desktop

4 hours

WTPC01

Windows 98 Tips: Customizing the Desktop shows users how to make changes to the desktop and Windows 98 environment to match their preferences.

- Customizing Startup and Shutdown
- Personalizing the Desktop
- Modifying the Start Menu
- Changing the Background
- Modifying Shortcuts and the Mouse
- Enhancing Windows Explorer

Windows 98 Tips: Working Faster

4 hours

WTPC02

Windows 98 Tips: Working Faster shows users how to increase their productivity in Windows 98.

- Enhancing Desktop Commands
- Streamlining the Start Menu
- Modifying the Mouse
- Conserving Disk Use
- Shortcuts and the Updated Media Player
- Smart Troubleshooting
- Taking Advantage of Scheduled Tasks

Windows 98 Tips: Maximizing Performance

4 hours

WTPC03

Windows 98 Tips: Maximizing Performance shows users how to speed up and pare down Windows 98 to improve response.

- Speeding Up Startup
- Improving Disk Performance
- Clearing Up Space on Your Drives
- Tuning Device Settings
- Optimising Printing

Windows XP Upgrade Series Windows XP Upgrade Series

Total Time: 6 hours

Windows XP Upgrade: Home Edition

3 hours

OSXP01

Windows XP Upgrade: Home Edition provides an overview of the features available in the Home Edition version of Windows XP.

- The New Interface
- Using Multimedia
- Home Networking
- Improving Reliability

Windows XP Upgrade: Professional

3 hours

OSXP02

Windows XP Upgrade: Professional provides an overview of the features available in the Professional version of Windows XP.

- The Network Environment
- Managing Your System
- Securing Your System
- Using Mobile Computers

Word 2000 MOUS Series

Total Time: 20 hours

Word 2000 MOUS: Managing Documents

4 hours

W2KM01

Word 2000 MOUS: Managing Documents shows how to open, save, and navigate through documents in Word 2000.

- Opening Documents
- Creating Documents
- Saving Documents
- Managing Folders
- Documents and the Internet
- Working in Documents

Word 2000 MOUS: Working with Text

4 hours

W2KM02

Word 2000 MOUS: Working with Text shows how to add, delete, and format text in Word 2000 documents.

- Adding, Selecting, and Deleting Text
- Text Management
- Other Word Features
- Applying Character Effects
- Formatting Text

Word 2000 MOUS: Formatting Paragraphs

4 hours

W2KM03

Word 2000 MOUS: Formatting Paragraphs shows how to work with paragraphs, bulleted lists, and outlines in Word 2000.

- Bullets and Numbering
- Outline View
- Alignment and Indentation
- Spacing
- Borders and Shading
- Creating Tabs

Word 2000 MOUS: Page Format and Printing

4 hours

W2KM04

Word 2000 MOUS: Page Format and Printing shows how to set up a page and print in Word 2000.

- Page Layout
- Page Format
- Columns
- Page Numbers, Headers, and Footers
- Previewing and Printing Documents
- Printing Envelopes and Labels

Word 2000 MOUS: Tables and Other Objects

4 hours

W2KM05

Word 2000 MOUS: Tables and Other Objects shows how to create tables and insert objects into Word 2000 documents.

- Creating Tables
- Revising Tables
- Modifying Table Cells
- The Drawing Toolbar
- Inserting Objects

Word 2000 MOUS Expert Series

Total Time: 20 hours

Word 2000 MOUS Expert: Page Formatting **4 hours** **W2KE01**

Word 2000 MOUS Expert: Page Formatting shows how to format paragraphs, organize pages, and create styles in Word 2000.

- Formatting Paragraphs
- Sorting
- Advanced Find and Replace
- Page Layout
- Footnotes and Endnotes
- More Formatting Features

Word 2000 MOUS Expert: Managing Documents **4 hours** **W2KE02**

Word 2000 MOUS Expert: Managing Documents shows how to create document references, insert a table of contents and an index, and perform a mail merge in Word 2000.

- Document References
- Creating a Table of Contents
- Creating an Index
- Using Mail Merge
- Other Mail Merge Features

Word 2000 MOUS Expert: Inserting Objects **4 hours** **W2KE03**

Word 2000 MOUS Expert: Inserting Objects shows how to work with Excel worksheets, insert bitmap graphics, and create charts in Word 2000.

- Worksheet Capabilities
- Advanced Worksheet Tasks
- Bitmap Graphics
- Creating Charts
- Working with Charts

Word 2000 MOUS Expert: Advanced Features **5 hours** **W2KE04**

Word 2000 MOUS Expert: Advanced Features shows how to work with macros, create and customize toolbars, create both printed and online forms, and insert fields.

- Creating Macros
- Managing Macros
- Customizing Toolbars
- Forms
- Form Fields
- Inserting Fields

Word 2000 MOUS Expert: Workgroups **3 hours** **W2KE05**

Word 2000 MOUS Expert: Workgroups shows how to track document changes, work with master documents, and insert comments in Word 2000.

- Tracking Document Changes
- Working with Master Documents
- Working with Comments and Document Protection
- Other Sharing Concerns

Word 2002 Series

Total Time: 18 hours

Word 2002: Managing Documents

4 hours

WXPM01

Word 2002: Managing Documents shows how to open, save, and navigate through documents in Word 2002.

- Opening Documents
- Creating Documents
- Saving Documents
- Managing Folders
- Collaborating on Documents
- Working in Documents

Word 2002: Working with Text

4 hours

WXPM02

Word 2002: Working with Text shows how to add, delete, and format text in Word 2002 documents.

- Adding, Selecting, and Deleting Text
- Text Management
- Other Word Features
- Applying Character Effects
- Formatting Text

Word 2002: Formatting Paragraphs

3 hours

WXPM03

Word 2002: Formatting Paragraphs shows how to work with paragraphs, bulleted lists, and outlines in Word 2002.

- Bullets and Numbering
- Outline View
- Alignment and Indentation
- Spacing
- Borders and Shading
- Creating Tabs

Word 2002: Page Format and Printing

4 hours

WXPM04

Word 2002: Page Format and Printing shows how to set up a page and print in Word 2002.

- Page Layout
- Page Format
- Columns
- Page Numbers, Headers, and Footers
- Previewing and Printing Documents
- Printing Envelopes and Labels

Word 2002: Tables and Other Objects

3 hours

WXPM05

Word 2002: Tables and Other Objects shows how to create tables and insert objects into Word 2002 documents.

- Creating Tables
- Revising Tables
- Modifying Table Cells
- The Drawing Toolbar
- Inserting Objects

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