ASEAN FOUNDATION ⟷ Microsoft

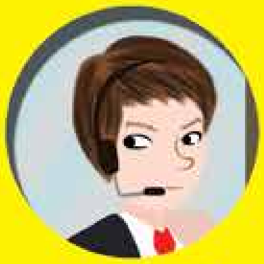
MICROSOFT
ASEAN FOUNDATION ICT CURRICULUM 2013

STUDENT'S HANDBOOK

Income Statement


Module 1


Module 2


Module 3


Module 4


Module 5

Operations and Management

Comunnication Tools

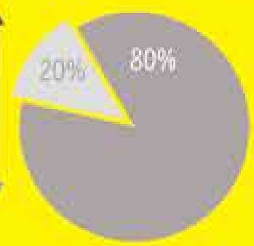
FINANCIAL DOCUMENT

OFFICE 365

Data Management

MICROSOFT SECURITY ESSENTIAL

Digital Image



Curriculum Introduction

This Microsoft - ASEAN Foundation ICT Curriculum 2013 is to support the project entitled "Enhancing ICT Skills for Young Small Medium Enterprises (SMEs) in ASEAN" through the ASEAN Foundation Grant from Microsoft. The ASEAN Foundation is honored given the opportunity to develop the curriculum to assist young SMEs in ASEAN region to be more familiar with ICT and use it as a tool to increase their business competitiveness and open a broader market for their business. The Grant covers Indonesia, the Philippines, Thailand and Viet Nam.

ASEAN Foundation

The ASEAN Foundation is an inter-governmental, non-profit organisation established by the ASEAN Leaders in December 1997 based in Jakarta, Indonesia. The Foundation aims to enhance ASEAN awareness and identity, promote greater interaction among the peoples of ASEAN, develop quality human resources, and address socio-economic disparities in the region. The ASEAN Foundation places great importance in improving the quality of life of the people of ASEAN. The strengthening of ASEAN regional cooperation in socio-economic development contributes to the eradication of poverty which is an indispensable requirement for sustainable development. Furthermore, the ASEAN Charter, in Article 15, mandates the ASEAN Foundation to collaborate with the relevant ASEAN bodies to support ASEAN community building by promoting greater awareness of the ASEAN identity, people-to-people interaction, and close collaboration among the business sector, civil society, academia and other stakeholders in ASEAN.

Please visit our website at www.aseanfoundation.org to find out our latest programs, events, scholarships, and funding opportunities.

Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is a global corporate to empower people using reliable software anytime, anywhere and through any device. Microsoft's long-standing commitment is to creating opportunity through technology, training and experiences that empower youth around the world to imagine, realize their full potential and make a real impact for a better tomorrow.

For more information, please visit www.microsoft.com

Curriculum Overview

Objectives

The purpose of this curriculum is to equip young micro entrepreneurs to improve their businesses using technology. This curriculum offers a range of technology tools that would be helpful to young entrepreneurs in their businesses. It is built as awareness to participants on different technologies and opportunities to determine whether the features of a given technology could be useful to them. The curriculum is not to replace other technology or business training courses, but to demonstrate a range of technologies, and how they can be useful to business. It allows entrepreneurs to make better decisions on range of issues surrounding the integration of technology into businesses.

The curriculum also designed using the perspective of an entrepreneur - it highlights business challenges that young entrepreneurs are facing and ways technology solutions can address those challenges.

Finally, the Microsoft - ASEAN Foundation ICT Curriculum 2013 offers young entrepreneurs the opportunity to share their ideas, experiences, and recommendations to each other. Learning from varied business experiences of other participants is an important component of the curriculum.

Curriculum Content

The curriculum has five modules that contain 14 business topics. Each topic presents tools that can help address different business challenges.

Module illustration (small)	*Module illustration (small)*	*Module illustration (small)*	*Module illustration (small)*	*Module illustration (small)*
Operation and Management Tools	**Finance Tools**	**Communication Tools**	**Marketing Tools**	**IT Security**
Scheduling	Common Financial Documents	Presentation	Print Marketing	Data Protection
Contact Management	Expense Tracking	Virtual Collaboration	Digital Imaging	
Data Management	Financial Graphics	Communication Devices	Website	
Office 365				

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MODULE 1 / OPERATIONS AND MANAGEMENT

Topic 1 / Scheduling Tools

Application or Equipment Featured
Microsoft Office Outlook 2010

Exercise Files
None

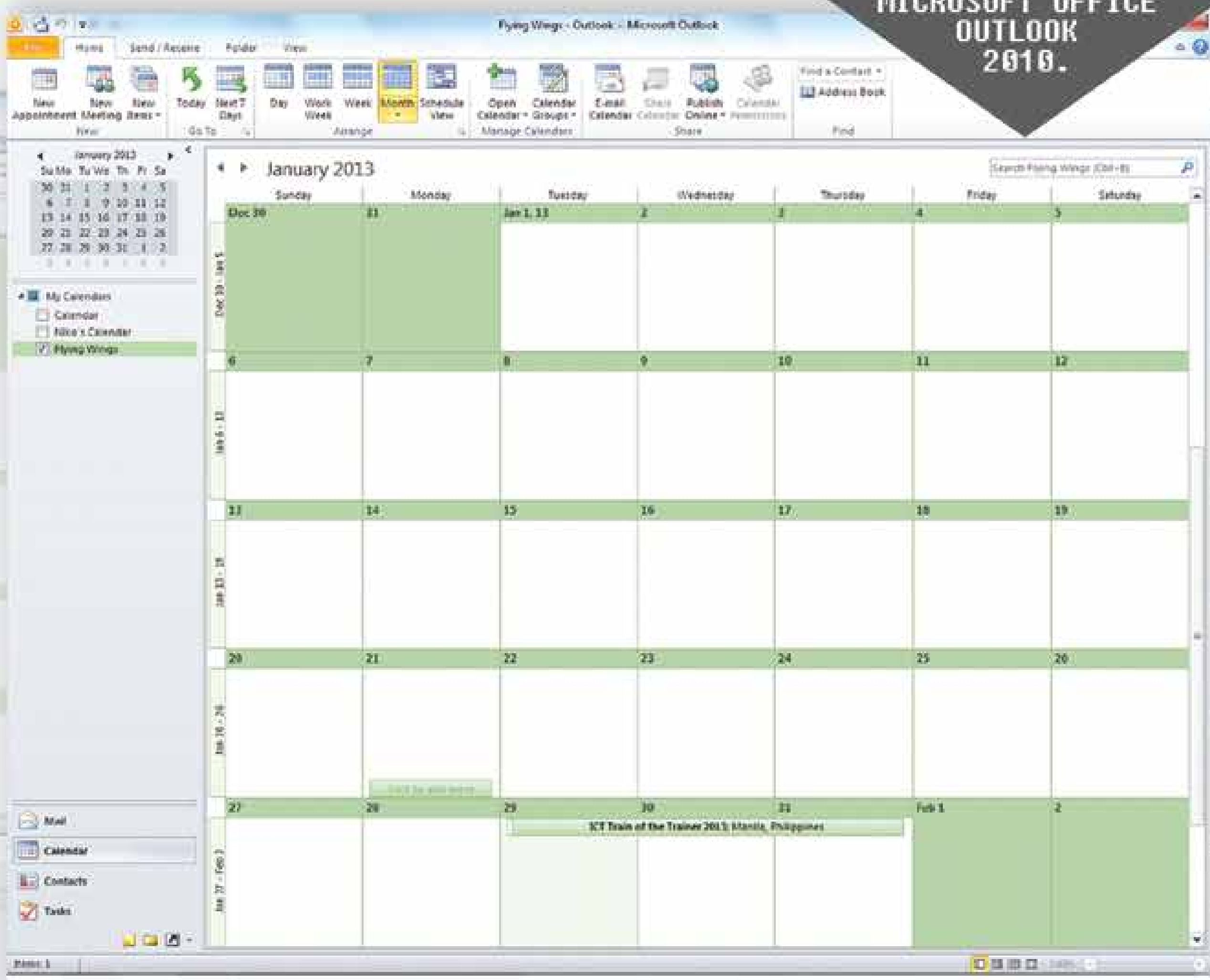
SCHEDULING TOOLS

CALENDARS

This activity demonstrates calendar software. The exercises are in *Microsoft Office Outlook 2010*. What you can do with Microsoft Office Outlook Calendar?

1. **Create appointments and events**
   Just as you write in a notebook, you can click any time slot in the Outlook Calendar and start to type. You can opt to have a sound or message remind you of appointments, meetings, and events, and you can color items for quick identification.
2. **Organize meetings**
   Create a meeting request, and select the people to invite. Outlook helps you find the earliest time when all the invitees are free. When you send the meeting request by email, the invitees receive the request in their Inbox. When the invitees open the request, they can accept, tentatively accept, or decline your meeting by clicking a single button. If your request conflicts with an item on the invitees' Calendar, Outlook displays a notification. If you, as the meeting organizer, allow this, invitees can propose an alternative meeting time. As the organizer, you can track who accepts or declines the request or who proposes another time for the meeting by opening the request.
3. **Send calendars to anyone through email**
   You can send your calendar to a mail recipient as an Internet Calendar, but keep control over how much information is shared. Your calendar information appears in the body of the email message as an Internet Calendar attachment that the recipient can open in Outlook.
4. **Subscribe to Internet Calendars**
   Internet Calendar Subscriptions resemble Internet Calendars, except that the downloaded calendar is synchronized regularly with the Internet Calendar and updated.

NOW OPEN YOUR MICROSOFT OFFICE OUTLOOK 2010.



Picture 1.1 - Outlook Calendar 2010 Month View

Know your Outlook 2010

You can view your Outlook Calendar in Day view, Week view, and Month view. Below are the steps on changing the view:

Outlook

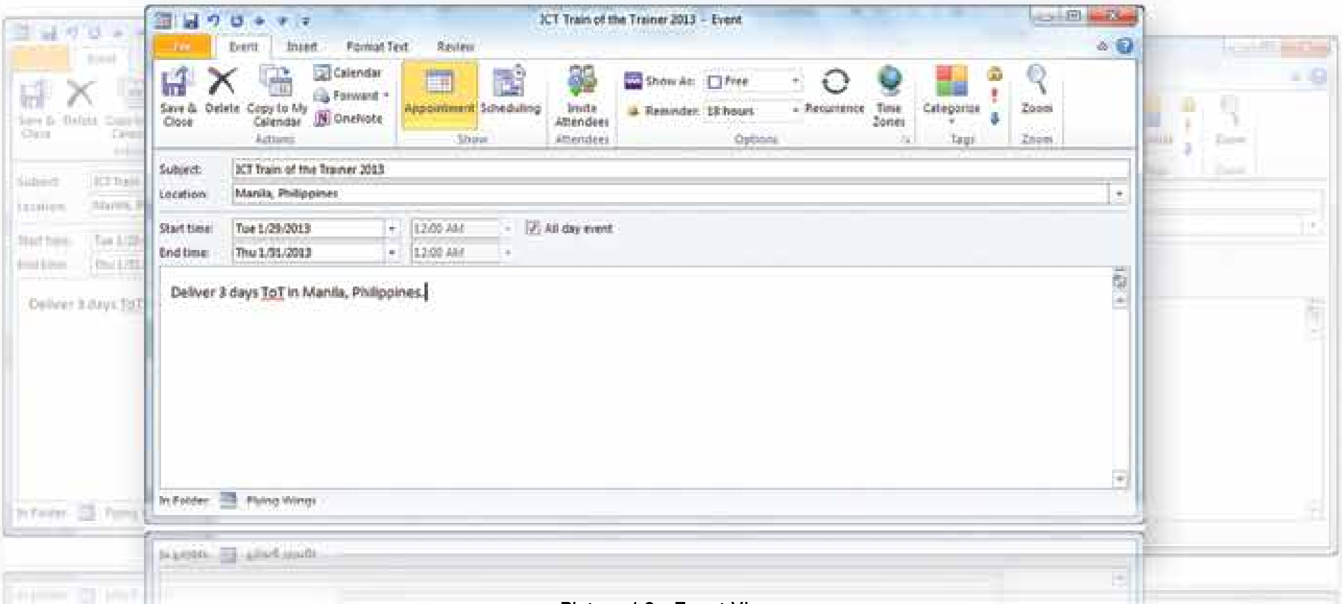
1. Click Calendar in the navigation pane. **Click Ribbon Home if you are not in there yet. Click the Day view button at the top of the screen if this view does not already appear.**

2. Tour the other views of the calendar.
   a. Click Work Week on the toolbar at the top of the screen.
   b. Click on Month to change to monthly view.

3. Open an existing appointment by double-clicking on it. Look at the main parts of the appointment: Subject, Location, Start time, and End time.

4. Close the appointment, and view it in the Day/Week/Month views.

5. Return to the Day view.



Picture 1.2 - Event View

Schedule an Appointment

Appointments are activities that last less than a full day, such as a meeting with client or a trip to the bank.

1. **From Ribbon Home, click New Appointment. The appointment window appears.**

> NOTE
>
> *Another way to open a new appointment is to find a corresponding day and time slot on the Day view in the Calendar and double-click on it.*

2. **Enter the following fields:**
   a. Subject
   b. Start time and End time (these fields include dates)
   c. (Optional) Location
   d. (Optional) Notes – Enter any comments in the large white box at the bottom of the Appointment window.
3. **Click Save & Close.**
4. **View this activity in the Calendar using the different Day, Week, and Month views.**

Edit an Activity

1. **Double-click on an activity to open it.**
2. **Change the End time.**
3. **Click Save & Close.**
4. **View the edited activity in the Calendar.**

Delete an Activity

1. **Select the activity that you want to delete.**
2. **Press the Delete key on your keyboard.**

> NOTE
>
> *You can also right-click on the activity and click Delete.*

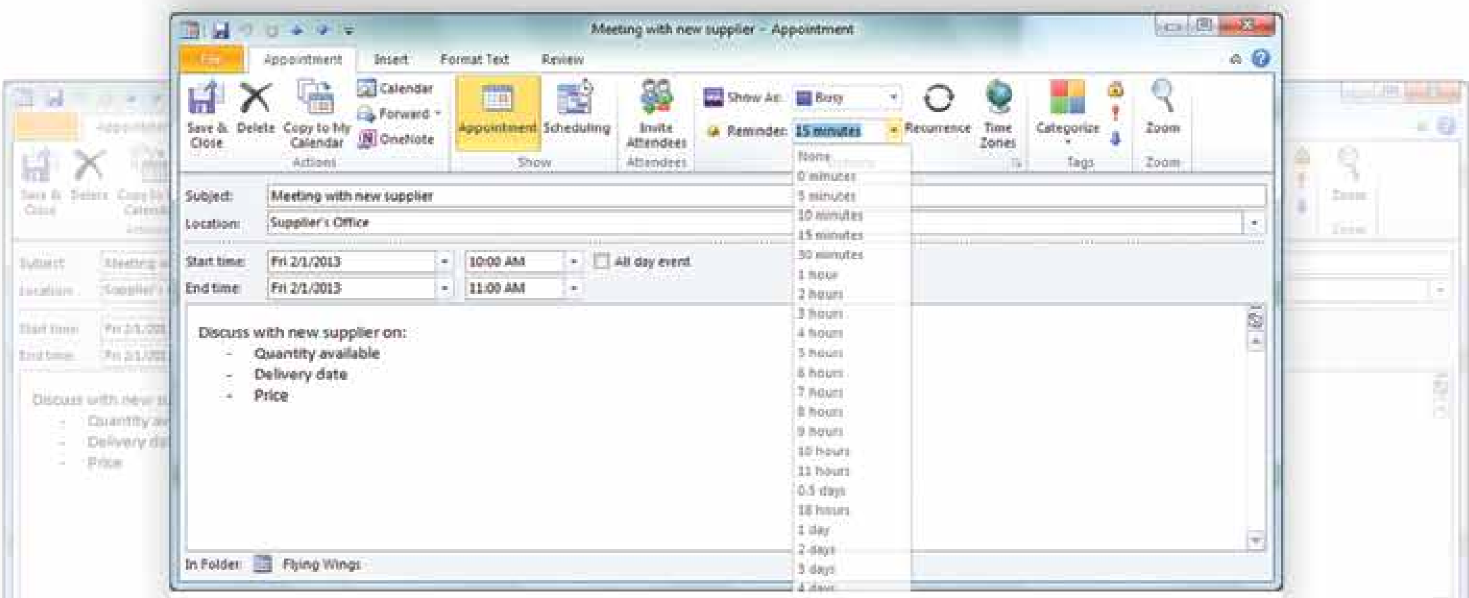
Set Reminders

Reminders are like an alarm clock — they alert you to an upcoming activity that is scheduled in your Calendar. Every activity has a reminder option.

1. Double-click on an activity to open it.

2. Set the Reminder to the number of minutes to be reminded in advance.

3. Click Save & Close. The calendar will alert you to the upcoming activity at the appropriate time.



Picture 1.3 – Set Reminders in Outlook Contact

NOTE *You can use the search calendar function to quickly find the appointment or event in your calendar.*

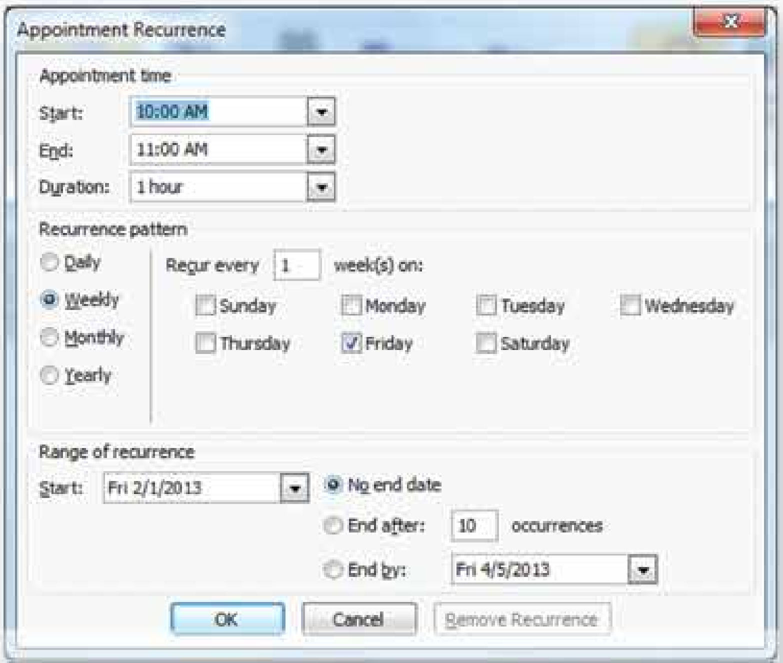
NOTE *Click Options from the Tools menu, then Calendar, to set your preferences for the Reminder.*

Schedule a Two - Day Event

Events are activities that last for twenty-four hours or longer, such as vacations, birthdays, and conferences.

1. **In the Month view, double-click a day in which to schedule your event.** The Event window appears with the check box for All day event selected.
2. **Enter a Subject and Start time for a date of your choosing, and then End time for the following day.** You have now scheduled a two-day event. Enter the Location and Notes if needed.
3. **Click Save & Close.**
4. **See how the event appears differently than the appointments in the Calendar — use the different Daily, Weekly and Monthly views.**

Set Recurring Appointments



Picture 1.4 – Appointment Recurrence Window

Recurring appointments are activities that occur regularly. You can set an activity to repeat using the Recurrence option ( ).

1. **Double-click on an activity to open it.**
2. **Click Recurrence in the Ribbon at the top of the window, and Enter the appropriate settings.** Click OK.
3. **Click Save & Close.**
4. **View the recurring activity in the Calendar.**

Invite Attendees

By sending an event as an invite, the recipient can respond whether they are going to attend.

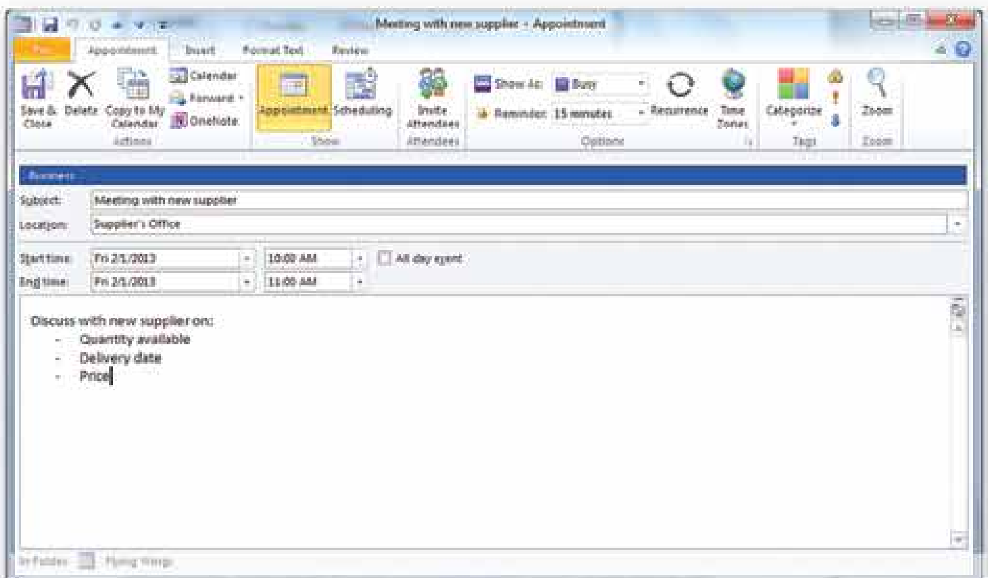
1. **Double-click on an activity to open it.**
2. **Click Invite Attendees in the Ribbon Event at the top of the window.**
3. **You will see compose email header, where you can input email addresses in the To field, then click Send to send out the invitation.**

Extra Feature! Color - Coding

Color-coding can help you quickly distinguish the type of activities you have scheduled in your calendar.

How It Works:

Open an Activity - in the Categorize button in the Ribbon, choose a color for your activity. View the color-coding in your calendar.



Picture 1.4 – Appointment Recurrence Window

Topic 2 / Contact and Management Tools

Advanced Material - Mail Merge

Print Outlook Contacts on Envelopes

Application or Equipment Featured

Microsoft Office Outlook 2010

Microsoft Office Word 2010

Exercise Files

None

CONTACT AND MANAGEMENT TOOLS

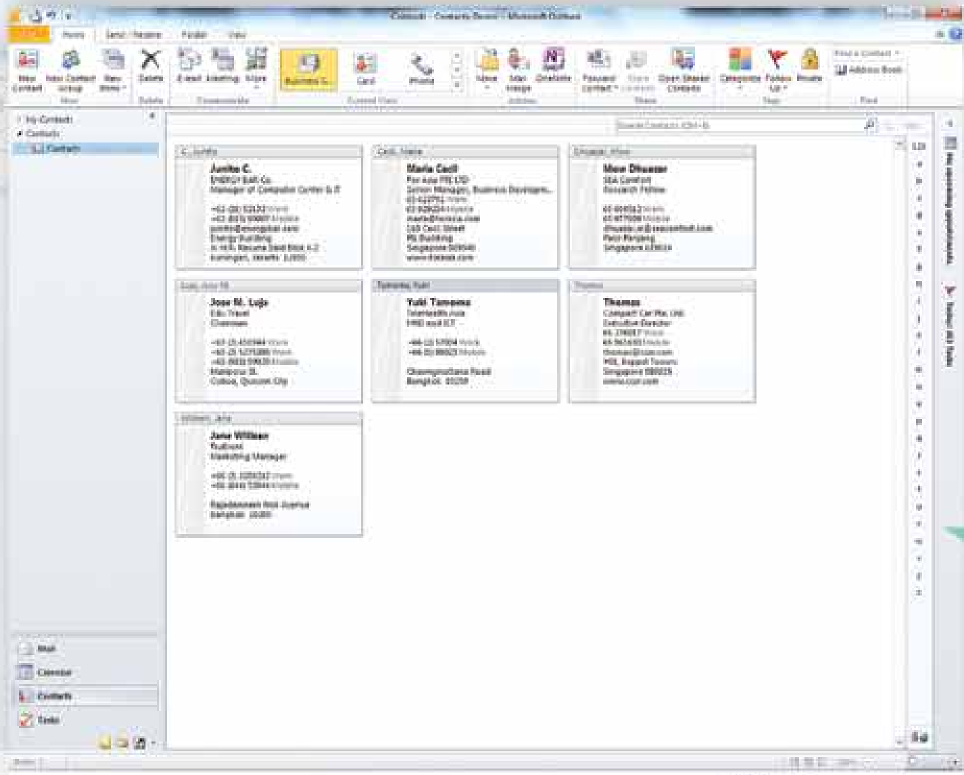
CONTACTS

Benefits on using Microsoft Outlook Contact:

1. Manage Activities - **One benefit of Outlook contact management is that you have the ability to manage any activities that are in any way related to a contact that you may have. You can link up your contact with other activities that are in Outlook as well. For instance, if you want to make an appointment with a contact and you do this on your calendar, you'll actually be able to see this in the contacts section of Outlook as well. This allows you to easily see what is going on with this person and you'll also be able to see the records from the last time you spoke to that contact as well.**

2. Email Linking - Another benefit of Outlook contact management is email linking. This option allows you to link certain emails to certain contacts on the contact list as well. It makes it much easier to find an email that you are searching for.

3. Categorize Your Contacts - **You'll also benefit form the Outlook contact management feature that allows you to categorize all of your contacts as well. This makes it easy to search back for contacts later so you won't have to go looking though all of your contacts for the person that you are looking for.**



Picture 1.6 – Outlook Contact 2010 Business Card View

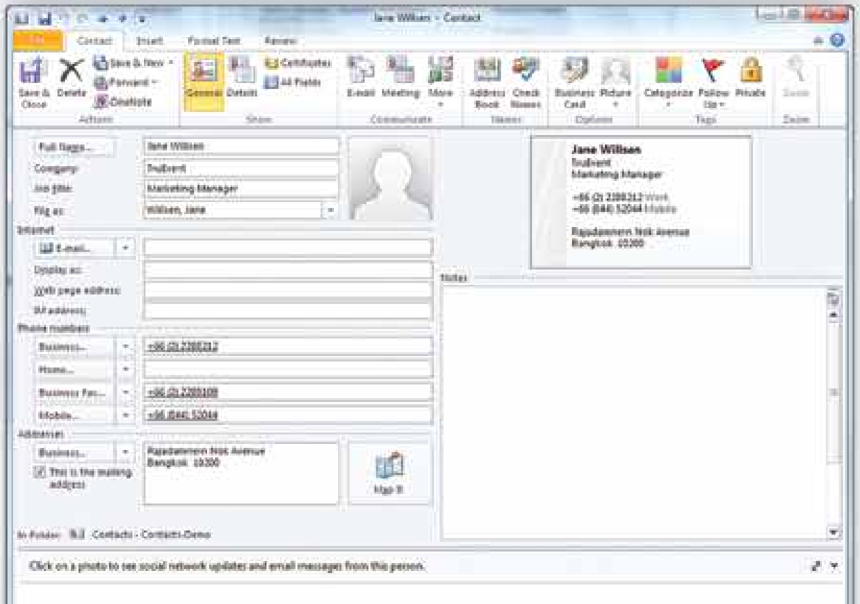
THIS ACTIVITY DEMONSTRATES CONTACT MANAGEMENT SOFTWARE USING MICROSOFT OUTLOOK CONTACT 2010.

KNOW YOUR OUTLOOK CONTACT 2010

1. From the navigation pane in Microsoft Office Outlook 2010, click Contacts. **Make sure Address Cards is selected under Current View, in Ribbon Home**.
2. Tour the other views in Contacts:
   a. Click Detailed Address Cards in the Current View ribbon group.
   b. Click Phone List from the Current View ribbon group.
   c. Return to the Address Cards view.
3. Open an existing contact by double-clicking on it. View some of the main parts of a contact card: Full Name, Company, Phone Numbers, Addresses, E-mail, and Web page address. Click Save & Close to exit the contact.

CREATE CONTACTS

1. From the top left of the screen, click New. The contact window appears.
2. Enter the following fields:
   a. Full Name
   b. Company
   c. Business phone number (and/or other numbers)
   d. Address (mailing address). Click the Business button to fill in the appropriate blanks.
   e. (Optional) Job title
   f. (Optional) E-mail
   g. (Optional) Web page address
3. In the large white box on the right, enter any Notes for this contact, for example, where and when you met the contact.
4. Click Save & Close.
5. View the contact in the list.
6. Create two more contacts.



Picture 1.7 – Create a new contact

Edit a Contact

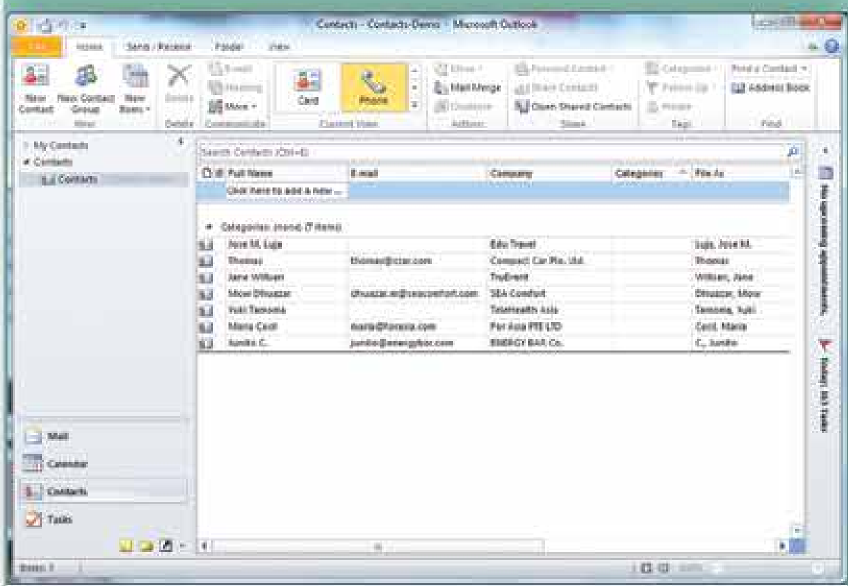
1. Double-click on a contact to open it.
2. Edit as necessary.
3. Click Save & Close.

View a Phone List of Contacts

1. Select the Phone List view from the Current View ribbon group to see a list of contacts and their telephone numbers.
2. Sort contacts.
   a. To sort the list by full name, click the Full Name heading above the list.
   b. To sort the list by company, click the Company heading above the list.

Use Categories

Categories are a way to organize and group your contacts.



Picture 1.8 – Outlook Calendar 2010 Phone View

1. Double-click on a contact to open it. The Categorize button appears at the top of the Ribbon in the Contact window.
2. Click the Categorize button, select one or more categories. The selected information now appears below the Ribbon.
3. Click Save & Close.
4. View the category information in the Phone List and Detailed Address Cards views.
5. Repeat selecting categories for two other contacts.
6. Select the Categories in the Arrangement ribbon group in ribbon View to see the contacts listed by category.

TIP

You can create your own categories by going to Categorize in the Ribbon, and then clicking on All Categories, and then New.

PRINT CONTACTS

1. Go to the Business Cards view.
2. From the File menu, click Print. Choose a Print style – for example, Card Style or Phone Directory Style.
3. Preview if needed.
4. Select other print options as needed, and click OK.

DELETE A CONTACT

1. Select the contact(s) that you want to delete.
2. Press the Delete key on your keyboard.

NOTE

You can also right-click on the contact and click Delete.

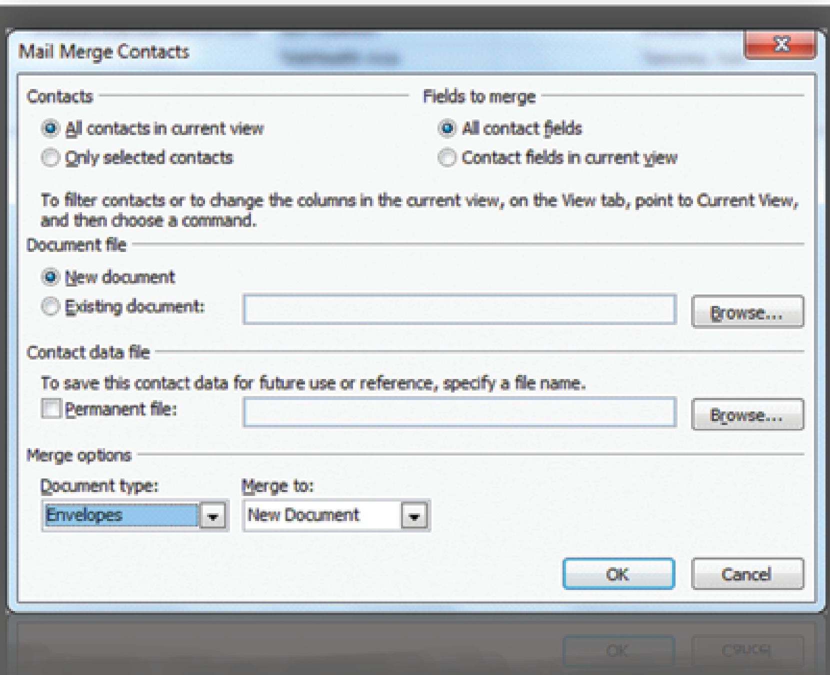
CONTACT MANAGEMENT TOOLS

This activity demonstrates contact management software and Mail Merge. The exercises are in Microsoft Office Outlook 2010 and Microsoft Office Word 2010.

PRINT OUTLOOK CONTACTS ON ENVELOPES

1. Select the contacts whose information you want to merge.

   In the ribbon Home in Microsoft Office Outlook 2010, click Mail Merge. The Mail Merge Contacts dialog box appears.

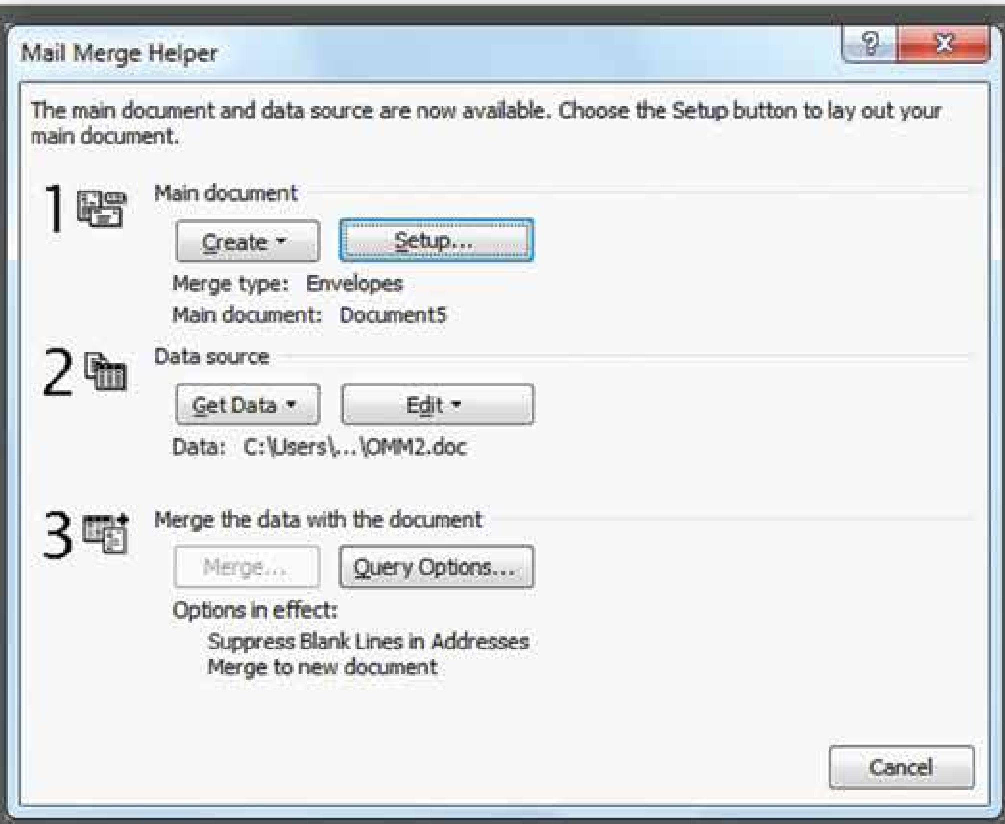


Picture 1.9 – Mail Merge Contacts Window

2. At the bottom of the dialog box, under Merge Options, select Envelopes for Document Type, and click OK. The following message appears:

Picture 1.10 – Message window

3. Read the message – it instructs you to click Setup in the following step. Click OK. The Mail Merge Helper dialog box appears.



Picture 1.11 – Mail Merge Helper

4. Click the Setup button, and select the type of envelope to generate. Click OK, and then click Close. A blank envelope appears with the cursor flashing where the return address will go.
5. Enter your return address.
6. Click in the lower center of the envelope. A box should appear where the mailing address will go.
7. Prepare the layout for the address information. Locate the Insert Merge Field button in the Write & Insert Fields group on the Mailings tab. Use it to insert address fields as needed from Microsoft Office Outlook 2010 (for example, Full Name, Company, Street_Address, etc.). The field names appear.

NOTE *The Address Block option on the Ribbon is a shortcut for adding contact information. It combines appropriate name, company, and address fields.*

8. review addresses. Locate the Preview Results option in the Ribbon. Click on it, and use the blue arrow buttons to scroll forward and backward through other addresses.

9. Merge to a New Document. Locate the Finish & Merge in the Finish group in the Mailings tab and choose Edit Individual Documents. Click on it to create a document with all the merged envelopes. Save if needed, and print.

Topic 3 / Data Management

Advanced Material - Mail Merge

Create a Directory with a Contact List
Extra Feature! Sort and Filter in Mail Merge
Extra Feature! Insert Other Fields in Mail Merge

Application or Equipment Featured

Microsoft Office Excel 2010
Microsoft Office Word 2010

Exercise Files

Inventory.xlsx
Contacts.xlsx

DATA MANAGEMENT

DATABASES

Take a Quick Tour

1. Open the Inventory.xlsx file.
2. Note that the database is composed of fields, field headings, and records.
3. From the View tab, click Zoom, then select 200% to zoom in. This feature changes the way you see the contents of the spreadsheet; it does not change the size of the actual text. Next, go to the Zoom option in the Ribbon and decrease the zoom to the desired percent.
4. Click on any field, and note its contents. Also note its contents in the Formula Bar at the top of the screen. Note that columns are numbered by letters. Rows are labeled by numbers. A cell is the intersection of a row and a column. A cell is referenced by its corresponding column and row labels-for example, B4.
5. Practice navigating through the data.
   a. Click Control + Home on your keyboard. What does this command do?
   b. Use your arrow keys on your keyboard to move throughout the database.
   c. Practice selecting one cell, a group of cells, and a column.

6. Note the different types of data listed (text, numbers, and dates).
7. Click on the Home tab in the Ribbon. Note the Sort & Filter button on the Ribbon at the top right of the screen.
8. Note the formatting options at the top of the screen (Bold, Fill Color).

WORK WITH A DATABASE: FORMAT, SORT, AND FILTER

1. Format headings
   a. Using the Inventory.xls file, highlight the headings, and click the Bold button in the Font group at the top of the screen.
   b. Next, change the fill color of the headings by using the Fill Color button in the Font group.

2. Format cells
   a. Highlight the "Purchase Order Date" column by moving the cursor to the column label H above "Purchase Order Date" and clicking on it once.
   b. From the Cells group, click Format and choose Format Cells. Change the date format as appropriate.

3. Sort
   a. Click on an item in the "Products" column, and click the Sort & Filter button followed by the Sort A to Z option. Note the change in the list of products and their corresponding information. Click the Sort Z to A option, and note the change. From the Quick Access toolbar, click the Undo button to return to the previous sort order.

4. Sort within a Sort
   a. Click the Sort & Filter button and choose Custom Sort.
   b. Select options to sort first by "Products" and then by "Name".

5. Filter
   a. Filter for "T-shirt". From the Data menu, click Filter, then AutoFilter. Arrows appear in each of the field headings.
   b. Click the arrow for the "Products" column, and select "T-shirt" to view only those items. From the bottom left of the screen, note how many records appear when you apply this filter.
   c. Click the arrow again, and choose Select All to return to the whole list.

6. Filter within a Filter
   a. Filter for red T-shirt. Filter first for "T-shirt". Then click the arrow for the color column, and select "Red".
   b. Show all records again. Click Sort & Filter and then Clear. This feature is useful when you are running more than one filter.

7. Custom Filter
   a. Using the AutoFilter arrow keys, click the arrow for "Purchase Order Date", and select Date Filters and then After... The Custom AutoFilter dialog box appears.
   b. In the top-left box, choose is after. In the box to the right of that choose 4/1/2007 and click OK. Note that the list displays only items purchased after April 1, 2007.
   c. Click the arrow again, and choose Select All to return to the whole list.

8. Custom Filter within a Filter
   a. Filter for "T-shirt". Next, check where the inventory stock for "T-shirt" is low. Using the AutoFilter arrow keys, click the arrow for "In Stock", and select Number Filters and then Less than.... The Custom AutoFilter dialog box appears.
   b. In the top-left box, choose is less than, type 30 in the box to the right of that, and click OK. Note how the list has changed.
   c. Show all records again. Click Sort & Filter, Clear.

9. Use OR Filters

   a. Filter for "CD" or "DVD". Using the arrow key for "Products", select Text Filters and then Custom Filter. Note the And/Or option. Select to view records where the "Products" field equals CD OR equals DVD. Note how the list has changed.
   b. Click the arrow again, and choose Select All to return to the whole list.

10. Add a new record

   a. Go to the bottom of your list, and add another record. (To insert a row in the middle of your list, click Insert from the Cells group and choose Insert Sheet Rows.)

EXTRA FEATURE! CONDITIONAL FORMATTING

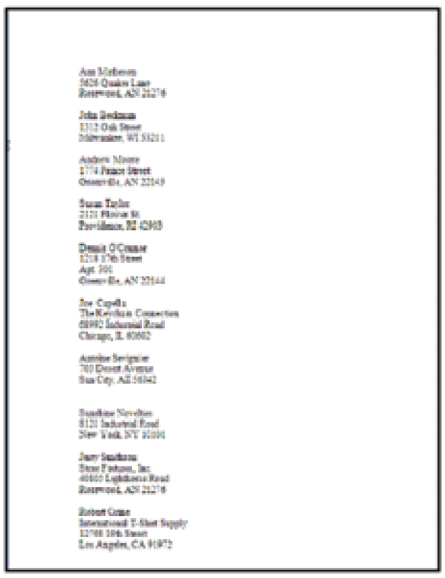
The Conditional Formatting feature helps you format cells by certain criteria. For example, you can set it so that a certain item appears in red if its stock goes below 30.

How It Works:

1. Highlight the cells to format by certain criteria.
2. In the Styles group, click Conditional Formatting.
3. Choose Highlight Cell Rules and then Less Than...
4. Enter the condition and a format to apply if the condition is met.

MAIL MERGE – CREATE A DIRECTORY WITH A CONTACT LIST

Contact Type	First Name	Last Name	Company Name	Address1	Address2	City	State	Zip
Customer	Ann	Matheson		5626 Quaker Lane		Rosewood	AN	21276
Web Customer	John	Beckman		1312 Oak Street		Milwaukee	WI	53211
Customer	Andrew	Moore		1774 Prince Street		Greenville	AN	22143
Web Customer	Susan	Taylor		2121 Flower St.		Providence	RI	02903
Customer	Dennis	O'Connor		1218 17th Street	Apt. 301	Greenville	AN	22144
Supplier	Joe	Capella	The Keychain Connection	68992 Industrial Road		Chicago	IL	60602
Web Customer	Antoine	Seyignier		703 Desert Avenue		Sun City	AZ	56342
Supplier			Sunshine Novelties	8121 Industrial Road		New York	NY	10101
Vendor	Jerry	Smithson	Store Fixtures, Inc.	40805 Lighthorse Road		Rosewood	AN	21276
Supplier	Robert	Crane	International T-Shirt Supply	12768 19th Street		Los Angeles	CA	91972
Vendor			Office Supplies, Inc.	126 Main Street		Greenville	AN	22287
Customer	Samuel	Nelson		1100 Long St.		Silver Spring	MD	20910
Web Customer	Irina	Rodriguez		812 Greenbriar Lane		Port Angeles	WA	98362
Customer	Kim	Mathews		8242 New Castle Dr.		Burr Ridge	IL	60526
Vendor	Matthew	Turner	Store Prints (sign shop)	8716 Pickett Street		Greenville	AN	22287
Web Customer	Diana	Woods		5705 Parker Street		Hartford	CT	06106



Picture 1.13 – Create a Directory with Contact List

This activity demonstrates the Mail Merge feature used with databases. The exercises are in Microsoft Office Excel 2010 and Microsoft Office Word 2010.

CREATE A DIRECTORY WITH A CONTACT LIST

1. Open a new document in Microsoft Office Word 2010. From the Mailing tab, click Start MailMerge, and then Step by Step Mail Merge Wizard. The Mail Merge Wizard panel appears onthe right side of the screen. Follow the steps at the bottom of the panel, beginning with step 1of 6.

Step 1 of 6: Select the type of document to create. Under Select document type: select Directory. Read the associated note in the section below that. Then click Next at the bottom of the panel.

NOTE

Click Previous to return to the previous step.

Step 2 of 6: Select the document in which to create the directory. Under Select starting document:use the default selection (Use the current document). Read the associated note in the section below that. Then click Next at the bottom of the panel.

Step 3 of 6: Identify the source data. Under Select Recipients: use the default selection (Use an existing list).

Under Use an existing list: click Browse, and browse to the Microsoft Office Excel 2007 Contacts.xlsx"file that contains your source data. Choose Sheet 1 (Note: When the Select Table dialog box appears, ensure that the check box labeled First row of data contains column headers is selected.) Click OK. The Mail Merge Recipients dialog box appears with the headings and associated information.

Review the data columns, and click OK. The box disappears, and the cursor flashes in the MicrosoftOffice Word 2010 document. Click Next at the bottom of the panel.

Picture 1.14 – Mail Merge Recipients Window

Step 4 of 6: Arrange your Directory. From the Wizard panel on the right, click the More Itemsoptionand insert contact and address elements as desired. (Add spaces and new lines as needed.) The field elements appear where the contact information will be inserted.

Press Enter twice to create spacing between the directory contacts. Click Next at the bottom of the panel.

NOTE

The Address Block option is a shortcut for adding contact information. It combines appropriate name, company, and address fields primarily for United States–type contact information.
Click Edit Recipient List to return to the source data to be merged.

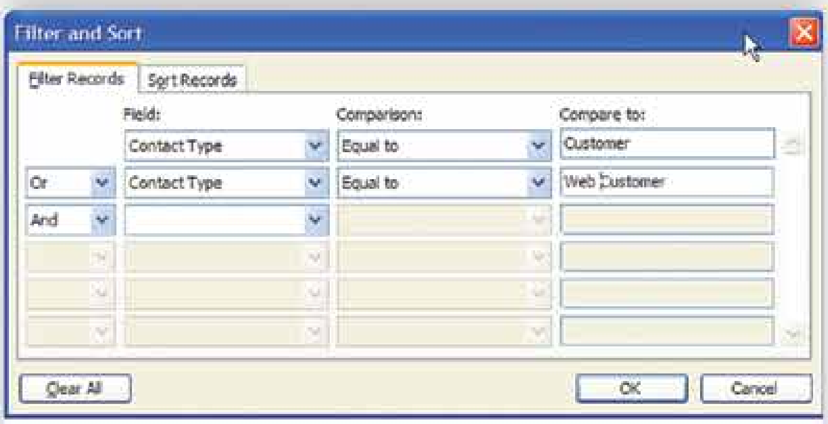
Step 5 of 6: Preview the directory. From the Wizard panel on the right, click the Previous (<<) andNext (>>) buttons to view the data that will be merged. (The result will not look like an actualdirectory until the next step.) Click Next at the bottom of the panel.

Step 6 of 6: Complete the merge. Click To New Document to merge the source data in directoryformat. A new document will appear with a directory list of contacts

1. Save this directory if needed.
2. Save the directory template if needed.

EXTRA FEATURE! CONDITIONAL FORMATTING

The Mail Merge feature contains both sort and filter options. Use these options to create adirectory of only the Customers and Web Customers from the Contacts database, sorted by last name.



Picture 1.15 – Filter and Sort in Mail Merge

- Locate the Mail Merge Recipients dialog box (Mail Merge step 3 of 6). This box appears once you browse to the appropriate source file. (If you have already selected your contact list, choose the Edit recipient list option instead.) The dialog box shows the database columns and associated information.

- Use the filter arrows of a desired column, and click on the Sort or Filter option to go to advanced sorting and filtering. The Filter and Sort dialog box appears.
- use the Filter Records tab with And/Or criteria as needed.
- Use the Sort Records tab as needed.

EXTRA FEATURE! INSERT OTHER FIELDS IN MAIL MERGE

The More Items option during the mail merge layout allows you to manually insert other fields from your database. You can also apply formatting during this step. Use this option to append the Contact Type in italics at the end of each contact address of your directory.

How It Works:

- Locate the More Items option (Mail Merge step 4 of 6).
- Use this option to insert any fields from your database, such as Contact Type.
- After inserting it into the layout, you can also apply formatting, such as bold or italics, to the field.

Topic 4 / Sharing in the Cloud (SharePoint Online)

Advanced Material

none

Application or Equipment Featured

Microsoft Office 365 Small Business Trial

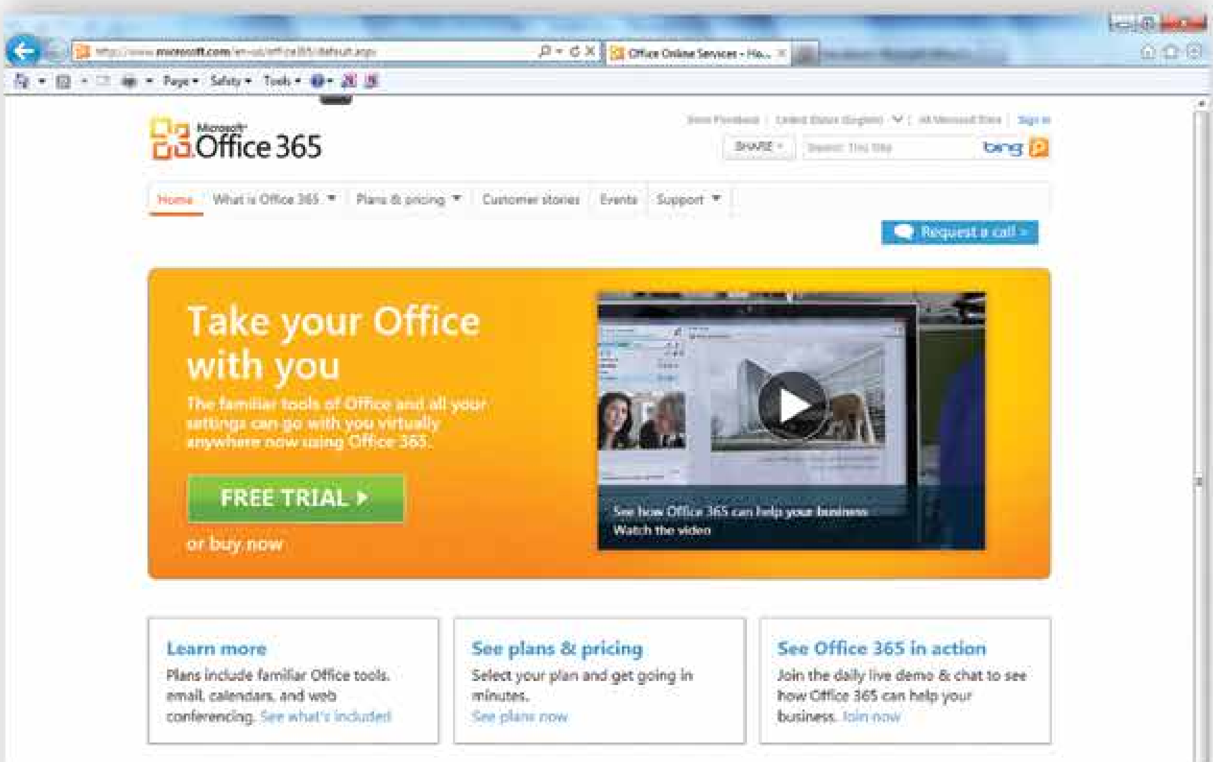
Exercise Files

none

ABOUT OFFICE 365

CREATE AN OFFICE 365 ACCOUNT

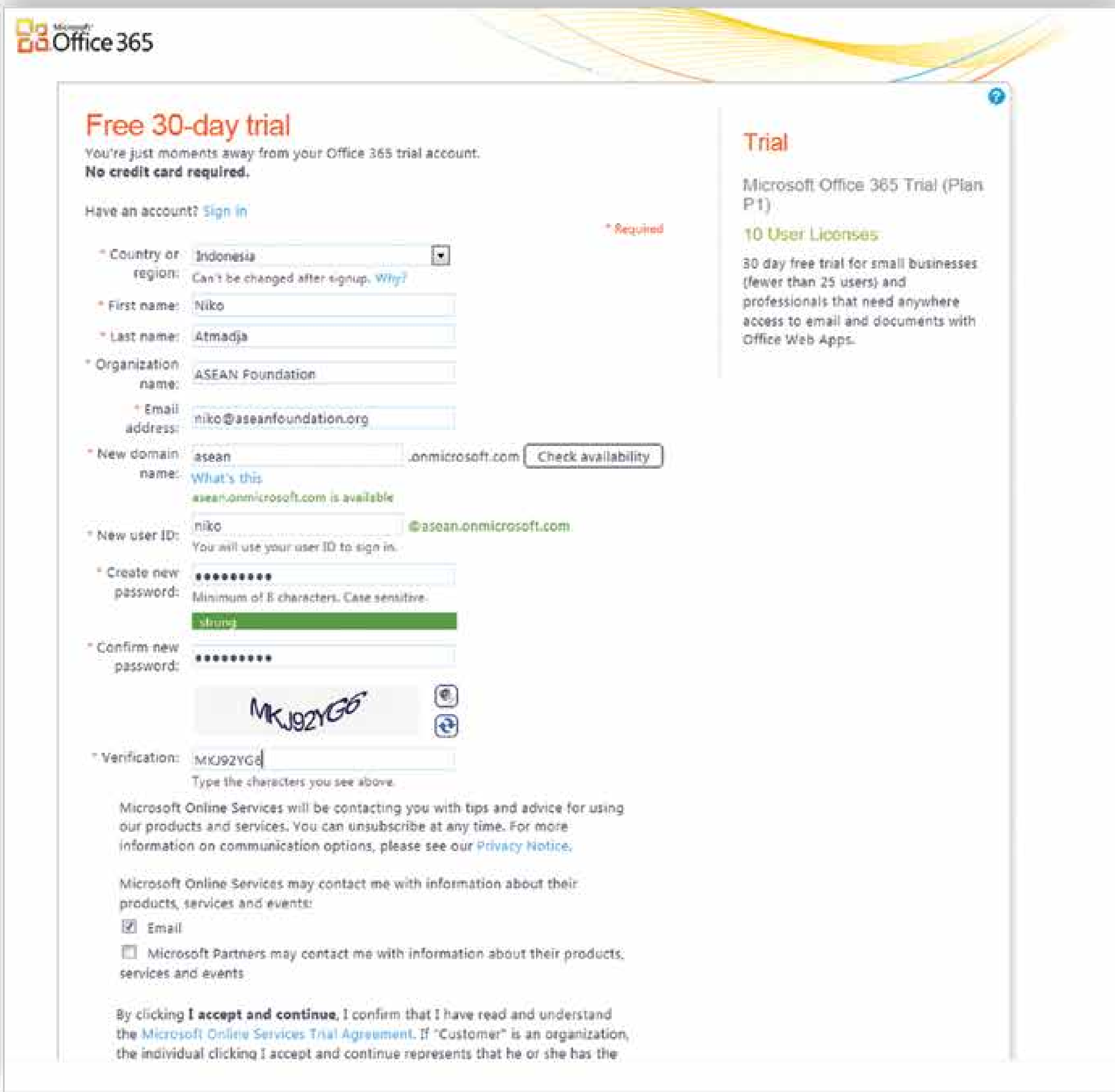
The first step in accessing the wonders behind the Office 365 curtain involves creating your own account. Begin by going to www.office365.com to sign up.



Picture 1.16 – Office 365 Website

Click on the FREE TRIAL button. The first question Office 365 will ask you is to decide whether you want to use the Small Business versionor the Midsize Business and Enterprise version of Office 365. The Small Business version gives you everything you need for creating a team site,sharing documents, working with email and instant messaging, hosting online meetings, and more. The Enterprise version is designed for larger organizations that have sophisticated data needs and require advanced archiving capabilities.

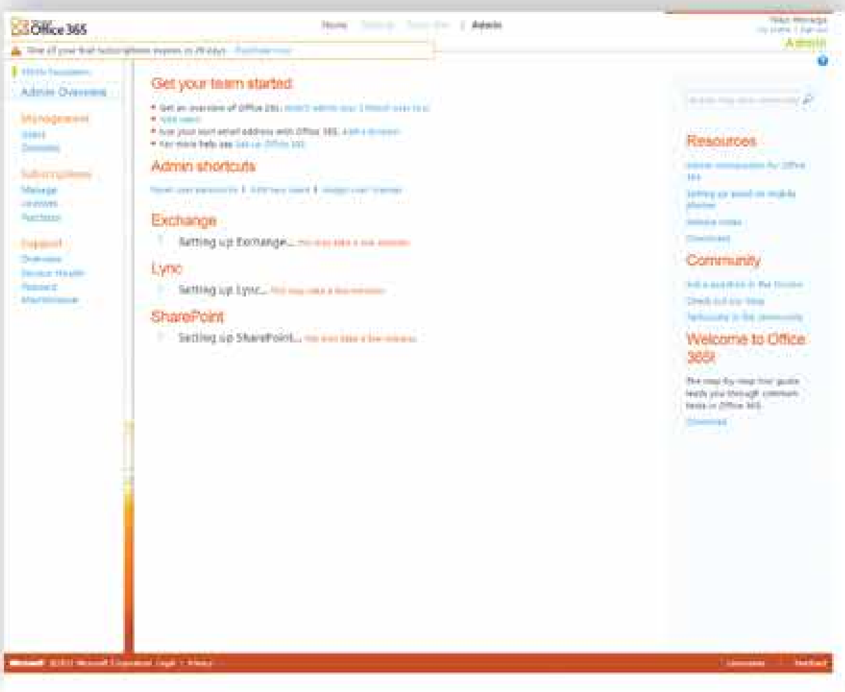
After you choose Small Business, Office 365 presents you with a simple form to fill out. Provide your name and Windows Live ID (you can sign up for one during this process if you don't already have one), and then you pass muster by typing the validation key and clicking OK.



Picture 1.17 – Office 365 Free Trial Sign Up Form

When you click Continue, Office 365 lets you know that it will sendyour new user name and password to the email address you specified. The Office 365 home page then appears, and one by one the various services that are part of Office 365 begin to load.

Office 365 Home



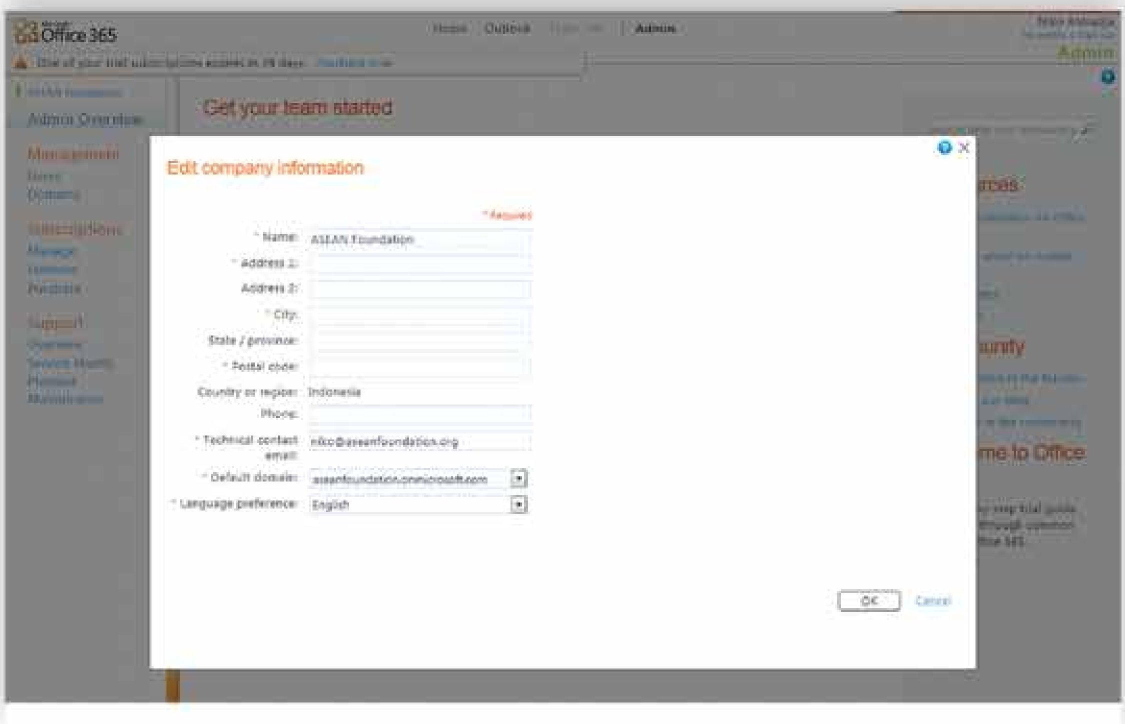
Picture 1.18 – Office 365 Home Page

The Office 365 Home page has a minimalist design, offering you primary site choices across the top. It gives you the links you need to access your email and manageyour calendar, connect with your team in real time, and work on your Office documents.

Setting Up a Profile

Your first task, after you create your Office 365 account, is to tell the program a little about your preferences and interests. Your profile—similar to ones you've probably created on social media sites—lists the basics about who you are, where you live, and what language you use.

Click your company name at the top left screen, then click edit. You will see below screen.



Picture 1.19 – Edit company information window

Update your company information, click OK when finished.

Changing Your Password

Security is very important. If you think you have entered less secure password during the setup, you can always change your password to a more secure one. Here's how to do that:

1. Click on My profile at the top right of the screen, then click Change password.
2. Input your old password, then the new password, followed by Confirm new password, then click Save

Picture 1.20 – Change password window

TIP

Your password for Office 365 needs to be at least eight characters in length. To increase the strength of the password—which decreases the risk that your password will be deciphered by someone else—use a variety of uppercase and lowercase letters, numbers, and special characters. The Password Strength bar shows you how strong the password you're suggesting will be; you can revise the password as needed to make it as strong as possible.

Changing Your Profile Picture

Office 365 also gives you the option of adding your own photo to your profile so that others will be able to see your image—or your favorite character, animal, or place—invarious places on Office 365. To change the profile picture, follow these steps:

1. On your profile page, click Change Photo.
2. Click Browse, and navigate to the folder containing the picture you'd like to use.
3. Click the picture, and click Open.
4. Click Upload.

Picture 1.21 – Changing Profile Picture

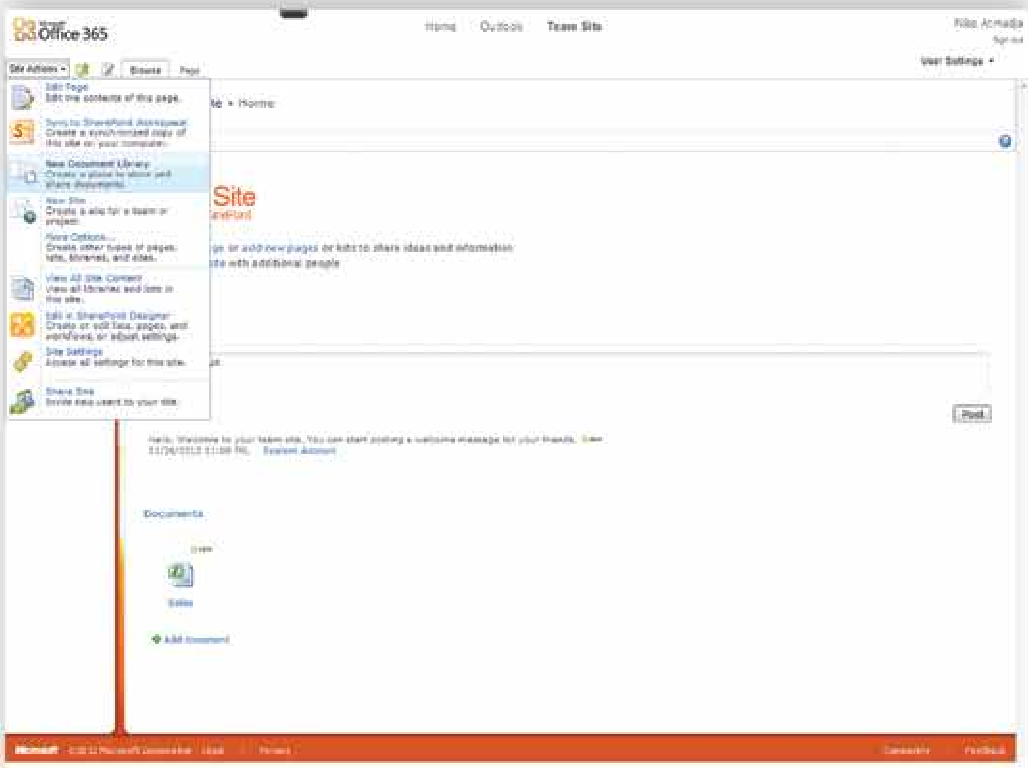
SharePoint Online

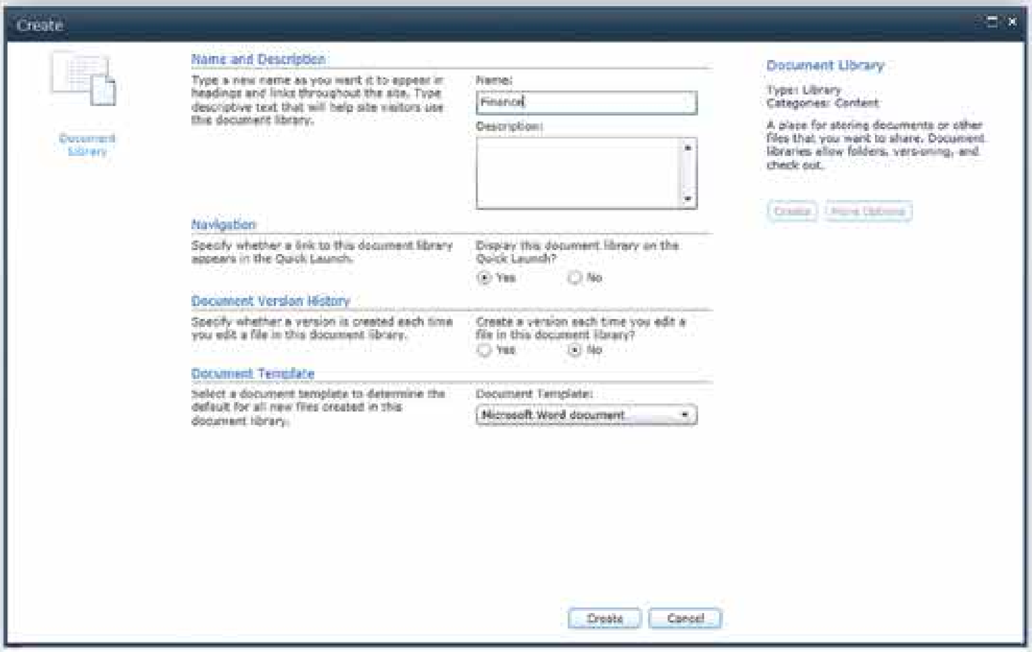
Some additional benefits Office 365 offers help bridge the gap between your "real world" needs and your productivity goals. You can create a shared workspace with SharePoint Online site where you can post events,comments, files, and more.

Create New Document

Here are the steps to create a New Document Library:

1. Go to your Team Site, click on Site Actions on your top left screen.
2. Click New Document Library
3. In the Name field, type in the library name, then click Create.



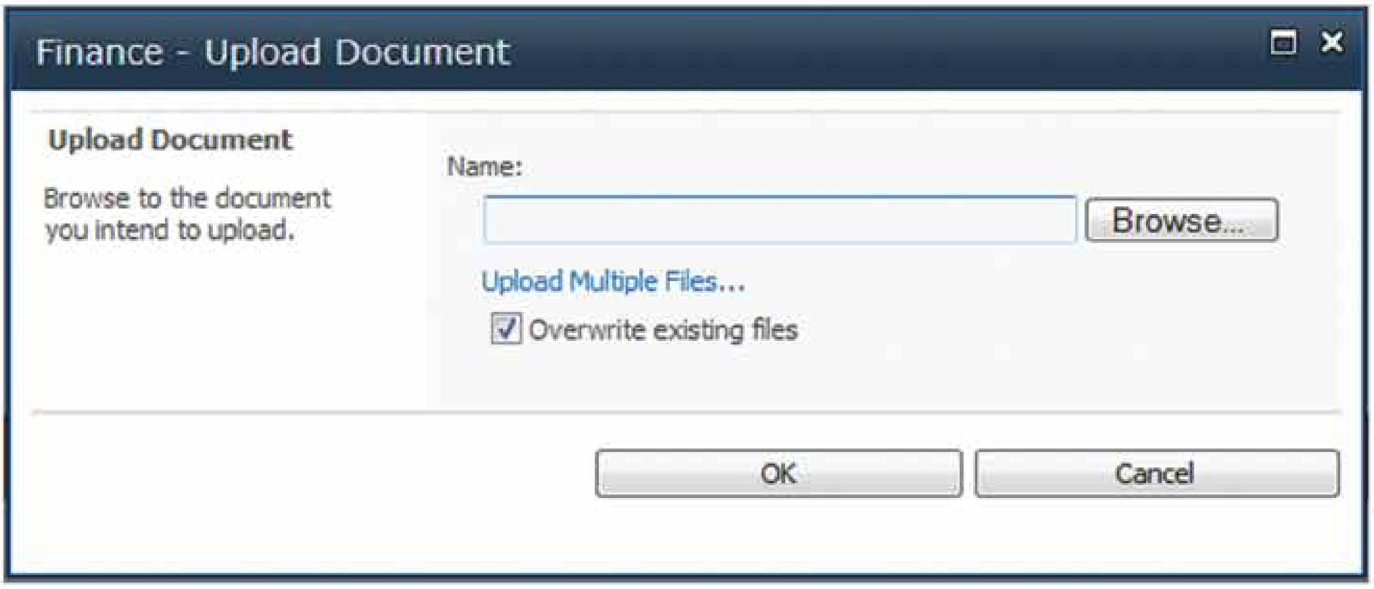


Picture 1.22 – Create New Document Library

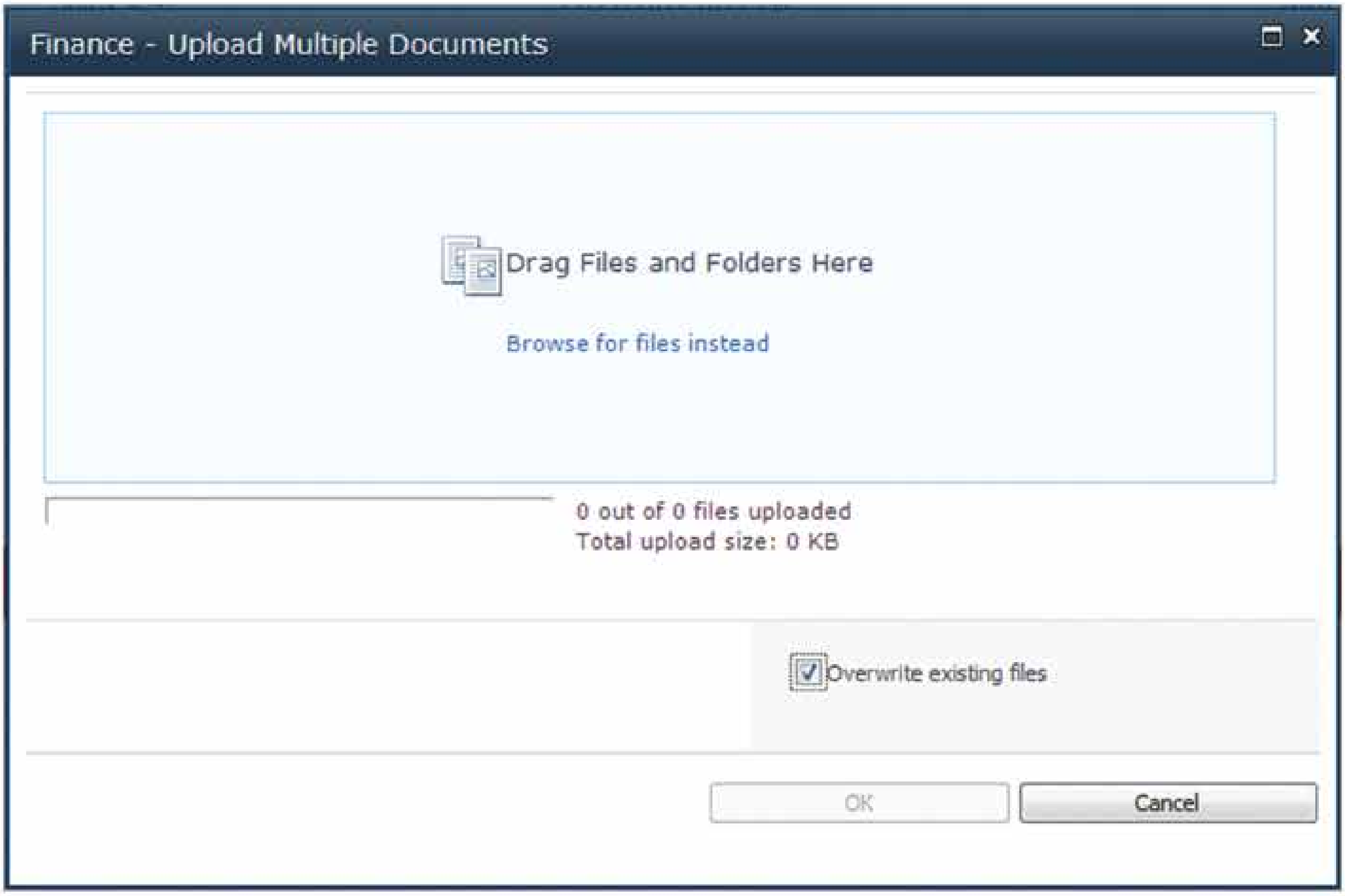
Adding File(s) to the Library:

Here are the steps to add a New Document to the library:

1. Go to your Document Library.
2. Click Add Document
3. Browse for the document in your computer, click ok when finished.
4. If you want to upload multiple files, click Upload Multiple Files...
5. You can drag files and folders into the provided area to upload the document.



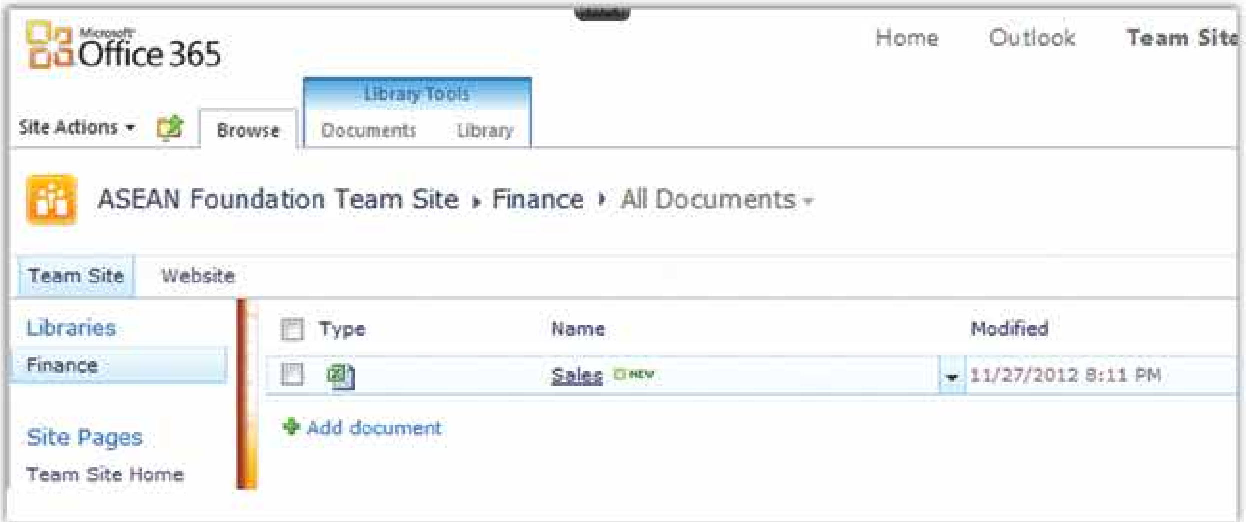
Picture 1.23 – Upload a Document



Picture 1.24 – Upload Multiple Document

Open a Document

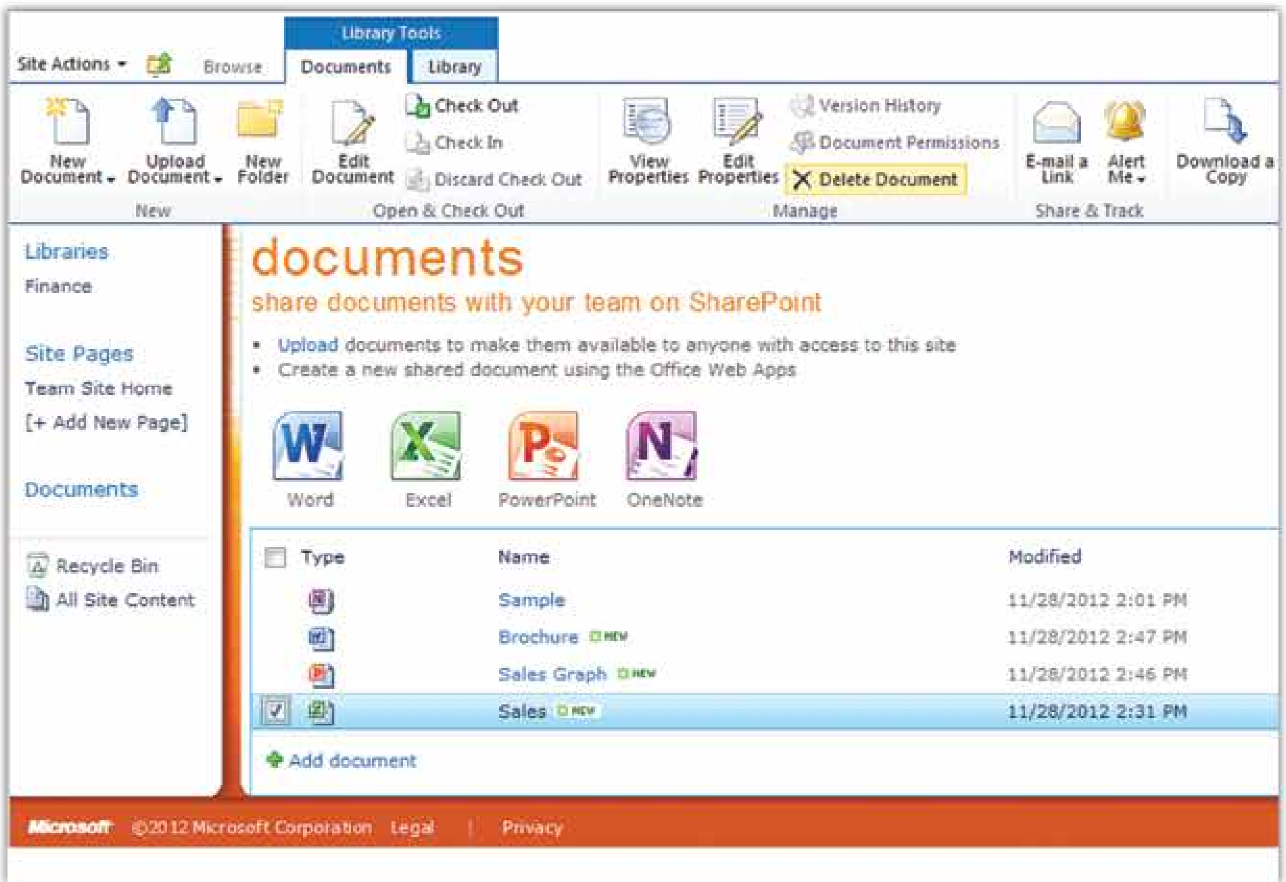
You can open the file(s) you have uploaded to the Document library just by clicking on the file.



Picture 1.25 – Open a Document in SharePoint Online

Delete a Document

1. Give check on document(s) you want to delete.
2. Ribbon Documents will showed up, then click Delete Document.
3. Click OK, when there is confirmation to delete the file(s).



Picture 1.26 – Delete a document

MODULE 2 / FINANCE TOOLS

Application or Equipment Featured

Microsoft Office Excel 2010

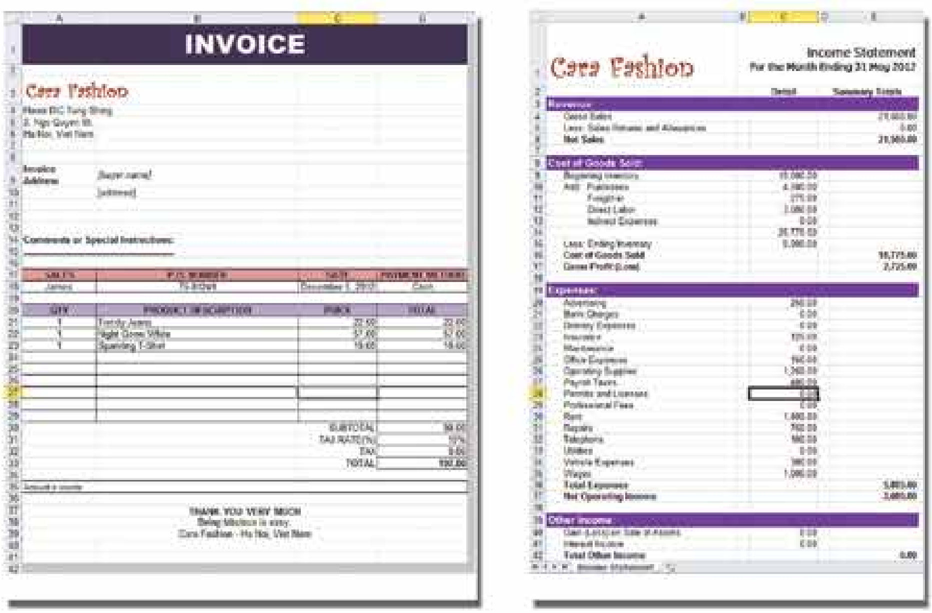
Exercise Files

Invoice.xlsx

IncomeStatement.xlsx

SPREAD SHEETS AS FINANCIAL DOCUMENTS

INVOICE FOR THE CUSTOMER



Picture 1.24 – Upload Multiple Document

This activity demonstrates spreadsheet software. The exercises are in Microsoft Office Excel 2010.

1. Open Invoice.xlsx
2. Note that this document opens in Normal view, which is typically used for working in spreadsheets. From the View tab in the Ribbon, click Zoom, and change the magnification to one that is best for you. This feature magnifies only the screen. It does not change the actual size of the content in the spreadsheet.

3. From the File menu in the top left corner, then click Print. This view is used to display what the document would look like when printed. Note the features of a standard invoice (Logo, From and To Addresses, Date, Terms, Quantity, Description, Unit Price, Amount, Tax Rate, and Invoice Total).
4. Click the File menu again to return to Normal view.
5. Note that a spreadsheet has columns and rows. The columns are labeled by letters. The rows are labeled by numbers.
6. The basic unit of this spreadsheet is called a cell – the intersection between a row and a column.
7. A cell is referenced by its corresponding column and row labels, for example, A3.
8. Click on any cell. At the top of the screen, note the name box, which indicates the cell reference.
9. Note that some cells in this spreadsheet contain numbers and that others contain text. At the top of the screen, note the Formula Bar, which displays the contents of a cell. Note how the information changes as you move from cell to cell by pressing the arrow keys or clicking the mouse.
10. Note the headings Quantity, Description, Unit Price, and Amount. Click on the Amount cell for the first item – Trendy Jeans. Note the Formula Bar. It contains a formula. What is it calculating? What does the formula begin with?
11. Note that the Formula Bar indicates formulas in the following cells:
    a. Amount = Quantity * Unit Price
    b. Subtotal = Sum of all amounts
    c. Tax = Subtotal * Tax Rate
    d. Total = Subtotal + Tax + Shipping and Handling charge

WORK WITH EXISTING INVOICES

Using Invoice.xlsx, make the following changes:

Change the Price of an Item

1. Before you begin, note the Quantity, Unit Price, and Amount for the first item – Trendy Jeans. Note the Invoice Total.
2. Click on the Unit Price for Trendy Jeans.
3. Change the price to 18.00 by typing [18] and then pressing Enter. Note that the spreadsheet will format the price appropriately.
4. Note the change in the corresponding Amount and in the Total.

Change the Quantity of an Item

1. Note the Quantity, Unit Price, and Amount for Sparkling T-Shirt. Note the Invoice Total.
2. Click on the Quantity for Sparkling T-Shirt.
3. Change the Quantity to 3 by typing [3] and then pressing **Enter**.
4. Note the change in the corresponding Amount and in the Total.

Add a New Item

1. Click on the blank line under the Sparkling T-Shirt entry.
2. Add a line for Bandana as shown below:

QTY	DESCRIPTION	UNIT PRICE
2	Bandana	3.25

3. Note the corresponding Amount and Total.
4. Change the Tax Rate.
    a. Note the current Tax and Invoice Total.
    b. Note the Tax Rate. Click on it, and change it to the local tax rate.
    c. Note the change in the Tax and in the Total.

INCLUDE THE CURRENT DATE AUTOMATICALLY

One formula that can be helpful is the one that indicates the current date.

How It Works:

Locate and click on the cell that contains the date. From the Formula Bar, note the formula used:

=TODAY( )

Use this formula to automatically include the current date.

INCOME STATEMENTS

The income statement measures all your revenue sources vs. all your business expenses for a given period. Below is an example in outlining the major components of the income statement:

- **Sales**: This is the gross revenues generated from the sale of clothing less returns (cancellations) and allowances (reduction in price for discounts taken by customers).
- **Cost of goods sold**: This is the direct cost associated with manufacturing the clothing. These costs include materials used, direct labor, plant manager salaries, freight and other costs associated with operating a plant (i.e., utilities, equipment repairs, etc.).
- **Gross profit**: The gross profit represents the amount of direct profit associated with the actual manufacturing of the clothing. It is calculated as sales less the cost of goods sold.
- **Operating expenses**: These are the selling, general and administrative expenses that are necessary to run the business. Examples include office salaries, insurance, advertising, sales commissions and rent.
- **Depreciation**: Depreciation is usually included in operating expenses and/or cost of goods sold, but it is worthy of special mention due to its unusual nature. Depreciation results when a company purchases a fixed asset and expenses it over the entire period of its planned use, not just in the year purchased. The IRS requires certain depreciation schedules to be followed for tax reasons. Depreciation is a noncash expense in that the cash flows out when the asset is purchased, but the cost is taken over a period of years depending on the type of asset.

INCOME STATEMENT OVERVIEW

1. Open IncomeStatement.xlsx.
2. From the **File** menu, click on **Print**. This view is used to display what the document would look like when printed. Note the features of a standard monthly income statement: Revenue, Cost of Goods Sold (direct costs), Expenses (indirect costs), Gross Sales Receipts, Gross Profit or Loss, and Operating Profit or Loss.
3. Click the **File** menu again to return to **Normal** view.

4. Again, note that the spreadsheet has columns and rows. The columns are labeled by letters. The rows are labeled by numbers.
5. Click on the different cells in the Summary Totals column on the right-hand side. As you do so, view the corresponding information that appears in the Formula Bar at the top of the screen. The Formula Bar indicates that some cells contain numeric content whereas others contain formulas.

WORK WITH AN EXISTING INCOME STATEMENT

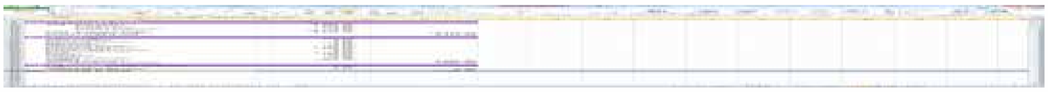
Using IncomeStatement.xlsx, make the following changes:

Insert a New Row

1. Before you begin, note the Total Expenses and Net Income at the bottom of the page.
2. In the Expenses section, select the row for Office Expenses.
3. Right click on the row you want to insert another row above and click on **Insert…** then **Entirerow**. A blank row appears above.
4. In this blank row, enter a new expense category [Miscellaneous] and a corresponding amount.
5. Scroll down and note the change in the Total Expenses and in the Net Income.

Copy and Rename Worksheets

1. Before you begin, note the tab at the bottom of the worksheet called Income Statement. You will copy the contents of this worksheet for another month.
2. Right Click on the Income Statement Tab and click **Move or Copy**. The **Move or Copy** dialog box appears.
3. In the center, select (move to end). Select the check box titled **Create a copy**, and click **OK**.
4. A new tab appears at the bottom: Income Statement (2).



5. Double-click on the new tab, and rename its title: Income Statement - this month.

EDIT NEW WORKSHEET ▮ UPDATE HEADINGS

1. Click cell E2, where the month title is located (as shown in the Formula Bar).
2. Click in the Formula Bar, and replace the date to the current month's end and this year.

NOTE *Right-clicking is sometimes faster than using the menus at the top of the screen. Right - click on an item to see its corresponding options.*

How It Works:

Right - click on the Income Statement tab at the bottom of the worksheet.

Note that a menu appears providing such options as Move **or Copy** and **Rename**.

Topic 2 / Expense Tracking Tools

Advanced Material
Pivot Tables

Application or Equipment Featured
Microsoft Office Excel 2010

Exercise Files
Expenses.xls

EXPENSE TRACKING TOOLS

This activity demonstrates spreadsheet software. The exercises are in Microsoft Office Excel 2010.

MONTHLY EXPENSES

Monthly expense sheets can be created for business use as well as personal use, as shown below.

	A	B	C	D	E
1	*Monthly Expenses*				
2		June	July	August	TOTAL
3	Rent	600	600	600	
4	Telephone	108	60	82	
5	Electricity	76	86	90	
6	Food	255	320	298	
7	Transportation	50	75	65	
8	Internet	40	40	40	
9	TOTAL				

Picture 2.3 – Monthly Expenses Spreadsheet

Overview

1. Open Expenses.xlsx, and view the monthly expense information contained within (categories, months, and totals).
2. Note that this document opens in Normal view, which is typically used for working inspreadsheets. From the View tab in the ribbon, click Zoom, and change the magnification to one that is best for you. This feature magnifies only the screen. It does not change the actual size of the content in the spreadsheet.
3. From the File menu, click Print to display what the document would look like when printed. Click File menu again to return to Normal view.
4. Note that the spreadsheet has columns and rows. The columns are labeled by letters. The rows are

labeled by numbers.

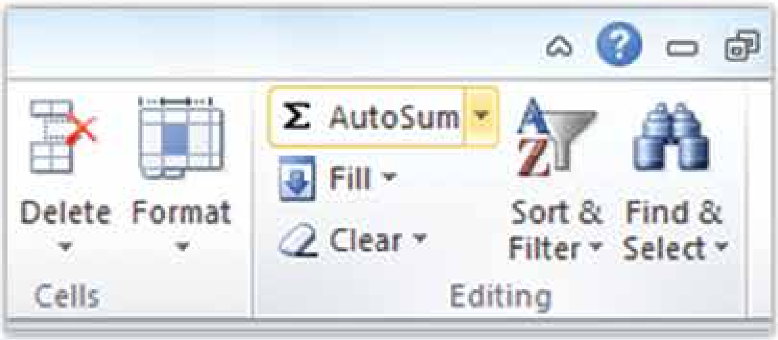
5. The basic unit of a spreadsheet is called a cell – the intersection between a row and a column. A cell is referenced by its corresponding column and row labels, for example, B2
6. Click on any cell. At the top left of the screen, note the name box, which indicates the cell reference. Below, write the following:
   a. The Rent for December is located in cell _ _ _ _.
   b. The Total Rent for October through December is located in cell _ _ _ _.
   c. The total monthly expense for November would be in cell _ _ _ _.
7. Note that some cells in this spreadsheet contain numbers and others contain text. Some cells are also formatted with color and bold or italics. Go to Home tab in the ribbon, thenlocate the Font group, which displays the Font Size, Bold, Italics, Borders, Fill Color, and Font Color buttons.
8. At the top of the screen, note the Formula Bar, which displays the contents of a cell. Move from cell to cell using the arrow keys on your keyboard or by clicking with the mouse, and note the contents of each cell in the Formula Bar.
9. Locate the cell containing the total rent. By clicking on the cell, you can identify the content as a formula displayed in the Formula Bar. All formulas begin with "=". Below, write the equation used for this cell.
10. Locate the cell containing the total expenses for October. The formula in this cell shows a built-in function "SUM( )" used to add a range of cells. Write the equation below:
11. Note the total Rent from October through December and the total monthly expenses for October. Both depend on the October Rent. Change the October Rent to 1000 by typing [1000] and then pressing Enter. View the calculation changes based on this item! When done, press Undo (to the right of the Office button, in the top left corner of the screen) to change the rentback to the original number [600].
12. Practice selecting a group of cells:
    a. Select the October expense data [B5 to B10]
    b. Select the monthly Rent expenses [B5 to D5]

CHALLENGE: The current formula for the total Rent is this: = B5 + C5 + D5. Below, write another formula for this using the SUM( ) function.

WORK WITH MONTHLY EXPENSES

Formulas and Functions

1. In the Monthly Expenses worksheet, select cell E6, where you will calculate the total Food expenses.
2. In the cell, type the formula =B6+C6+D6 and press Enter. The spreadsheet performs the calculation and displays the total.
3. Use a similar formula to calculate the total for Electricity. Remember to press Enter!
4. Another way to add a range of contiguous cells is to use the Sigma, or AutoSum, Function (Σ). Locate it in the Editing group in the Ribbon.



Picture 2.4 – AutoSum function

5. Calculate the total for Food, using the Sigma function. Select the Food expense cells [B8 to D8], and click the Σ at the top of the toolbar. The total appears. Note its formula in the Formula Bar and write it below:

6. Using a similar method, calculate the total Transportation and ADSL totals.
7. Using the Sigma function, calculate the remaining Monthly Totals and Grand Total. Tip: A shortcut when totaling vertical cells is to click in the cell where the total will be located and double-clickΣ.
8. Save your document.

RELATIVE REFERENCES

Relative references allow you to copy and paste formulas such as totals.

How It Works:

- Right-click on cell E3, and click Copy.
- Select cells E4 to E8. Right-click on the selection, and click Paste.
- Note that the formula was copied over and that the pasted formulas use cell references relative to the rows they are in.

CREATE A MONTHLY EXPENSE SHEET

Monthly expense sheets can be created for both business and personal use.

Auto Fill the Months

1. In Microsoft Office Excel 2010, click the File menu at the top left of the screen and click New to open a new spreadsheet. Choose Blank Workbook and click Create.
2. Click on cell B1, and type the name of the current month. The cell will have a black border around it with a small black square in the bottom-right corner.
3. Move the pointer over the small black square until the pointer changes to a black cross (+).

Picture 2.5 – Cell's Handle

4. Click and drag horizontally across two more cells. Two more consecutive months appear.

Enter Categories and Expenses

1. In cells A2, A3, and A4, enter three categories [e.g. Rent, Telephone, Electricity].
2. Fill in the expenses for each of the monthly categories.
3. Save your new document as [My Expenses].

Add Formulas

1. Calculate your category expenses: Locate the first row of expenses. Select them, and click Σ. The total appears.
2. Repeat this process for the second and third rows of expenses.
3. Calculate your monthly expenses: Locate the first blank cell below the first month's expenses. Click in this cell, and double-click Σ. The total appears.
4. Repeat this process for the remaining totals, including the Grand Total.

AUTO – FILL FORMULAS

Use Auto Fill as another way to copy and paste formulas.

How It Works:

- Select a cell containing a formula that you want to copy.
- Move the pointer over the small black square in the bottom-right corner of the cell until the pointer changes to a black cross (+).
- Click and drag horizontally or vertically as needed to paste the formula in adjoining cells. Note that the pasted formulas use relative cell references.

ADD FORMATTING AND ADJUST COLUMN WIDTHS

1. Highlight the months, and make them bold.
2. Highlight the categories, and italicize them.
3. Highlight the category totals, and italicize them.
4. Highlight the monthly totals, including the grand total, and make them bold.
5. Adjust the width of columns as needed by clicking and dragging the column borders at the top of the spreadsheet.
6. Save your document again.

TIP

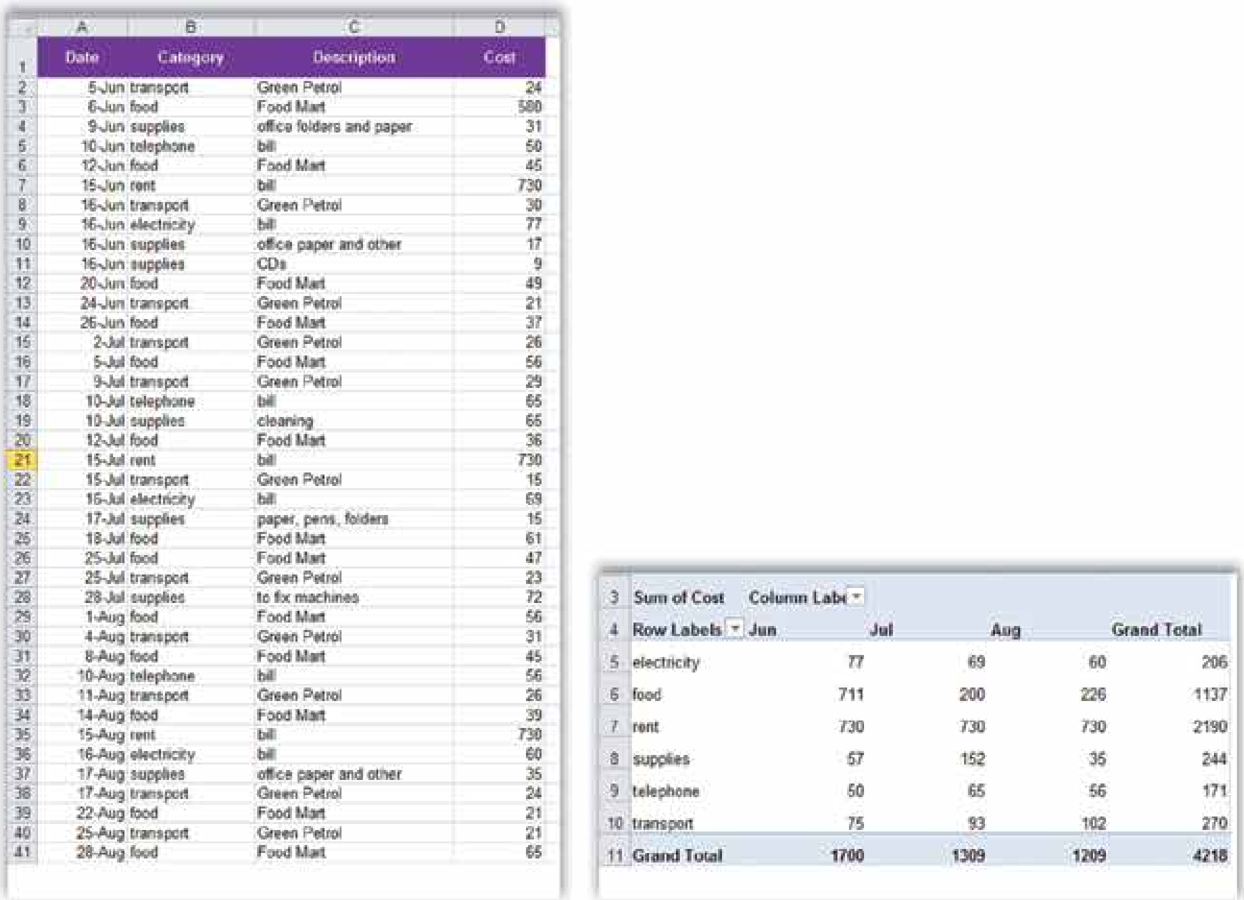
Double-click on a column border to auto-adjust its width.

CONGRATULATIONS!

You have just created a monthly expense sheet. Proceed to apply additional formatting.

ADVANCED MATERIAL – PIVOTTABLES

This activity demonstrates spreadsheet software used to create Pivot Tables. The exercise is in Microsoft Office Excel 2010.



	A	B	C	D
1	Date	Category	Description	Cost
2	5-Jun	transport	Green Petrol	24
3	6-Jun	food	Food Mart	580
4	9-Jun	supplies	office folders and paper	31
5	10-Jun	telephone	bill	50
6	12-Jun	food	Food Mart	45
7	15-Jun	rent	bill	730
8	16-Jun	transport	Green Petrol	30
9	16-Jun	electricity	bill	77
10	16-Jun	supplies	office paper and other	17
11	16-Jun	supplies	CDs	9
12	20-Jun	food	Food Mart	49
13	24-Jun	transport	Green Petrol	21
14	26-Jun	food	Food Mart	37
15	2-Jul	transport	Green Petrol	26
16	5-Jul	food	Food Mart	56
17	9-Jul	transport	Green Petrol	29
18	10-Jul	telephone	bill	65
19	10-Jul	supplies	cleaning	65
20	12-Jul	food	Food Mart	36
21	15-Jul	rent	bill	730
22	15-Jul	transport	Green Petrol	15
23	16-Jul	electricity	bill	69
24	17-Jul	supplies	paper, pens, folders	15
25	18-Jul	food	Food Mart	61
26	25-Jul	food	Food Mart	47
27	25-Jul	transport	Green Petrol	23
28	28-Jul	supplies	to fix machines	72
29	1-Aug	food	Food Mart	56
30	4-Aug	transport	Green Petrol	31
31	8-Aug	food	Food Mart	45
32	10-Aug	telephone	bill	56
33	11-Aug	transport	Green Petrol	26
34	14-Aug	food	Food Mart	39
35	15-Aug	rent	bill	730
36	16-Aug	electricity	bill	60
37	17-Aug	supplies	office paper and other	35
38	17-Aug	transport	Green Petrol	24
39	22-Aug	food	Food Mart	21
40	25-Aug	transport	Green Petrol	21
41	28-Aug	food	Food Mart	65

3	Sum of Cost	Column Labe			
4	Row Labels	Jun	Jul	Aug	Grand Total
5	electricity	77	69	60	206
6	food	711	200	226	1137
7	rent	730	730	730	2190
8	supplies	57	152	35	244
9	telephone	50	65	56	171
10	transport	75	93	102	270
11	Grand Total	1700	1309	1209	4218

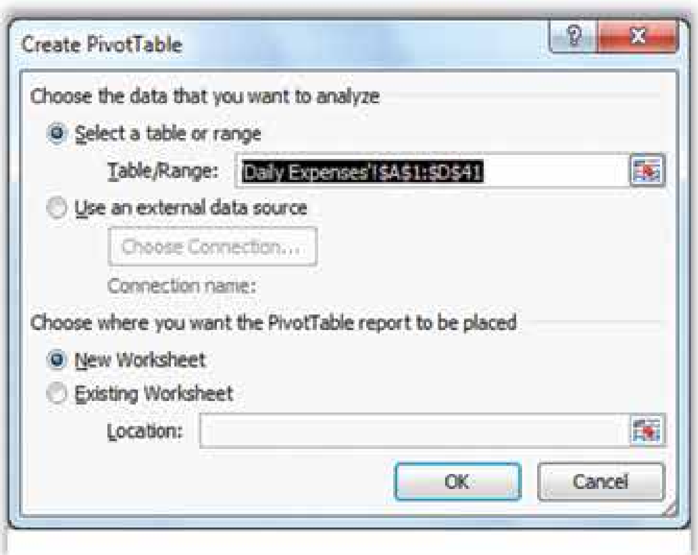
Picture 2.6 – Pivot Table View

CREATE PIVOT TABLES

Pivot Tables are tools that help you rearrange and analyze your data. For example, from a list of daily expenses by category, cost, and date, you can use this tool to create a monthly category expense sheet with totals.

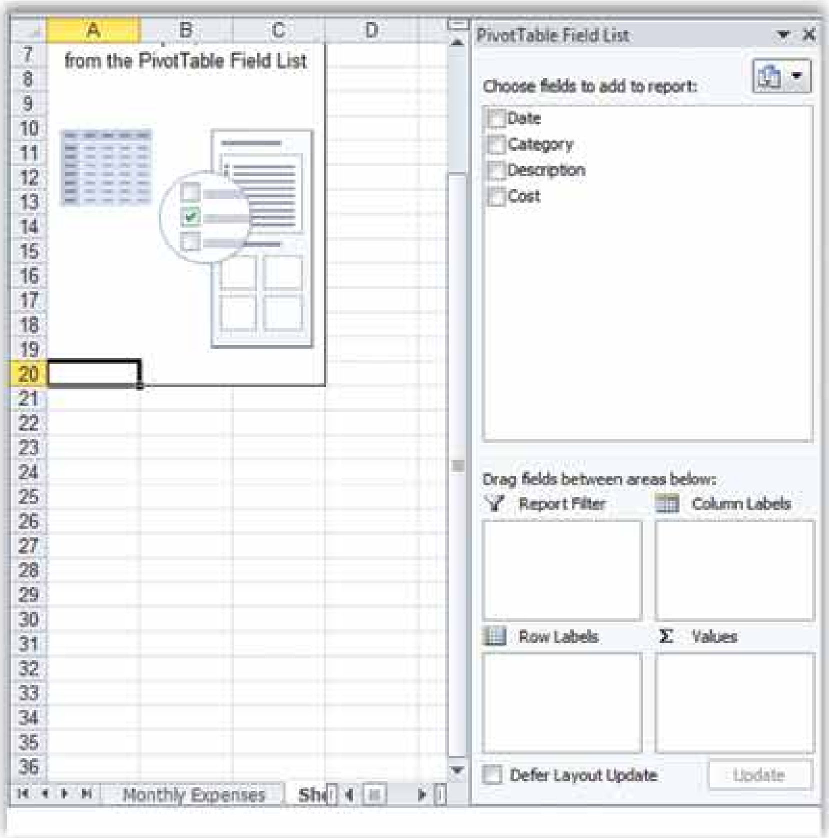
Create a Pivot Table

1. Open Expenses.xlsx, click the worksheet labeled Daily Expenses, and note the content contained within (dates, categories, descriptions, and costs).
2. Click the upper-left-hand cell of this expense list [A1].
3. Press Control + Shift + Right Arrow, then Down Arrow, to select the contents of the expense list. From the Insert tab, click PivotTable. The Create Pivot Table dialog box appears:



Picture 2.7 – Create PivotTable dialog box

4. Verify if the default data is the same and click OK.
5. A new Worksheet appears with this layout



Picture 2.8 – PivotTable Structure

6. Using the guide above, drag the following fields into the areas:
   a. Drag the **Date** button into the **Column labels** section.
   b. Drag the **Category** button into the **Row labels** section.
   c. Drag the **Cost** button into the **Values** section.
   d. Right-click on the worksheet, and rename it as needed [Pivot].

Group Data In A Pivot Table

1. Review the contents and structure of the **Pivot Table**. The category expenses are summed by date.
2. Right-click on any date, click **Group** and then choose **By Month**.
3. Click **OK**. The expenses are now summed by month.

Edit Source Data and Refresh Your Pivot Table

1. Before you begin, note the June food expense in the Pivot Table.
2. Return to the **Daily Expenses** worksheet, and change one of the food costs in June. Remember to press **Enter**.
3. Switch back to the Pivot Table worksheet. Right-click on the pivot table, and click **Refresh Data**. The Pivot Table recalculates the data.

CONGRATULATIONS!

You have just created a pivot table out of your daily expense sheet.

Topic 3 / Financial Graphics Tools

Advanced Material

Create a Directory with a Contact List

Application or Equipment Featured

Microsoft Office Excel 2010

Microsoft Office Word 2010

Exercise Files

Inventory.xlsx

Contacts.xlsx

FINANCIAL GRAPHICS TOOLS

This activity demonstrates basic database features. The exercises are in *Microsoft Office Excel 2010*.

Picture 2.9 – Sales Comparison Chart

CHARTS AND GRAPHS

Overview

1. Open the Charts.xlsx file.
2. Review the Cara Fashion Sales Comparison chart. Note the information displayed in rows across the different weeks.
3. Note the main features of the chart including data, chart labels, and formatting (chart title; two lines and data points; X axis, Y axis, and corresponding labels; legend; color contrast)
4. View the chart's "source" data (Weeks, Cara Fashion Sales)
5. Note that the spreadsheet has columns and rows. The columns are labeled by letters. The rows are labeled by numbers. The basic unit of a spreadsheet is called a *cell*-the intersection between a row and a column. A cell is referenced by its corresponding column and row labels, for example, B4.
6. Practice navigating through the data.
   a. Use your arrow keys on your keyboard to move throughout the database.
   b. Practice selecting one cell and a group of cells [A3 to C15].
7. Select the chart by clicking on the white portion. When you select the chart, markers appear around it, the chart's source data becomes highlighted, and the **Chart Tools** contextual menu appears. You can format the chart after you select it.
8. Deselect the chart by clicking outside it and notice how the above disappears.

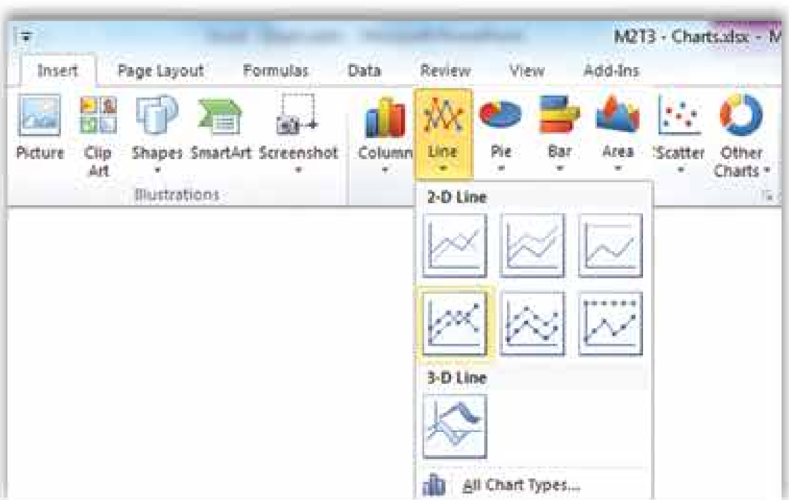
WORK WITH AN EXISTING CHART

1. In the Cara Fashion Sales Comparison chart, note the Week 1 data for Trendy Jeans [30].
2. Locate and change the information in the data table to [90].
3. Observe the change reflected in the chart.
4. Click Undo to remove the change you made, and observe the change in the chart.

CREATE A LINE CHART

Line charts are useful for showing trends over equal intervals of time.

1. Click on the tab labeled Summer Sales.
2. In the Summer Sales table, note the differences in sales from week to week. You will graph those sales in a line chart.



Picture 2.10 – Line Chart

3. Highlight the data from which to create the graph [A1 to B13].
4. Click on the **Insert tab**, then click on the **Line** in the **Charts** group and then click on the **Line with Markers**.
5. Note the chart information, its title, and the legend.
6. (Optional) If needed, move the chart by clicking in the white area around the chart and dragging it to the desired location.

REVISE DATA

Assume that typographical errors appear in the original source data.

1. Before you begin, note the data points for weeks 5 and 6 in the chart.
2. In the table, change the data for weeks 5 and 6.
   a. Week 5: Change 1980 to [198].
   b. Week 6: Change 2450 to [245].
3. Observe that the line chart automatically reflects the changes made above

Optional: Remove Legend

As in this line chart, sometimes a legend is unnecessary.

1. Right-click over the legend border, and select **Delete** to remove the legend.
2. Note that the chart has been resized and is now more legible.

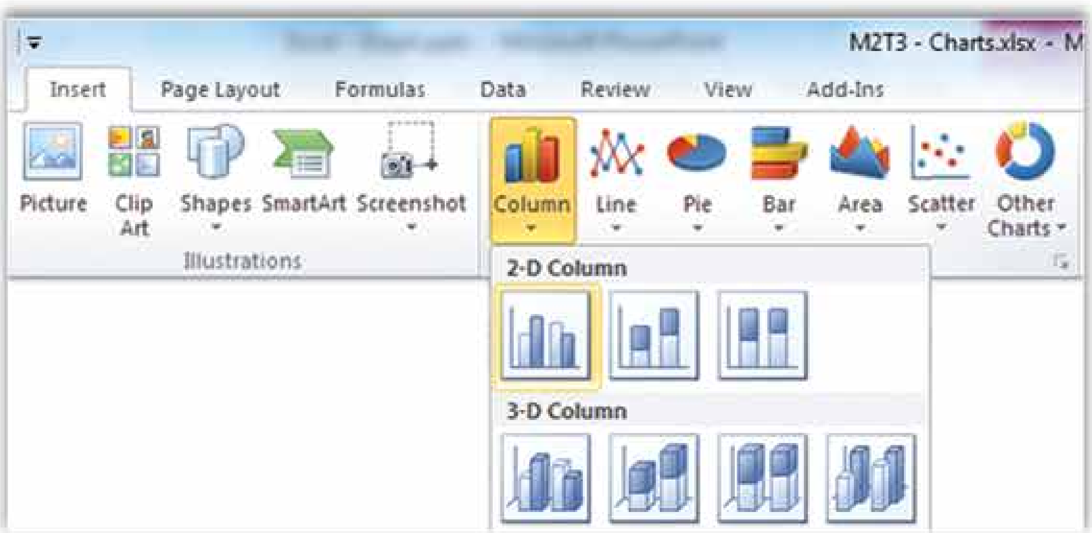
Challenge

1. Create the same line chart as shown in the Cara Fashion Sales Comparison tab. This chart compares sales data from both years.
2. Make formatting changes if needed for clarity and contrast.

CREATE A BAR CHART

Bar charts are useful for comparing and contrasting values across categories.

1. Click on the My Expenses tab. You will graph the expenses for June.
2. Highlight the June expense data from which to create the graph [A2 to B8].
3. Click on the **Insert** tab, then click on the **Column Button** in the **Charts** group and then click on the top left button (**Clustered Column**).



Picture 2.11 – Bar Chart

4. Remove the legend, as it is unnecessary.
5. (Optional) If needed, move the chart by clicking in the white area around the chart and dragging it to the desired location.
6. Change your source data, and note that the chart reflects those changes.

Add Formatting: Bar Colors, Data Labels, and Other Formatting

1. Right-click on any bar, and select **Format Data Series**. The **Format Data Series** dialog box appears.
2. Right-click on any bar, and select **Add Data Labels**. Now, the chart bars include data labels.
   a. From the **Series Options** choose **Fill** and select a different area color. Now, the chart bars are colored differently.
3. Right-click on any *x*-axis label, and from the contextual **Font** group, click on **Bold**. The change is reflected in the chart.

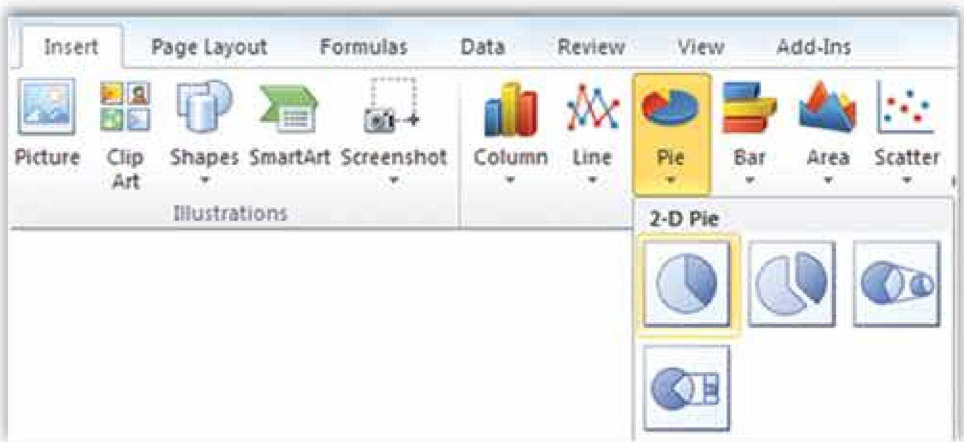
Challenge

1. Create a bar chart that displays the category expenses for June and July in a new worksheet.
2. Make formatting changes if needed for clarity and contrast

CREATE A PIE CHART

Pie charts are useful for displaying different parts of a whole.

1. In the My Expenses table, note the different expenses for June. You will create a pie chart to show their proportions within the total.
2. Highlight the June expense data from which to create the graph [A2 to B8].
3. Click on the **Insert** tab, then click on the **Pie Button** in the **Charts** group and then click on the top left button (**Pie**).



Picture 2.12 – Pie Chart

4. Click on the title and change the chart title to [June Expenses].
5. Change your source data, and note that the chart reflects those changes.

Add Formatting: Pie Labels and Color

a. Label pie slices – right-click on any pie slice and chooseAdd Data Labels.
b. Right-click again on any Data Label and choose **Format Data Labels**.
c. From the **Format Data Labels** dialog box, select the **Category name** and **Percentage** check boxes.
d. Click **Close**, and note the changes in the chart.

1. Change the color of one pie slice – click once on the pie. Then click once on the pie slice whose color you want to change. Once this particular slice is selected, click on the **Fill Color** button on the Ribbon to change the color of that particular slice. Note the changes in the chart.
2. Remove the legend if needed.

Insert an Excel Chart into a *Microsoft Office Word 2010* or *Microsoft Office Power Point 2010* document

NOTE *To prepare this exercise, you will need a file into which to insert your chart.*

1. Open a new, blank *Microsoft Office Word 2010* document. This document will be your "destination."
2. Type a title [Budget Report], and press return twice. Your chart will go here.

Copy and Paste a Chart

1. Go to the My Expenses tab of the Charts.xlsx file.
2. Right-click on the "source" pie chart, and click **Copy**.
3. Go to the "destination" *Microsoft Office Word 2010 document,* right-click on the area in which to insert the chart, and click **Paste**. The pasted chart appears. It is like a snapshot of the chart in the other file and thus does not reflect subsequent changes in the "source" data.

NOTE *This feature is useful for copying static data.*

Insert a Linked Chart in a Document

To insert a chart in a way that is still "linked" to the "source" data, use the **Paste Link** feature instead of **Paste**.

How It Works:

- In the destination document, go to the **Home** tab, and click the **Paste** button followed by **Paste Special** – select the **Paste Link** option.
- Note that any changes in the source data are reflected in a chart inserted into the "destination" document with the **Paste Link** feature.

MODULE 3

COMMUNICATION TOOLS

Topic 1 / Presentation Tools

Application or Equipment Featured

Microsoft Office PowerPoint 2010

Exercise Files

ProgressReport_Phase2.pptx

logoColor.png

PRESENTATION TOOLS

SLIDE SHOWS

This activity demonstrates presentation software. The exercises are in *Microsoft Office PowerPoint 2010*.

Picture 3.1 – Happy Ending PowerPoint Presentation

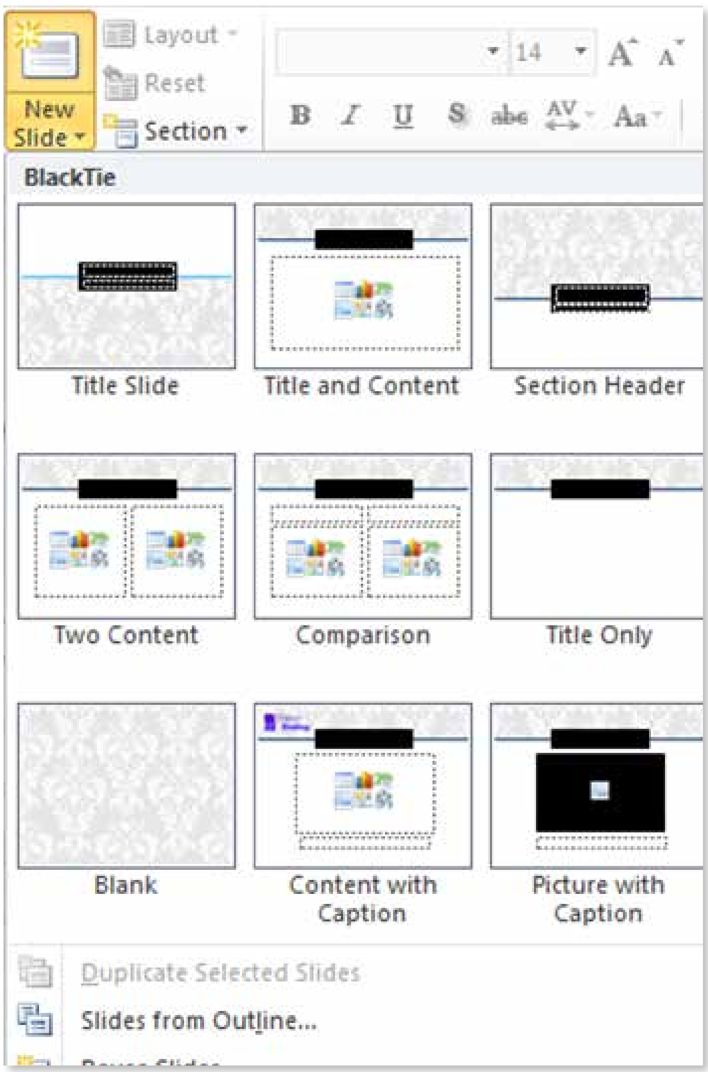
Overview

Open the M3T1_EventPlanner.pptx file.

1. From the **View** tab, click **Slide Sorter**. This view is used to see multiple slides and arrange them.
2. From the **View** tab, click **Normal**. This view is used to add and work with individual slides.
3. From the **View** tab, click **Zoom,** then **Fit** to fit the full slide on the screen.
4. To move through the slides, use the **Page Down** and **Page Up** keys on the keyboard.
5. From the **View** tab, click **Slide Show**. This view is used to run the presentation. Click with the mouse or use the **Page Down** and **Page Up** keys to move through the presentation. Press **Escape** to exit the **Slide Show** view.
6. From the **View** tab, click **Notes Page**. This view is used to add speaker notes.
7. At the bottom right of the screen, note the icon shortcuts for the different views. Click through these icon shortcuts to change views.

ADD A SLIDE

1. In the M3T1_EventPlanner.pptx presentation, go to **Normal** view.
2. Click **New Slide**, in the **Home** tab on the Ribbon at the top of the screen. A list of slide layouts appears. Note the different layouts provided.
3. Click on the slide layout with **Two Content**. The new slide appears.



Picture 3.2 – New Slide Layout

NOTE

Here are some other frequently used layouts:
- Title slide
- Title and Content
- Content with caption
- Title Only
- Picture with Caption

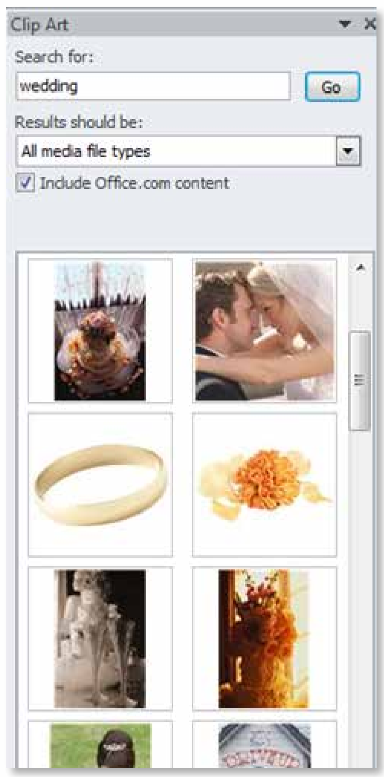
ADD TEXT TO A SLIDE

1. In the new slide, click in the section labeled **Click to add title**, and enter a short title [Wedding Project].

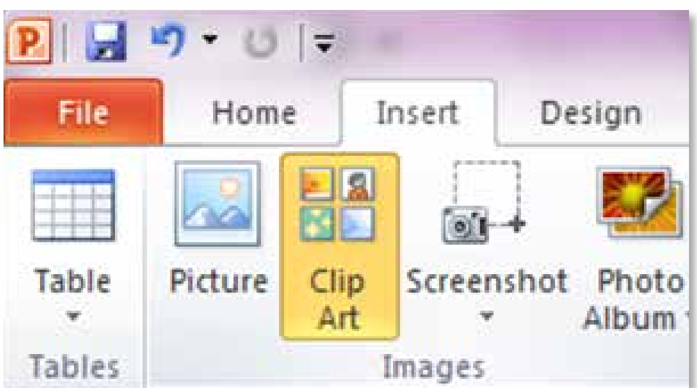
Picture 3.2 – Title Text Area

2. Click in the right section labeled **Click to add text**, and begin typing text [Paul & Cynthia].
3. Press **Enter**. Note that a bullet appears for the next line of text.
4. Add indented text by pressing the **Tab** key on your keyboard. Note that the line indents with a sub-bullet. Type more text [Date: <Enter the wedding date>].
5. Press **Enter** to create a new line. Note that the next line remains indented. Add more text [Location: <Enter the wedding location>].
6. Press **Enter** twice more.
7. Remove the indent by pressing **Shift + Tab**. Type more text [Style].
8. Press **Enter** and indent the line by pressing the **Tab** key on your keyboard. Enter text [International/ Traditional].

INSERT CLIP ART



1. Now go to Insert tab in the ribbon and click the **Insert Clip Art** icon. The **Clip Art** panel appears on the right side of the screen.



Picture 3.3 – Insert ClipArt Ribbon

2. Type the keyword "wedding", and press **Enter** to search for Clip Art related to this topic. Once the results appear, double-click on an image to insert it into the slide.

> **NOTE**
> *To insert Clip Art into a slide layout that does not already include it, use the Insert Clip Art tool on the Insert tab.*

EXTRA FEATURE: MOVE AND RESIZE IMAGES

You can customize the images in your presentation by moving and resizing them.

How It Works:

- To move an image: click and drag it to the desired location on the slide.
- To resize an image proportionally:
  a. Select the image to be moved or resized by clicking on it once.
  b. Click and drag the image from a corner handle.

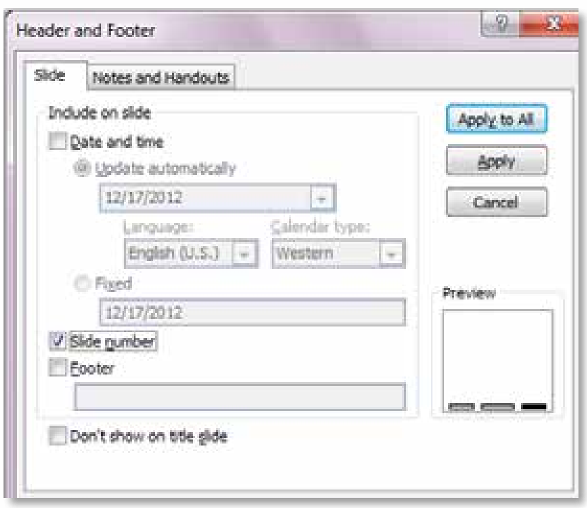
ADD A SLIDE DESIGN

1. From the **Design** tab choose a design that you like from the listing of design options.
2. Click a design to apply to the slides.

> **TIP**
> *Press Control + Z to undo.*

INSERT SLIDE NUMBERS

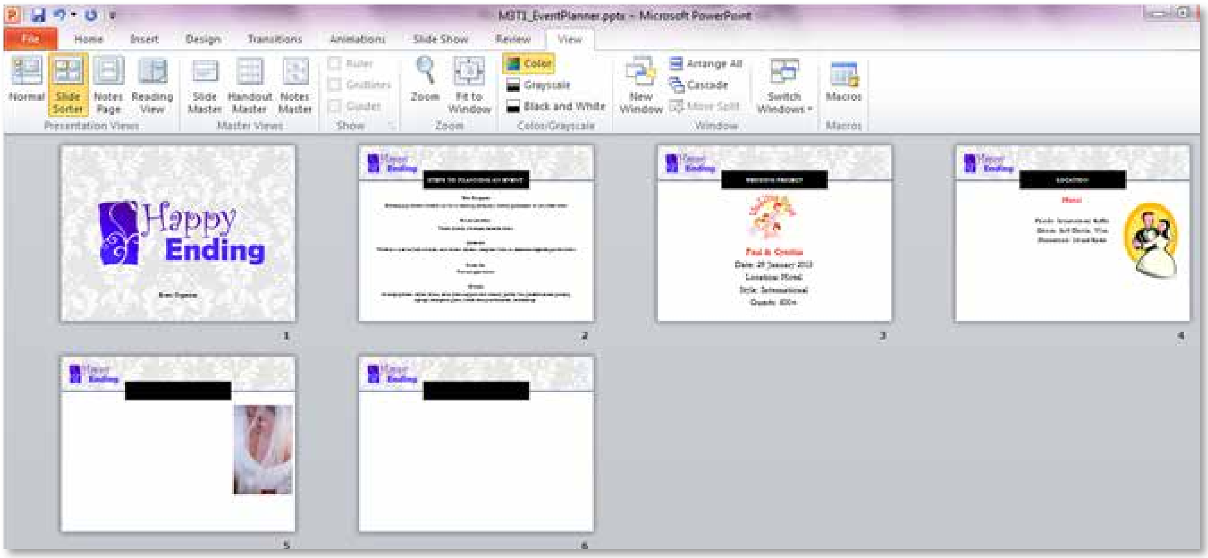
1. From the **Insert** tab, in the **Text** group, click **Slide Number**. The **Header and Footer** dialog box appears.
2. (If needed, deselect the **Date and time** and **Footer** check boxes.) If desired, select the check box labeled **Slide number** as well as the check box labeled **Don't show on title slide**. Click **Apply to All**. The slides are now numbered.



Picture 3.4 – Header and Footer dialog box

ARRANGE YOUR SLIDES

1. From the **View** tab, click **Slide Sorter**. This view is used to see multiple slides and arrange them.
2. Arrange the slides as needed by clicking and dragging them to the desired locations.
3. To delete a slide, select it and press the **Delete** key.



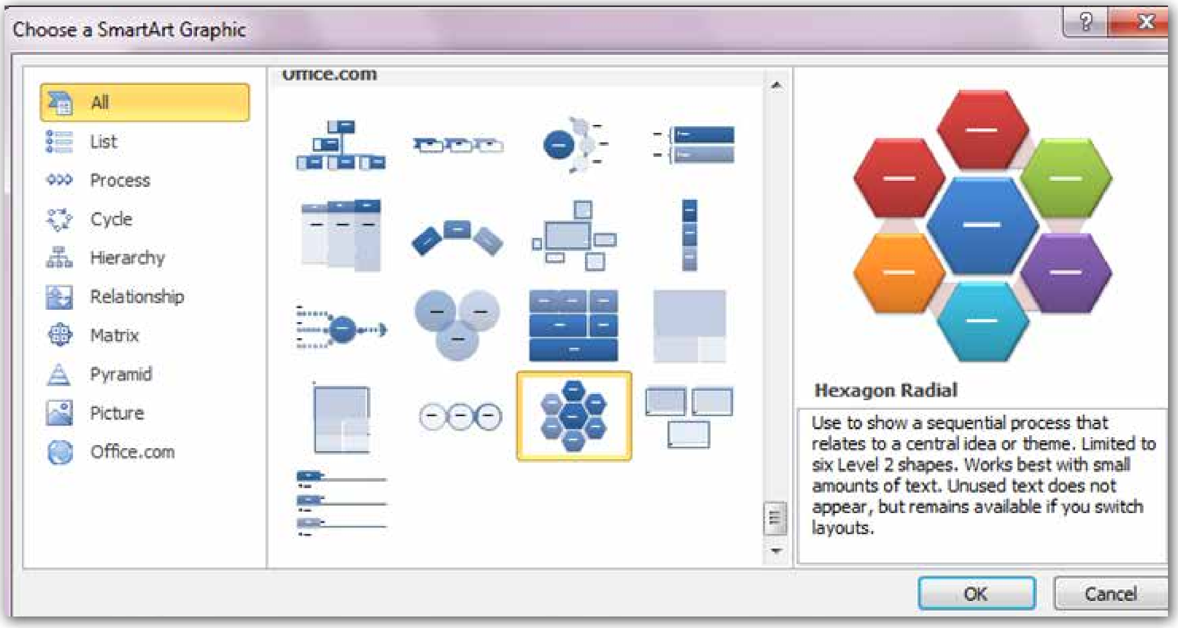
Picture 3.5 – Slide Sorter View in PowerPoint 2010

SMARTART

PowerPoint includes a feature called SmartArt that lets you add diagrams to your PowerPoint slides. With PowerPoint SmartArt, you can create *List, Process, Cycle, Hierarchy, Relationship, Matrix, a*nd *Pyramid diagrams.* SmartArt lets you easily change from one type of diagram to another.

Now we are going to touch up the bullet lists text on our Slide no.5 with SmartArt.

On the Insert tab, in the Illustrations group, click **SmartArt.**



Browse to the bottom of the list and click the **Hexagon Radial** layout, and then click **OK**. Now you can fill in each hexagon with the text from Slide no.5, when you finished, the result will be like below picture.

You can experiment with other layout to see how easy and fast you can switched between layout using SmartArt.

RUN YOUR SLIDE SHOW

1. From the **View tab**, click **Slide Show** to run the slide show.
2. Click with the mouse or press **Page Down** on the keyboard to move to the next slide.

EXTRA FEATURE! BLACKEN AND WHITEN THE SCREEN

You can blacken or whiten the screen while running it in **Slide Show** view. This feature helps take the focus away from the presentation without having to turn the projector off.

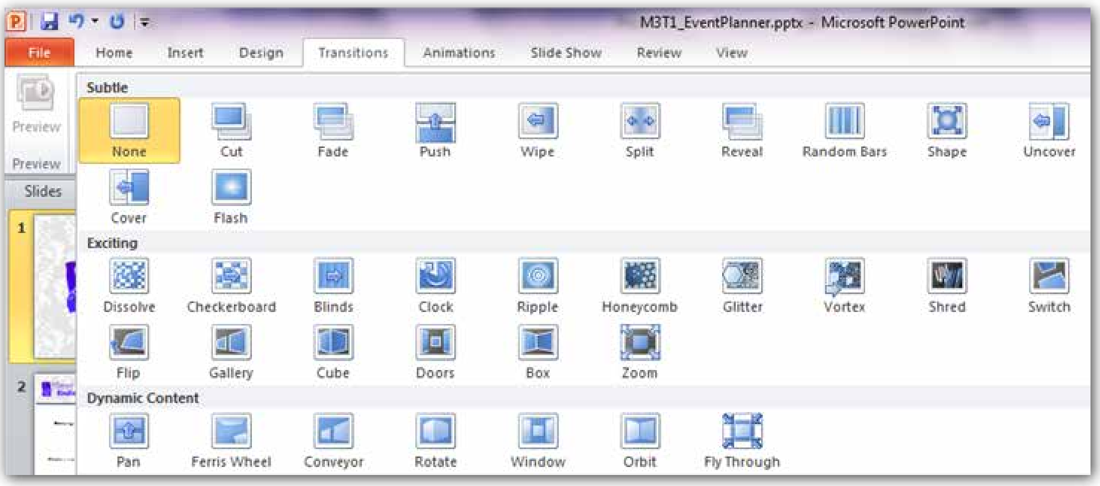
How It Works:

- Make sure the presentation is in **Slide Show** view.
- Blacken the screen by pressing **B**. (Press any key to exit.)
- Whiten the screen by pressing **W**. (Press any key to exit.)
- Press **Escape** to exit the **Slide Show** view.

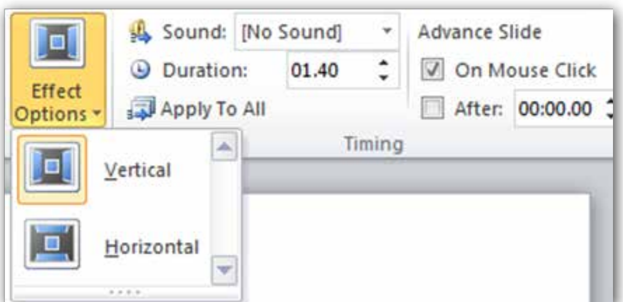
SLIDE TRANSITIONS

Slide transitions are the animation-like effects that occur in Slide Show view when you move from one slide to the next during an on-screen presentation. You can control the speed of each slide transition effect, and you can also add sound. Adding slide transitions will make your presentation more alive.

Let's try to add slide transitions to our slides. Go to slide no.1, and click the **Transitions tab**. You will see a lot of transition effects that you can experiment with.



Click **Doors** effect and instantly you will see the opening door animation on your slide. You can also try the **Effect Options** to change the way the animation run. Now try to set the **Doors** effect to **Vertical**, and see the different.



You can also click Apply To All, to apply the same slide transition to all of the slides in your presentation.

NOTE

Use the Advance Slide section to set the timing of the animation. You can set the automatic page transition by giving check sign on the After: 00:00.00 check box. Try to change the time to 3 seconds, and run your slide show again.

ADVANCED MATERIAL

ADD A LOGO

The Slide Master enables you to apply the same formatting and other items consistently across slides. The following exercise presents an example.

1. From the **View** tab, select **Slide Master**. The **Slide Master** appears.
2. From the **Insert** tab, click **Picture**.
3. Browse to find the desired logo picture on your computer, and insert it.
4. Resize and move the picture to the bottom-right corner of the **Slide Master**. (See the tutorial section "Extra Feature! Moving and Resizing Images" above for instructions on moving and resizing.)
5. Click **Close Master View** to move to **Normal** view.

NOTE

Using the Slide Master does not apply formatting or items onto the Title Slide. To place the logo picture on the Title Slide as well, copy-paste it from the Slide Master to the Title Slide. This procedure will place it in the exact same location.

WORK WITH DRAWING TOOLS

1. Go to the Location slide.
2. Add formatting or text to an existing shape.
   a. Right-click on a shape, and select **Format Shape** to add a fill color and other formatting options to the shape.
   a. Right-click on a shape, and select **Edit Text** to add text to the shape.

WORK WITH CHARTS

1. Go to the Timeline slide.
2. Click on the chart to work with it. In the **Data** group, click on the **Edit Data** button on the Ribbon. The datasheet appears.
3. Change any of the data, click the **Close (x)** button, and note the change in the chart.
4. Right-click on one of the bars, and select **Format Data Series** to change the fill color.

ANIMATE YOUR SLIDES

Animations are used to control the flow of information in a presentation, highlight certain points, or add more style to the presentation. Slides can be animated in two ways: (1) applying animation to selected items on slides, and (2) using an animation scheme throughout the text of your slides.

Picture 3.6 – Animation Tab

CUSTOM ANIMATION

1. Go to the Wedding Project slide. From the **Animations** tab, click **Animation Pane**. The **Animation Pane** panel appears.

Picture 3.7 – Animation Pane

2. Select an item to animate, click the **Add Effect** button in the **Animation Pane** panel, and select an **Entrance** option. Then select from a variety of corresponding options for the designated effect, such as **Start** and **Speed Options**.
3. To view, how the slide animation would run, click the **Play** button at the top of the **Animation Pane**.
4. Apply animation effects to other items as needed.

EXTRA FEATURE! TIME YOUR PRESENTATION

You can rehearse the timing of your presentation with the **Rehearsal** toolbar. Its **Play** and **Pause** buttons help you move through your slides while timing them. This feature helps you keep track of the timing for each slide as well as the whole slide show.

Picture 3.8 – Rehearsal Toolbar

How It Works:

- On the **Slideshow** menu, click **Rehearse Timings**. The presentation appears in **Slide Show** view with the **Rehearsal** toolbar, which includes a timer.
- Begin timing the slide show using the following buttons – **Play**, **Pause**, **Next**, and **Repeat**. When complete, you can save the timings and display them in **Slide Sorter** view.

Topic 2 / Virtual Collaboration

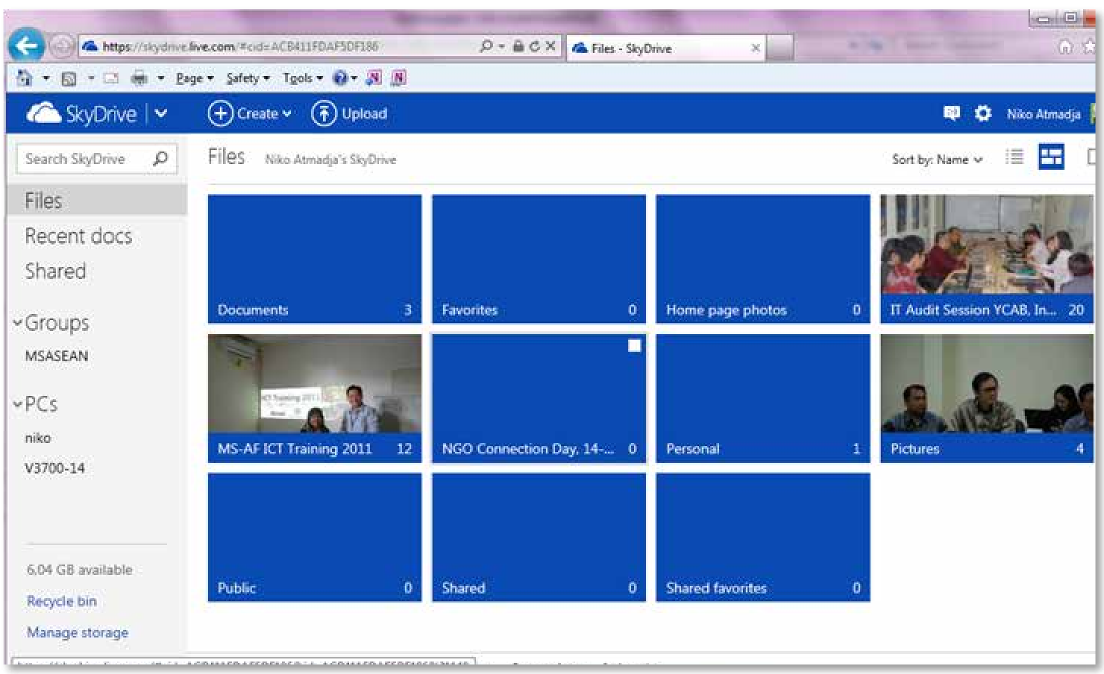
Advanced Material
None

Application or Equipment Featured
Microsoft SkyDrive
Microsoft Internet Explorer

Exercise Files
None

VIRTUAL COLLABORATION

This activity demonstrates some collaboration tools available on the Internet. The exercises use the *Microsoft SkyDrive and Microsoft Live Calendar* services. Both can be used with a *Windows Live account* which can be obtained free of charge.



Picture 3.9 – Microsoft SkyDrive

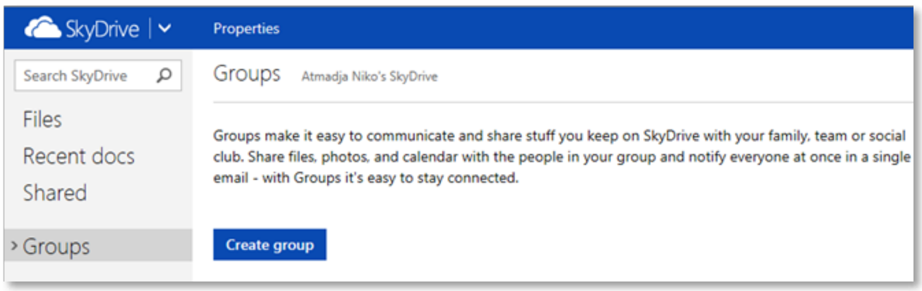
MICROSOFT SKYDRIVE

Overview

1. Go to http://skydrive.live.com on the Internet and sign in by using the password provided.
2. View a sample group on the right side of the screen.
3. Note the name and click on it to access the sample group.
4. Note different elements of the group.
   a. Discussions
   b. Other Members
   c. Pages
   d. Uploaded files
   e. Settings
   f. The email address for the group.

ADD A GROUP

1. Click on the **Create a group** link at the bottom of the page.

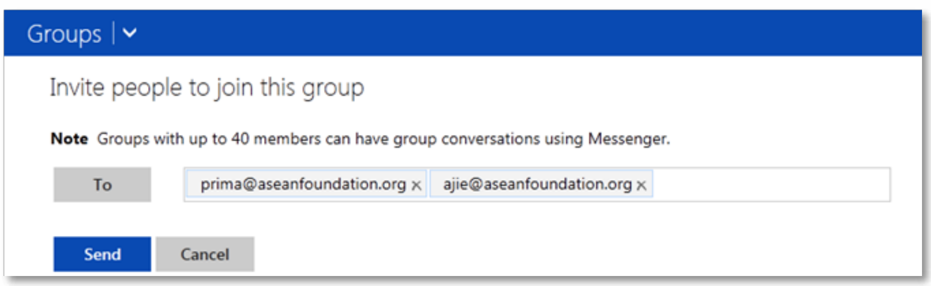


Picture 3.10 – Create a Group

2. Add relevant information of your group and click **Create group**.
   a. Group name
   b. Group mail address
   c. Add people (optional)
3. Then click Create.

INVITE PEOPLE TO A GROUP

1. Click on **Group actions** in the top menu, and then click **Invite people**.

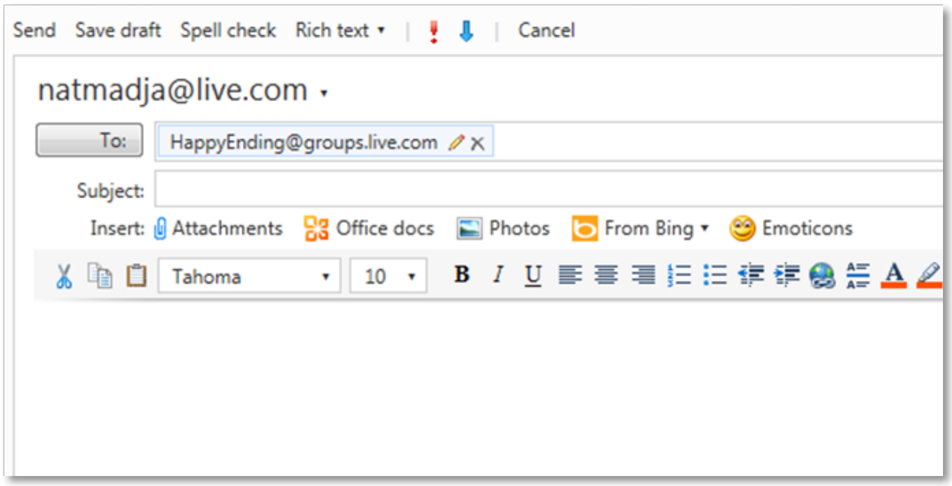


Picture 3.11 – Invite people to the group

2. In the **To** field, type in the email addresses you want to invite, separated by semicolon (;)
3. Click **Send** to send out the invitation.

SENDING EMAIL TO YOUR GROUP EMAIL ADDRESS

1. Click on **Group actions** in the top menu, and then click Send an email message.

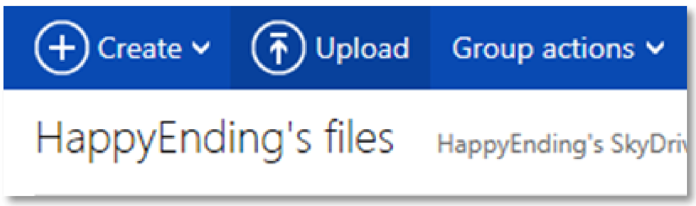


Picture 3.12 – Sending email to a group email address

2. The browser will take your *Microsoft Live Hotmail* account, and automatically fill in the **To** field with your group email address HappyEnding@groups.live.com
3. Type in your message, then click **Send**.

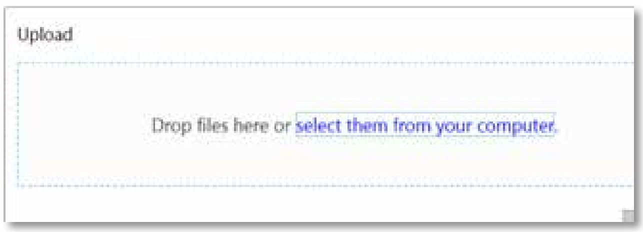
SHARE FILES

1. Click on **Upload** menu on top menu.



Picture 3.13 – Upload menu

2. Click on the **select them from your computer** button and choose the file(s) to upload.



Picture 3.14 – Upload file drop location

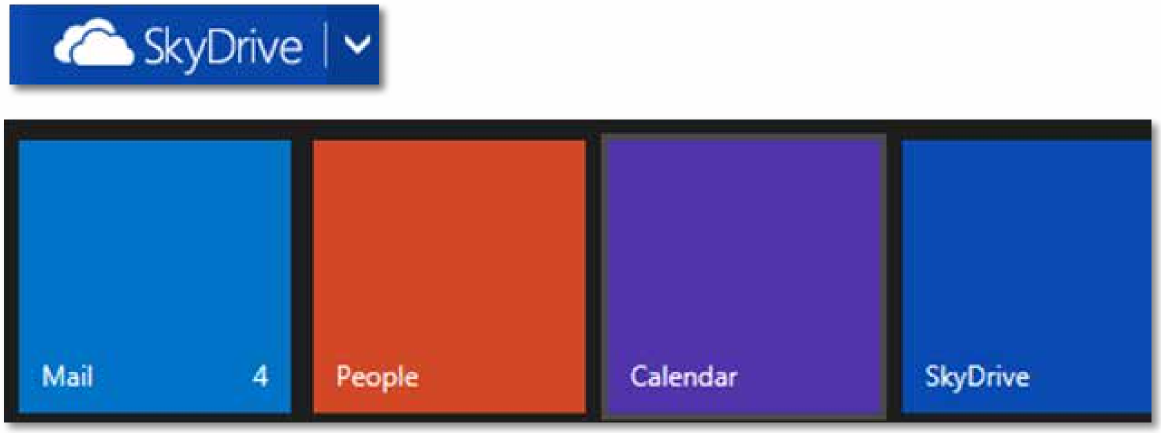
3. View the uploaded file by clicking on its name.

NOTE *The upload time will depends on how much files you uploaded, how big the file size is, and how fast your Internet connection is.*

MICROSOFT LIVE CALENDAR

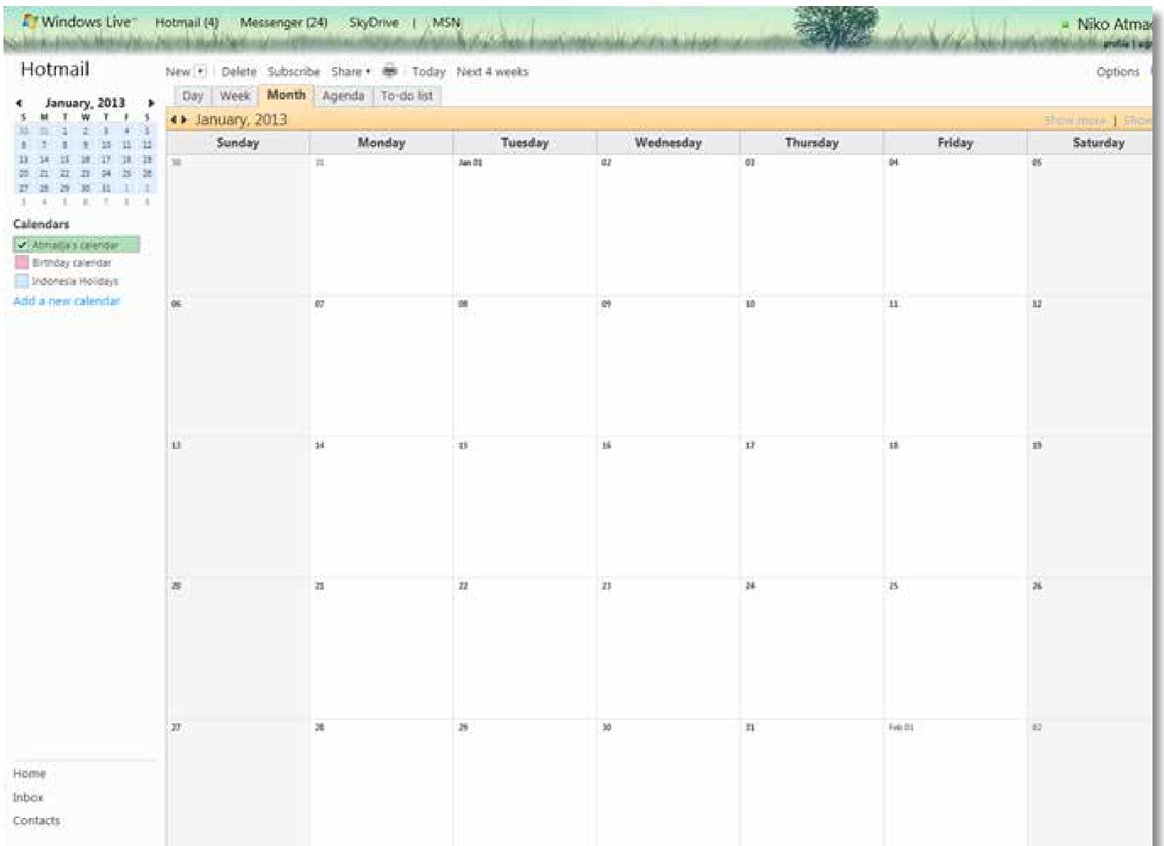
Overview

1. On the top menu, click the down arrow button, next to the SkyDrive button, then click on Calendar.



Picture 3.15 – Microsoft Live Calendar link

2. Note different elements of the group

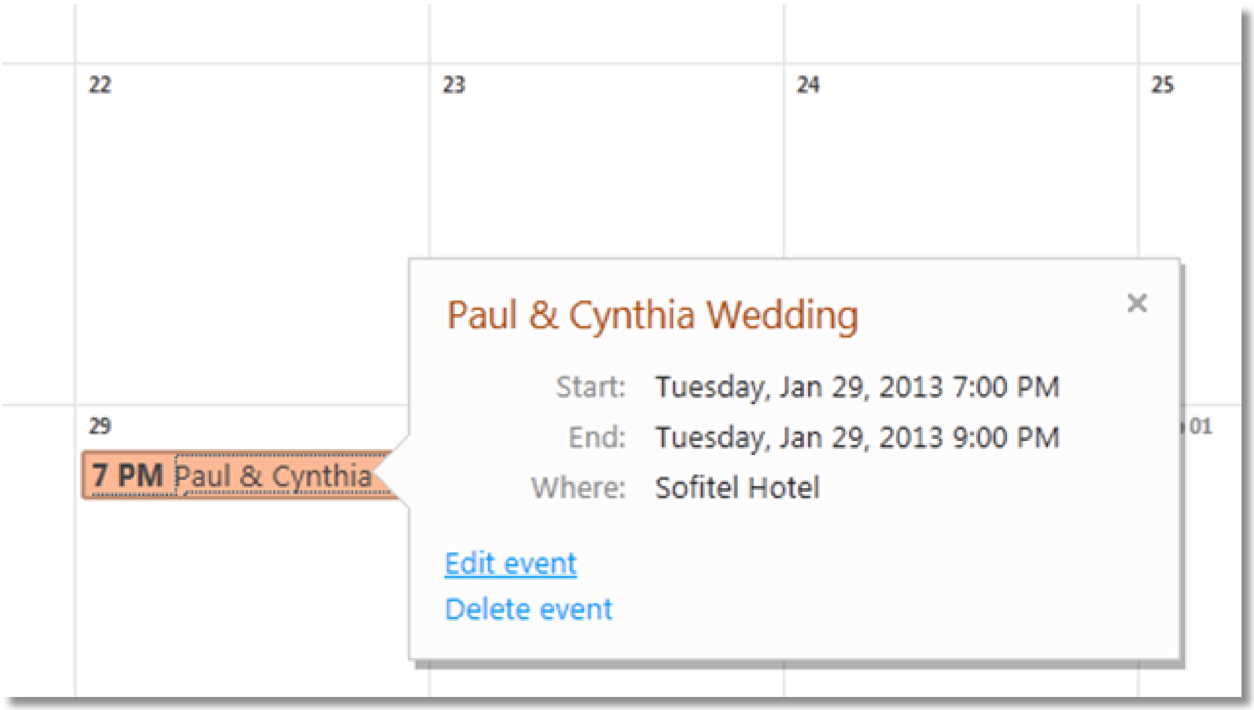


Picture 3.16 – Microsoft Live Calendar Month View

a. Different views Day, Week, Month, and Agenda.
b. Share link, to share your calendar.
c. Option link to modify your calendar settings.

MODIFY EVENT

1. Move your mouse over an existing **Event** in the Calendar, then click **Edit event**

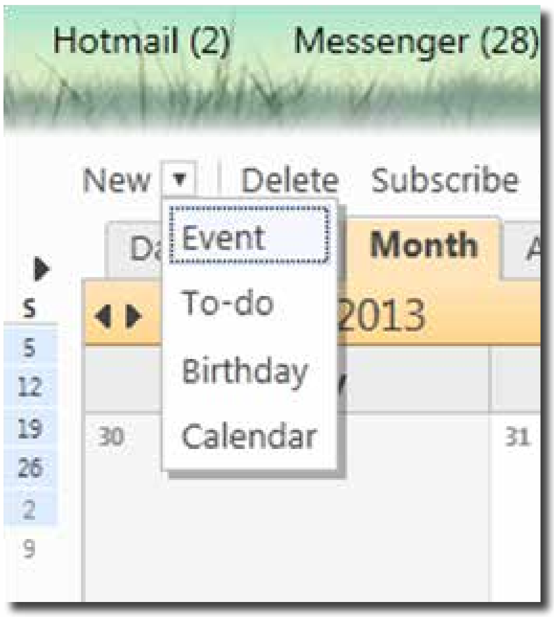


Picture 3.17 – Edit an even

2. Change the **End Time** to 10:00 PM
3. Click **Save**.

CREATE AN EVENT

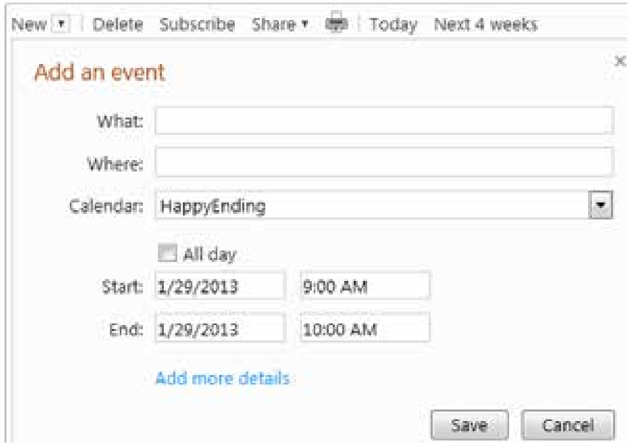
1. Click **New**, **Event**



Picture 3.18 – Create New Event button

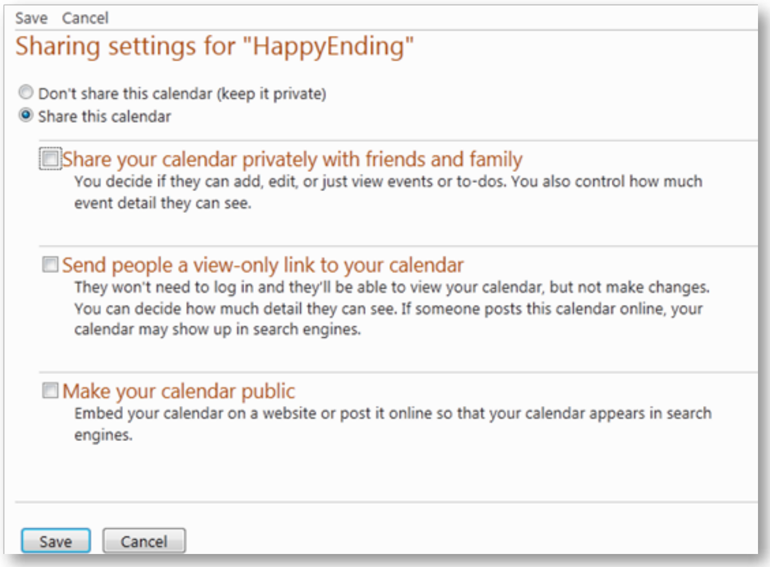
2. Type in the Event details
    a. What
    b. Where
    c. Calendar
    d. Start and End time

3. Click on **Save**. You should see your event in the *Microsoft Live Calendar*.



Picture 3.19 – Add an event window.

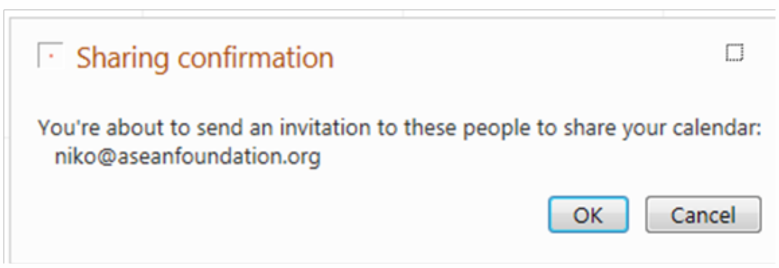
SHARE YOUR CALENDAR



Picture 3.20 – Share Live Calendar Setting

1. Work with a person near you.
2. Click on **Share** link, then choose the calendar you want to share.
3. Click on **Share this calendar** radio button. Three options will appear:
    a. Share your calendar privately with friends and family
    b. Send people a view-link to your calendar
    c. Make your calendar public

4. Tick the **Share your calendar privately with friends and family**. Click the **Add people** button. You can enter a person name or email address in the field provided or use the checkboxes if the person is already in your address book.
5. Click **Add**, then click **Save**. To confirm and send out the invitation, click **OK**.



Picture 3.21 – Sharing confirmation message box

6. Now ask your friend to open their Microsoft Windows Live Hotmail email account and **accept** the invitation.
7. After accepting the invitation, go to the Calendar, to see that a new shared calendar "HappyEnding" is added to the Calendars list.

NOTE

To view a shared calendar, the invitee should have Microsoft Live account.

Topic 3 / Communication Devices

Advanced Material

None

Application or Equipment Featured

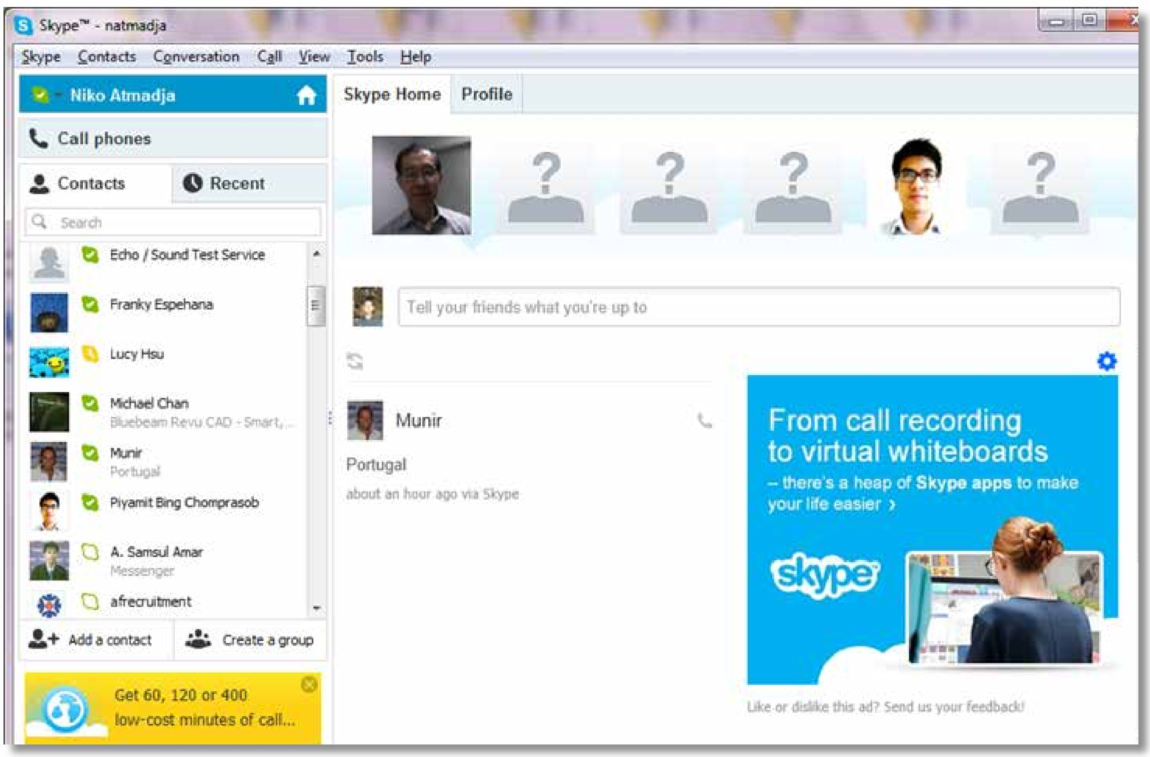
Skype

Exercise Files

None

COMMUNICATION DEVICES

This activity demonstrates different communication devices. Exercises include the use of *Skype*.



Picture 3.21 – Skype

INSTANT MESSENGER

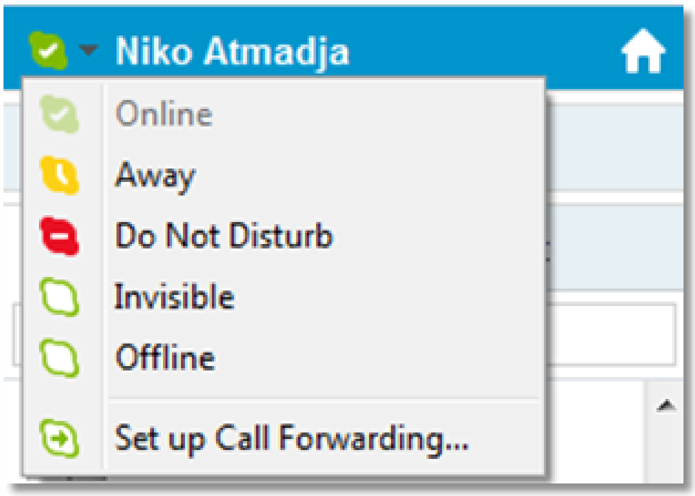
Overview

1. Open *Skype by* double-clicking on the **Skype** icon.
2. Sign in using your Windows Live ID or Skype ID and password provided by the instructor. A list of contacts appears.
3. Green or gray icons appear next to each contact.

    a.  Full green icons with check mark signify that the contact currently appears online.

    b.  Hollow green icons signify that the contact currently appear offline.

4. Click on the icon close to your account name. Note the status information that appears.



a. Online means you are online and free to talk.
b. Away means you are away from Skype, so you might not pick up the call.
c. Do Not Disturb means you are online, but busy, so people will not want to call you.
d. Invincible means you are online, but people will see you as offline.
e. Offline means you are not online.

Picture 3.21 – Skype status information icons

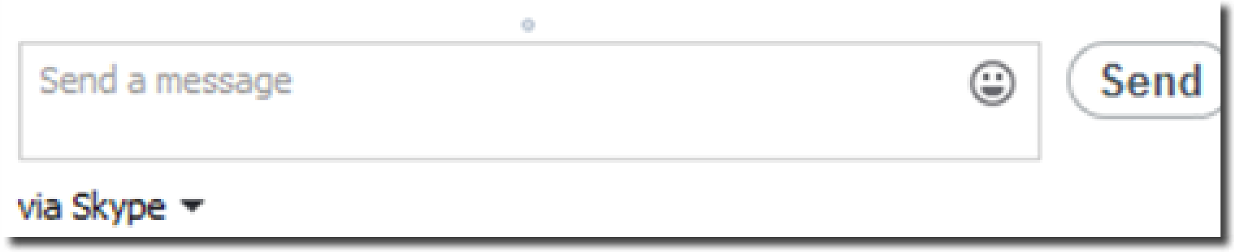
ADD A CONTACT

1. Click **Contacts** menu, then **Add Contact**.
2. Fill in the **Email** address, and if you already know your friends's **Skype Name**, you can type it. Click **Add**.

Picture 3.22 – Add a contact window

CHAT ONLINE

1. Click on your partner's contact to begin a "conversation." A conversation box appears with the cursor flashing in the text area at the bottom.



Picture 3.23 – Skype instant messenger

2. Type a brief message to your partner, and press **Send**. The sent message appears in the box above.
3. Your partner will receive this message instantly and reply. Read your partner's message when it is received.
4. Repeat steps 2 and 3 to continue communicating with your partner.

MAKE A FREE CALL

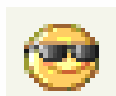
Make sure you and your friend have a microphone and speakers. If you have a webcam you can also see each other through a video call.

1. Click on your partner's contact. In the right box you will see two options:
   a. Video call, it will activate your webcam and start the video call
   a. Call Phone, this will call your partner's Skype or Mobile phone.

Picture 3.24 – Video Call and Audio Call buttons

2. Click on the **Call Phone** button in order to start the call and wait for your partner answer the call. If you have a webcam you can start a video call by clicking on the **Video call** button.

EXTRA FEATURE! USE SMILEYS



When you are chatting, use Smileys to depict such emotions as laughter, a smile, or sadness.

How It Works:

a. Click the Smileys icon while typing. A menu of options appears.
b. Choose from the different options provided.

Picture 3.25 – List of Smileys

MODULE 4 / MARKETING TOOLS

Topic 1 / Print Marketing

Application or Equipment Featured

Microsoft Office Word 2010

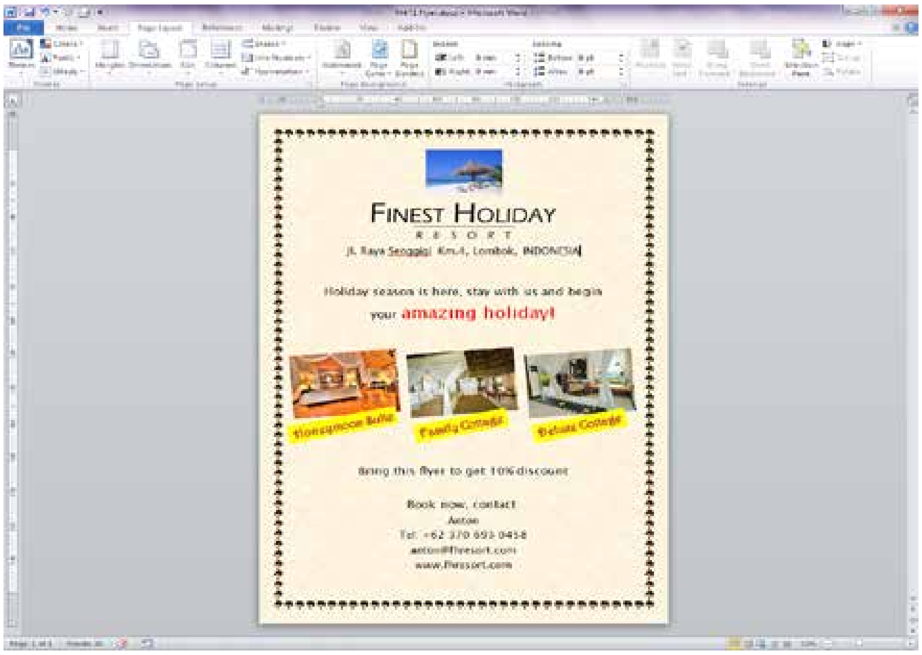
Exercise Files

Flyer.docx

MARKETING TOOLS

PRINT MARKETING — FLYERS

This activity demonstrates word-processing software used to create flyers. The exercises are in *Microsoft Office Word 2010.*



Overview

1. Open Flyer.docx.
2. Click **Draft** from the **View** tab. This view is typically used for editing text documents, such as reports. It appears as a continuous document.
3. From the **View** tab, click **Print Layout**. This view is used to display what the document would look like when printed. It appears as separate pages.
4. From the **View** tab, click **Zoom**, then **200%**, to zoom in. Next go to the **Page Width** option in the **Zoom** group to fit the entire page on the screen.
5. At the top of the screen, in the **Home** tab, note the **Font** group with the following formatting options: **Font**, **Font size**, **Bold**, **Italic**, and **Underline**.
6. At the top of the screen, in the **Insert** tab, note the **Clip Art** button in the **Illustrations** group.

MAKE CHANGES TO AN EXISTING FLYER

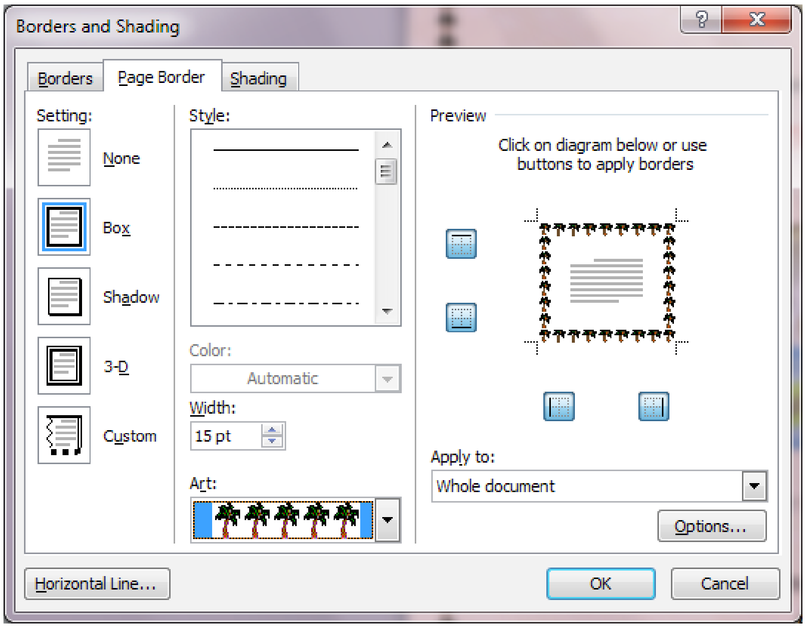
Using Flyer_before.docx, make the following changes:

Insert Picture

1. Highlight the text "Finest Holiday Resort" text, then delete.
2. Click the **Picture** button on the **Insert** tab. The **Open File** dialog box appears. Choose from the image folder and select the logo_FHR.png, then click **Insert**.
3. Click and drag down the top-center placeholder to decrease the height of the picture. (The resulting image is an example of disproportional sizing.)
4. Click and diagonally drag up the bottom-right-corner placeholder to reduce the overall size of the picture until the flyer fits on one page. (The resulting image is an example of proportional sizing.)

ADD A PAGE BORDER

1. From the **Page Layout** tab, click **Page Borders**.



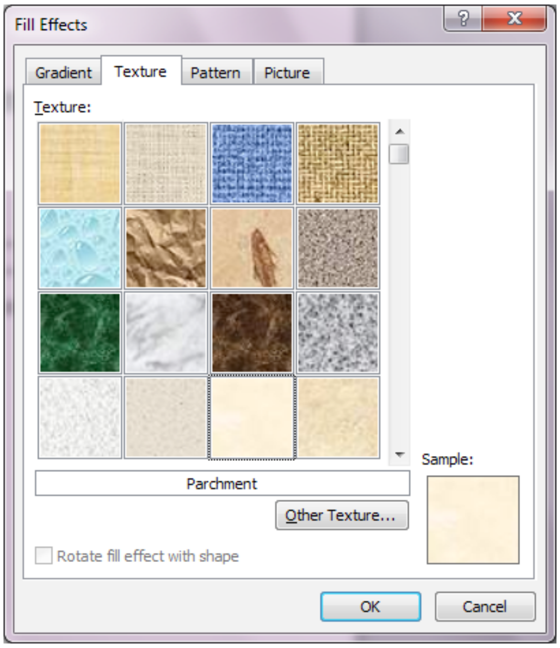
2. Click the **Page Borders** tab, select the **Box** border option in the **Art** group, choose **coconut tree** style, and click **OK**. A page border adds a beautiful touch to your flyer!

> NOTE
>
> *If you cannot see the Art style, or the Art style group is disabled, please ask your instructor to install the additional Art style to your Microsoft Word 2010.*

ADD A PAGE COLOR/TEXTURE

1. Still in the **Page Layout** tab, click **Page Color**.

2. Click **Fill Effects**...
3. Click on **Texture** tab and choose Parchment, then click **OK**.



ADD NEW LINE OF TEXT

1. Press **Enter** to add new line of text after "Deluxe Cottage" room type.
2. Type "Bring this flyer to get 10% discount."

USE BOLD FORMATTING

1. On second paragraph, highlight the 'amazing holiday!" with your mouse.
2. Change the font style to bold.

CHANGE THE TEXT SIZE

1. Still highlighting on the text "amazing holiday!".
2. Using the **Font size** option in the Ribbon, increase the font size [25].

CHANGE THE FONT AND FONT STYLE

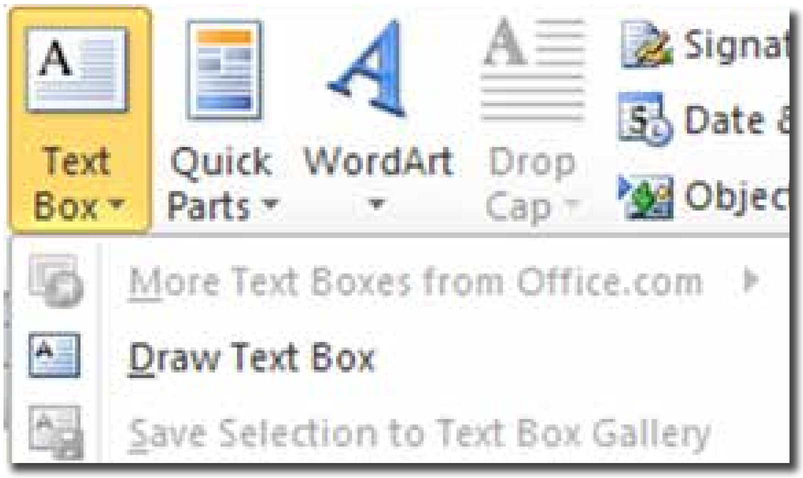
1. Select the line [Fashion fades... same] by clicking and dragging.
2. Using the **Font** group, change the font [Times New Roman].
3. Using the **Font** group, change the font style [italics].

NOTE

If at any time, the AutoFormatting feature changes the format of your text (including the email address), press Control + Z immediately to undo.

ADD TEXT BOX

1. Click on Insert Tab, then Click Text Box, then Draw Text Box.



2. Draw the Text Box in the document, then type in "Honeymoon suite".
3. You can rotate the Text Box by moving your mouse pointer to the green circle, then click and drag with your mouse, the Text Box should be rotated.

SAVE YOUR FLYER

1. From the **Office** button, click **Save**.

CONGRATULATIONS!

You have just added some more formatting to this flyer. Proceed to the next exercise to create your own flyer from a new document.

EXTRA FEATURE! FORMAT PAINTER

The **Format Painter** on the **Home** tab helps you apply the formatting of one particular text to another. For example, if one text is Century Gothic, size 18, with bold and italics, you can apply that exact format to another text.

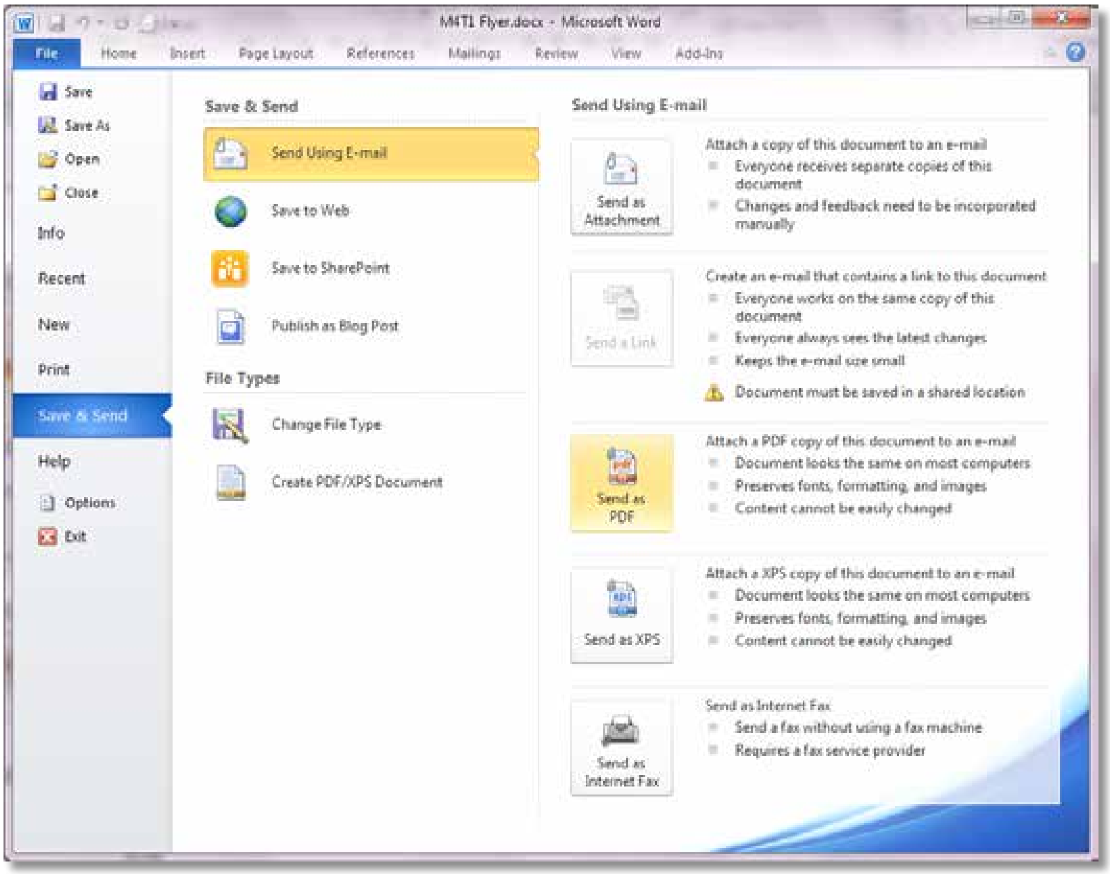
How It Works:

a. Select the text that has the formatting you want to apply elsewhere.
b. Turn on the **Format Painter** on the toolbar by clicking on it once.
c. Select the text to which to apply the desired formatting.

SAVE & SEND AS PDF

When you want to send your Flyer to a customer but don't want them to edit your Flyer, you can send it as PDF file. Here are the steps to Save and Send your Flyer as PDF:

1. Click **File** Menu, go to **Save** & **Send**.
2. On the right you will find **Send as PDF** button, click it.



3. Outlook **Compose Message** screen will show up, with your Flyer as the attachment.
4. Type in the recipient(s) email address, then click **Send** button to send out the email.

Topic 2 / Digital Image

Advanced Material
None

Application or Equipment Featured
Microsoft Office Picture Manager

Exercise Files
logo_fhr.png
lifestyle-tropical-beach-resort.jpg
honeymoon_suite.jpg

MICROSOFT OFFICE PICTURE MANAGER

Overview

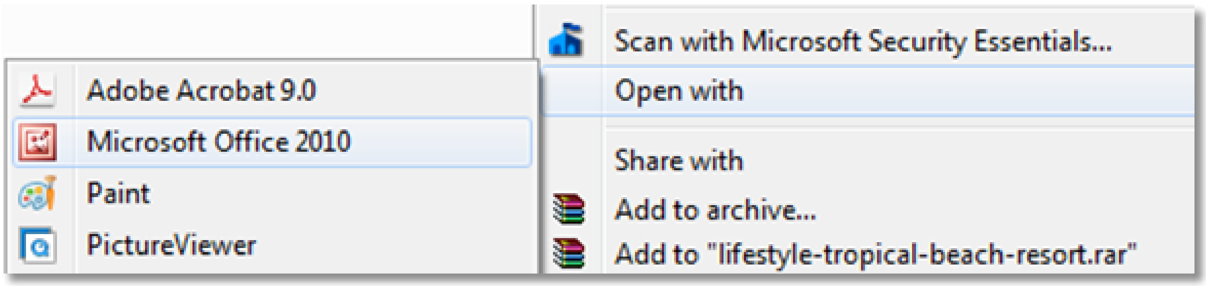
With Microsoft Office Picture Manager you can manage, edit, share, and view your pictures from where you store them on your computer. The Locate Pictures feature helps you find your pictures with powerful search, and when you find them, Picture Manager can correct your pictures, if needed. Use the picture editing tools to crop, expand, or copy and paste.

START MICROSOFT OFFICE PICTURE MANAGER:

1. From the **Windows** button, select All Programs.
2. Click to open the **Microsoft Office** folder.
3. Click to open the **Microsoft Office 2010 Tools** folder.
4. Click **Microsoft Office Picture Manager**.

START PICTURE MANAGER FROM AN IMAGE:

1. Use the following instructions to start Picture Manager from an image on your computer.
2. Go to your **participant's** folder, **M4** folder, and then **images** folder. You will find an image file: *lifestyle-tropical-beach-resort.jpg*
3. Right-click the picture.
4. From the menu, select **Open with**, and then click **Microsoft Office 2010**.



CHANGING VIEWS

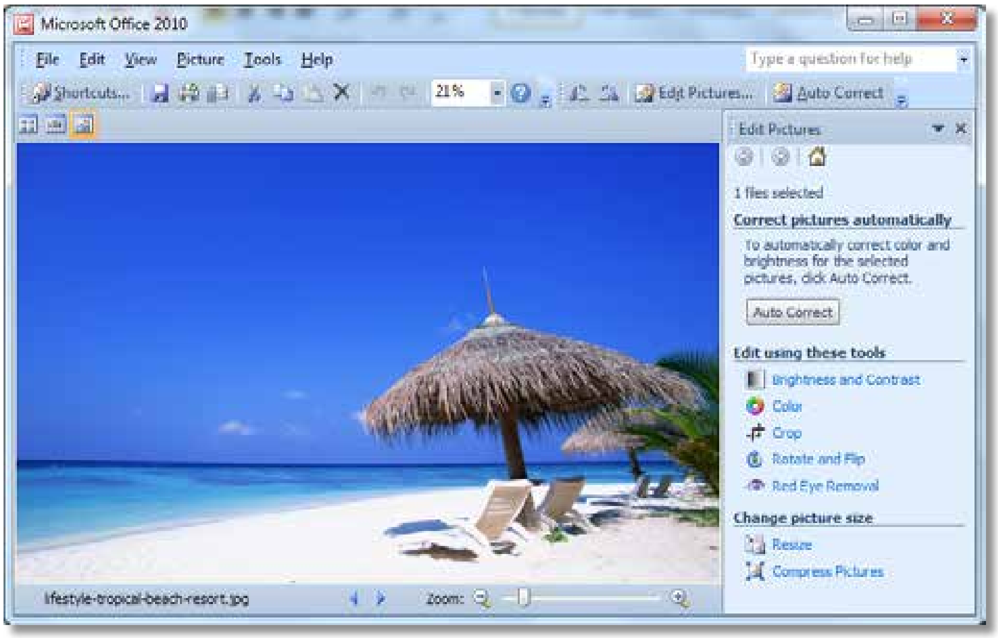
You can change between views using the **Views** icons below the Standard toolbar. There are 3 views:

1. **Thumbnail View**: allow you to see each image in miniature.
2. **Filmstrip View**: display the images along the bottom of the screen, but the selected image will be enlarged and positioned above.
3. **Single Picture View**: display only the selected image.

EDITING A PICTURE

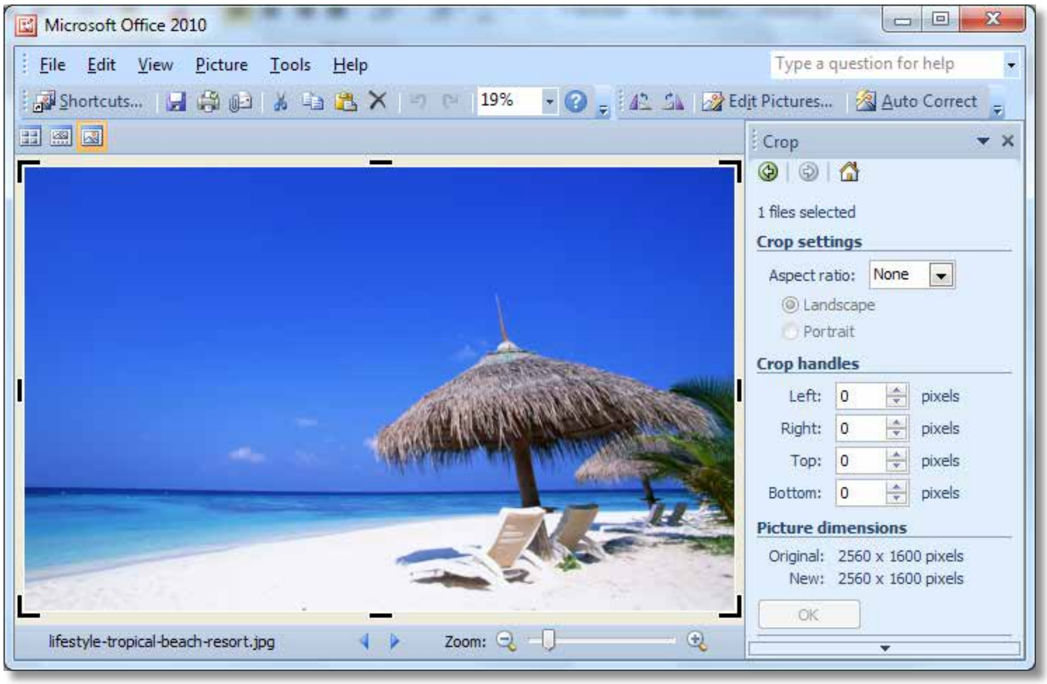
You can crop, adjust, and edit, your pictures using Microsoft Office Picture Manager. Picture Manager works with a variety of file formats, including .jpg, .gif, and .bmp.

Activate the **Edit Pictures** task pane by clicking the **Edit Pictures...** icon in the Formatting toolbar.

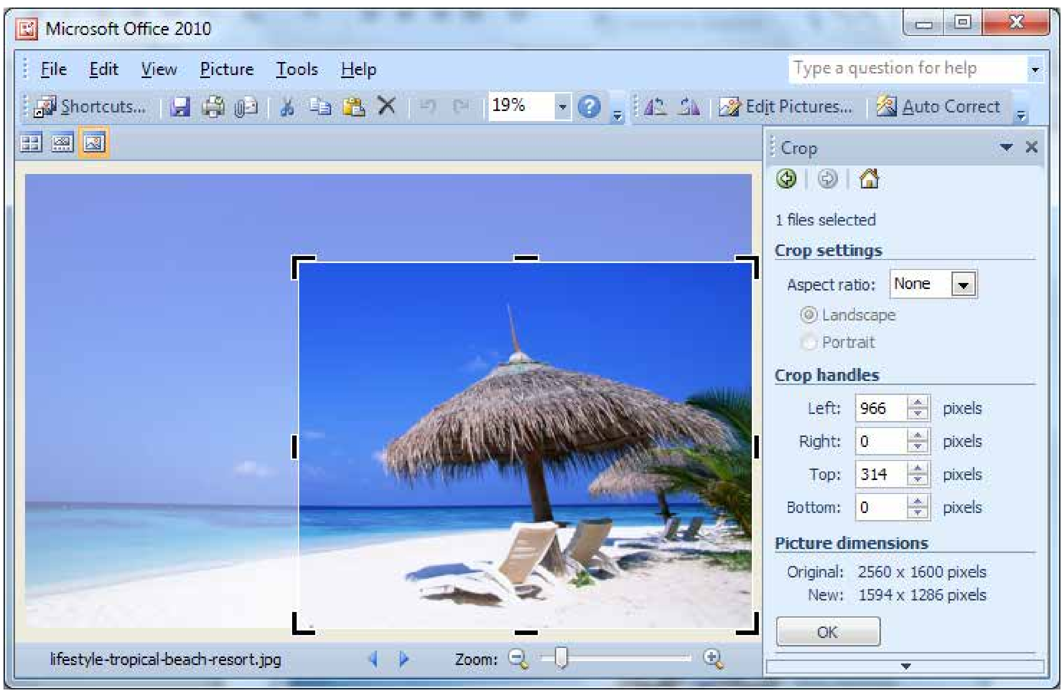


CROP AN IMAGE

1. Open *lifestyle-tropical-beach-resort.jpg* image in **Single Picture View**.
2. On **Edit Pictures** task pane, look for **Crop** tool, click it.
3. When Crop tool activated, you will see black handles on the sides and corner of your image. The task pane also showing Crop tool properties.



4. Now move your mouse pointer to a left **handle** on the top left corner. Drag the **handle** inside, we want crop the image so it will focus on the wooden umbrella. Click **OK** when finished.



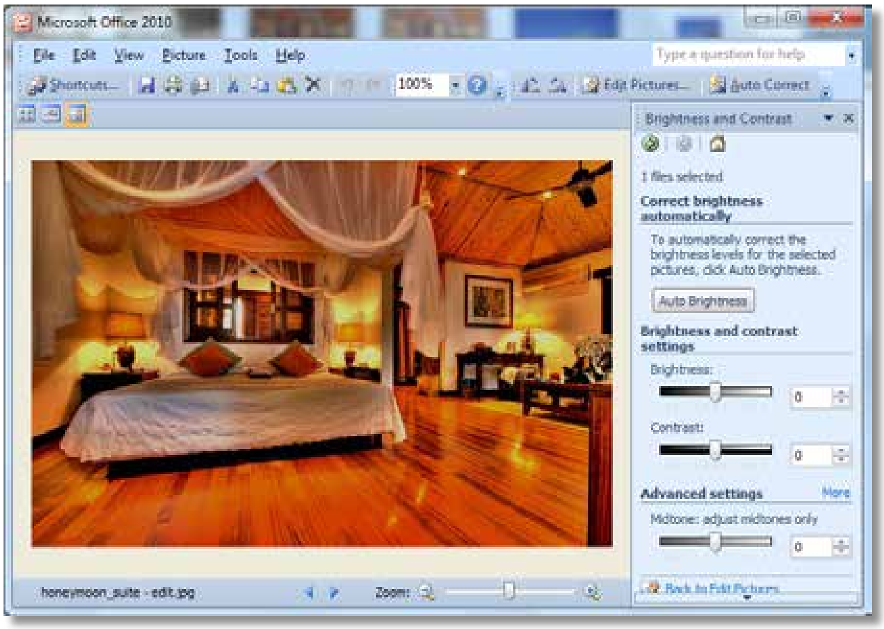
TIP

*Use **Aspect ratio** if you want to crop the image to fit predefined photo size: 3x4, 3x5, 4x6, 5x7, 8x10.*

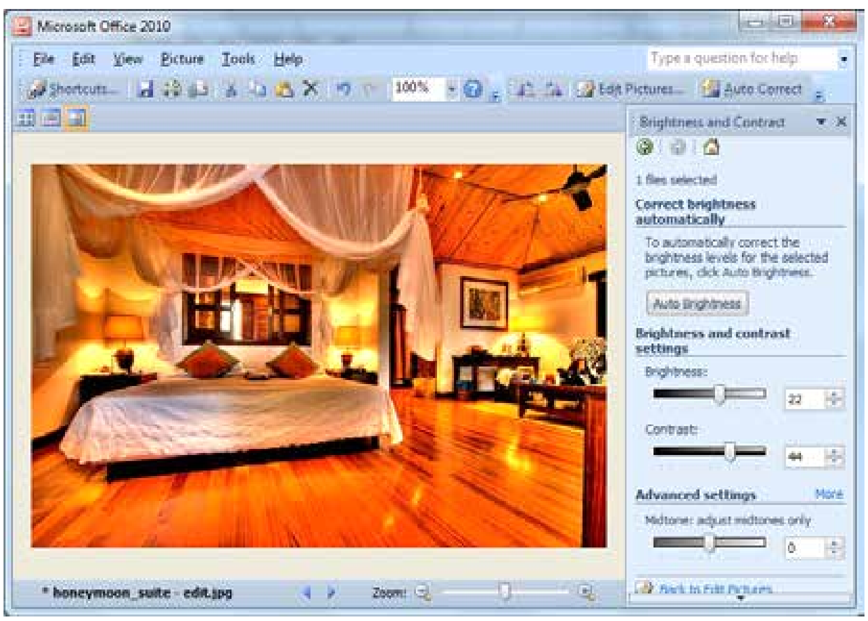
BRIGHTNESS AND CONTRAST

Use this tool if you need to improve the brightness and contrast of the picture.

1. Click on the title of the task pane, and then switch to **Brightness and Contrast** tool.



2. You can use **Auto Brightness** to automatically let Office Picture Manager to calculate and display the result. You can also manually set it using the slider for **Brightness** and **Contrast**. The changes will apply automatically to your image.



3. Save the changes by clicking the **Save** button in the Standard toolbar.

RESIZE IMAGE

Use this tool if you need to reduce the image size. It is necessary to reduce the image size to its purpose (display on the screen, web page, or email) so the image size will be optimized.

1. Open *logo_fhr.png*
2. Click the title in the right task pane, and change to **Resize**.

3. Change the **Predefined width x height** to *E-mail – Small (160 x 160 px)*. Click OK button to resize.
4. Now Save the image using a new name. Click **File** menu, **Save as...**, change the file name to *logo_fnr_small.png*, and then click **Save**.

NOTE

After you save the file, now compare the file save between logo_fnr.png and logo_fnr_small.png. You will notice that logo_fnr_small.png (10.7KB) will have smaller file size compared to logo_fnr.png (162KB).

Topic 3 / Website

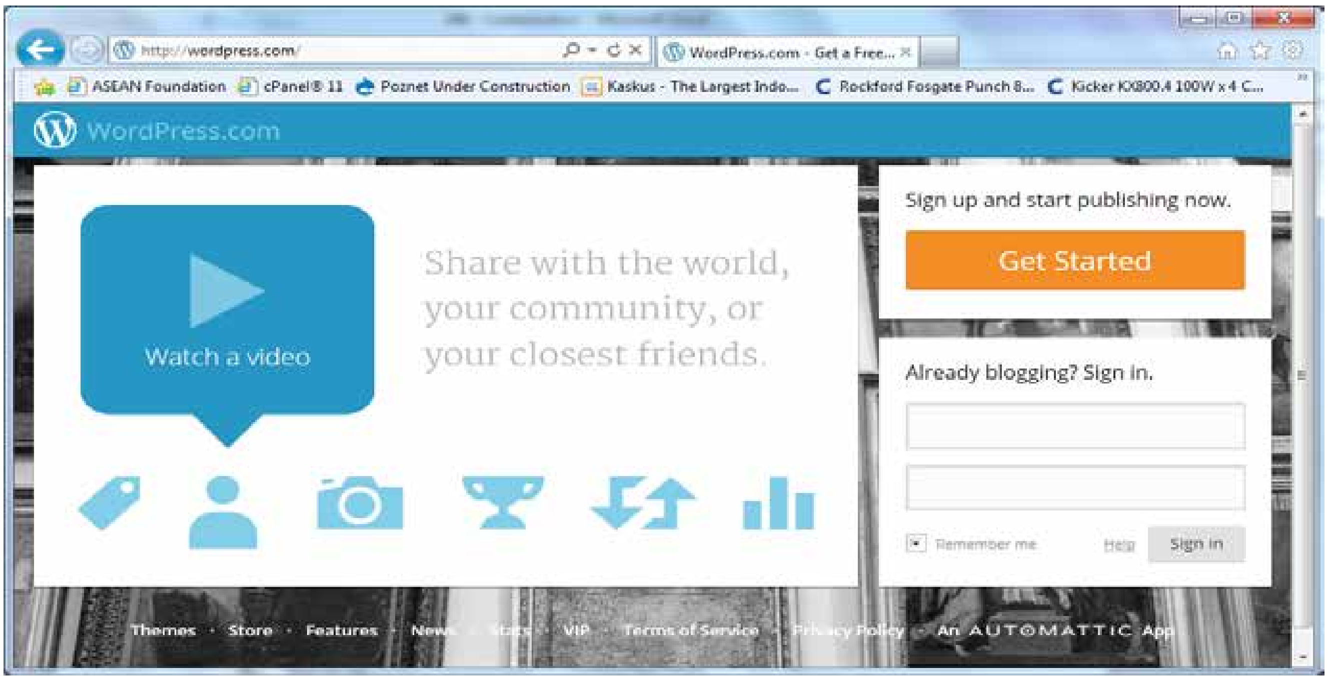
Advanced Material
None

Application or Equipment Featured
WordPress.com

Exercise Files
None

WEB 2.0

This activity demonstrates blogging features. The activity is based on www.wordpress.com and uses *Microsoft Internet Explorer* version 8.0 or higher.

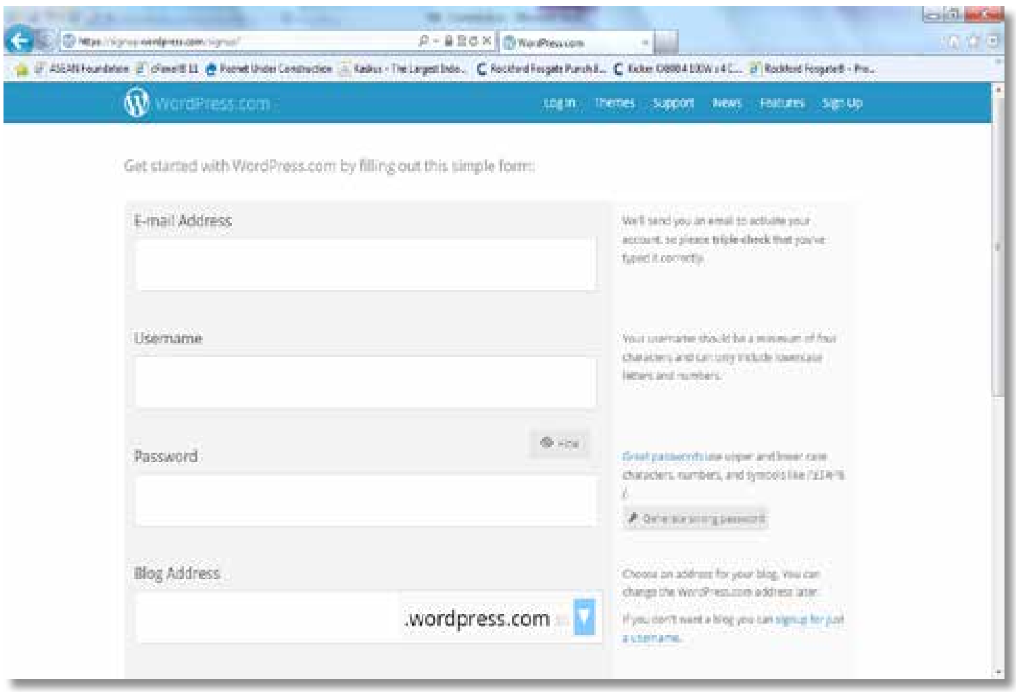


CREATE A BLOG SITE

This activity shows some useful features concerning creating a blog site and integrating it into an existing website. First of all, open *Internet Explorer* and connect to the URL www.wordpress.com. As stated on the homepage, you will have to go through a few steps to create the first blog. Let's see how it's done.

3 steps to create a Blog

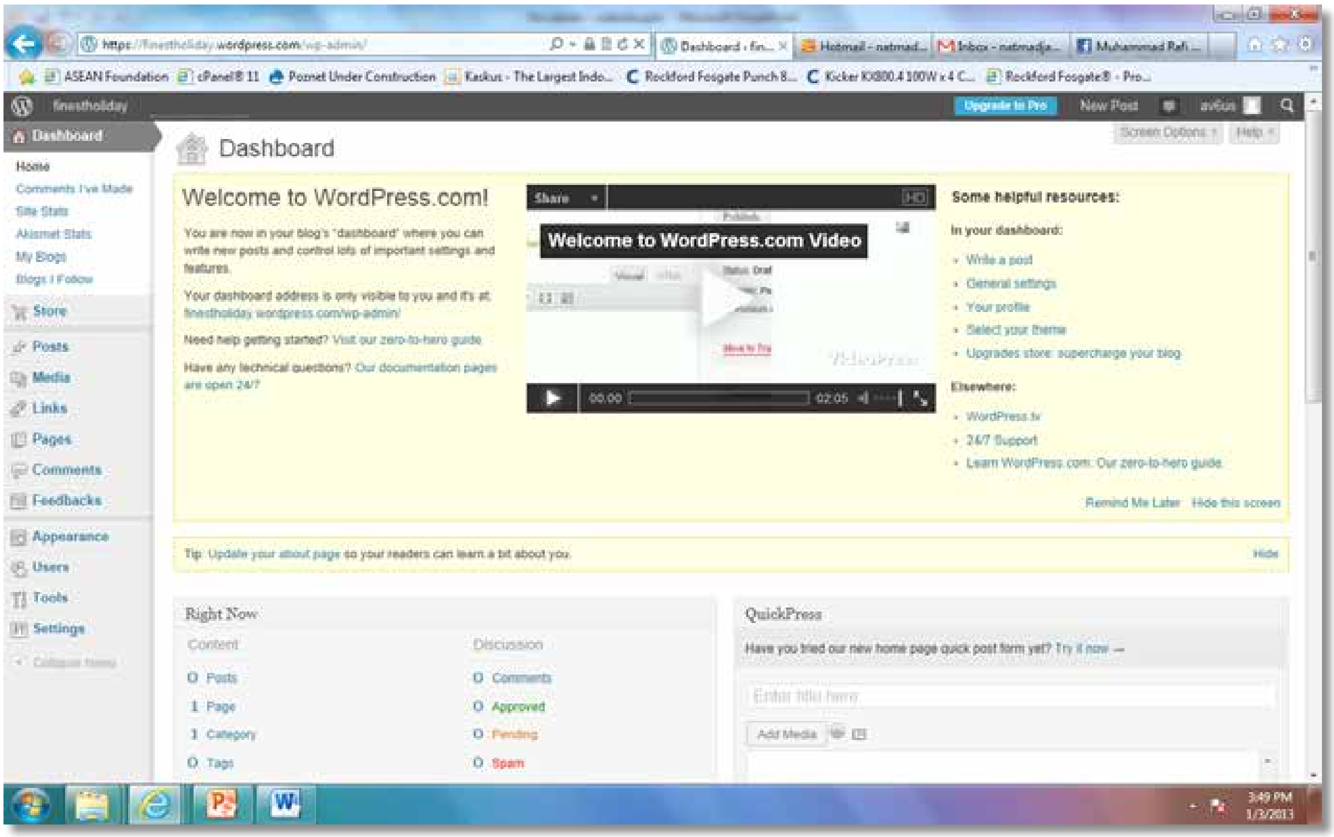
1. Once you're on the homepage, locate and click the **Get Started** button. You are just three steps away from having your brand-new blog site.



2. First, you have to create a *Wordpress account*. To do so, you have to fill out the form with appropriate and valid values (If you already have a *Wordpress account* click on **sign in** at the top of the form):
   a. **E-mail address**: [your existing email address]
   b. **Username**: the name that you use for login
   c. **Password**: make sure to choose a memorable password so that you can remember it later
   d. **Blog Address**: this is your blog address *.wordpress.com*
   e. Click **Create Blog** button to move to the next step. Soon you will receive an email from Wordpress to activate your blog.

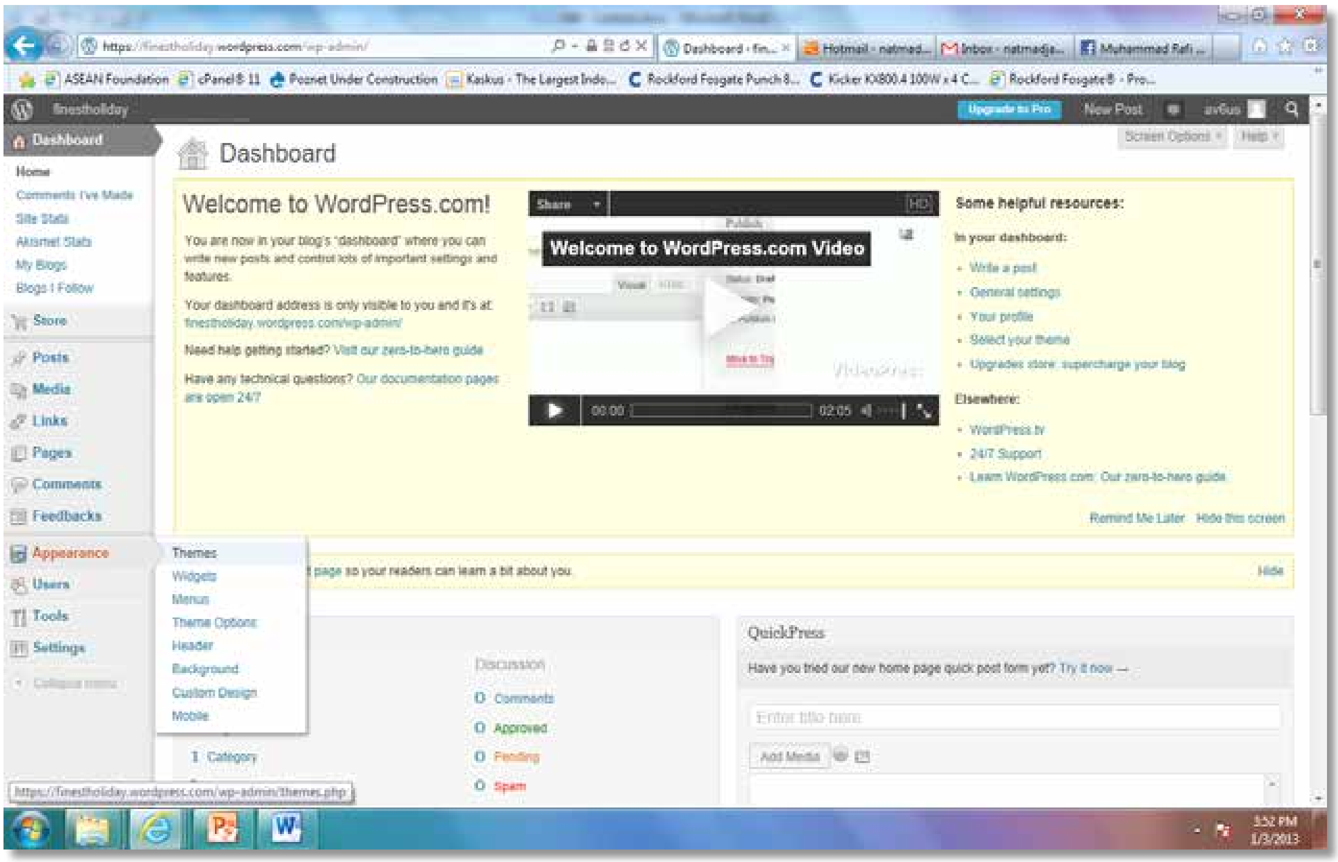
3. Now go to your email account, open the email from Wordpress.com, and click **Activate Blog**.

Login to your new blog and you will be taken to the WordPress Dashboard.

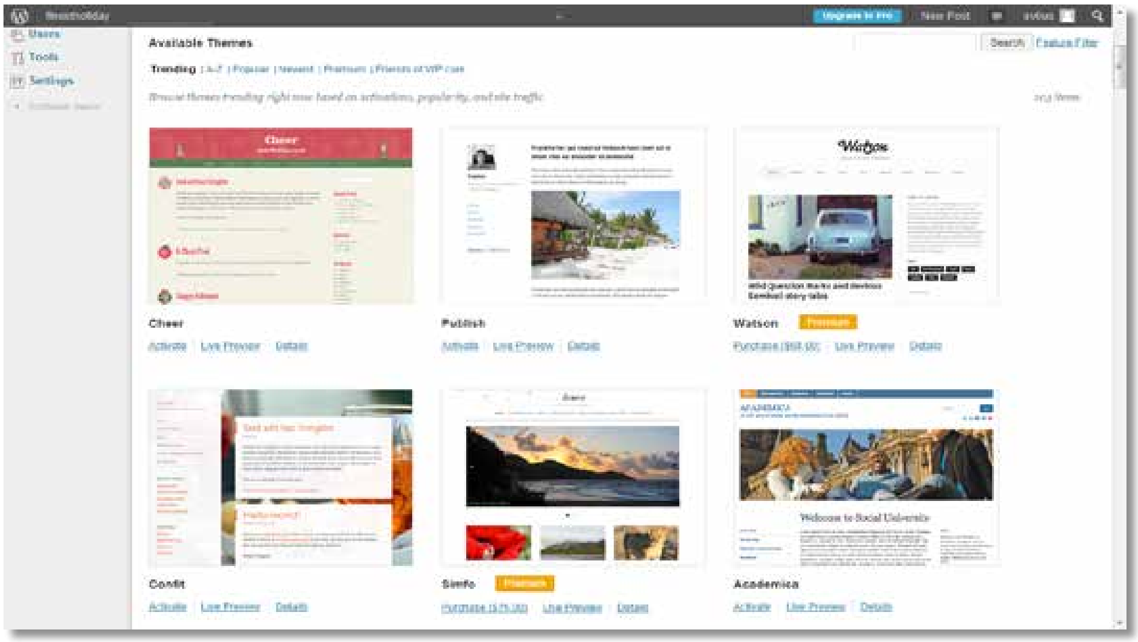


CHANGING THEME

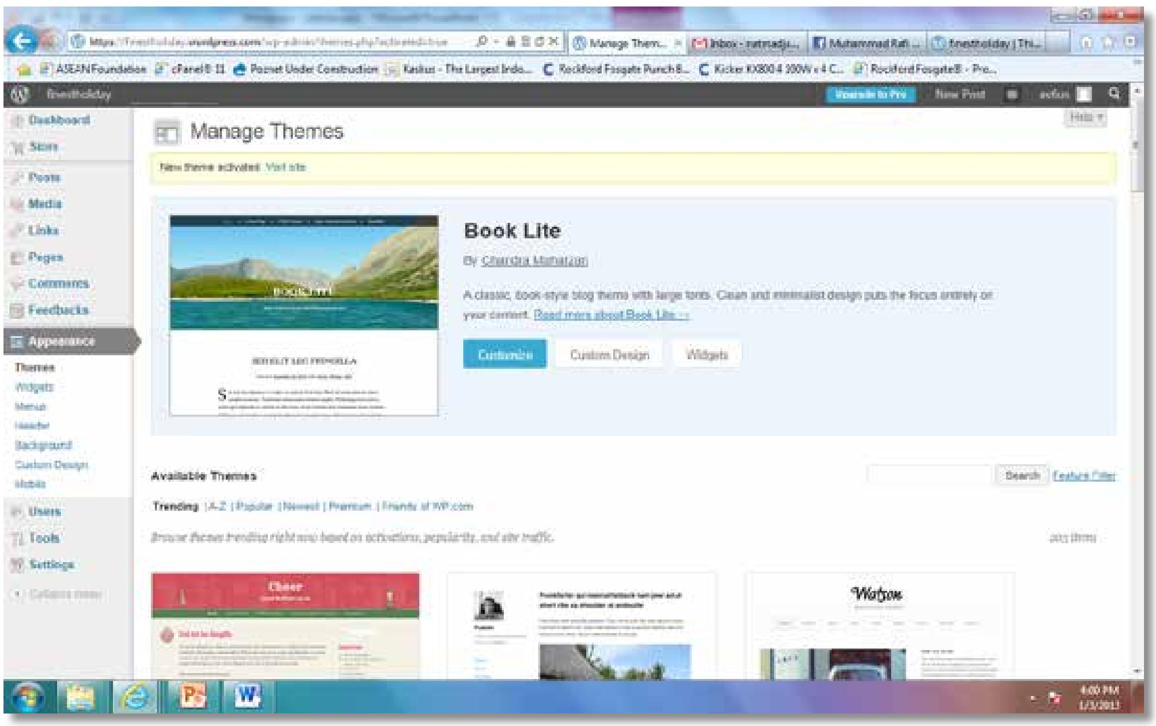
Now it is time to think about what you want your blog to look like. On the left side, you will see **Appearance** link, click it, then **Themes**.



As shown below, you have a list of different *themes* to pick from. Just scroll down the list and select **Book Lite** then click **Activate**.



Once you have selected the theme, you can preview it clicking the **Visit site** link on top of the screen.



We will try to customize the theme later. Now we are ready to add a new post.

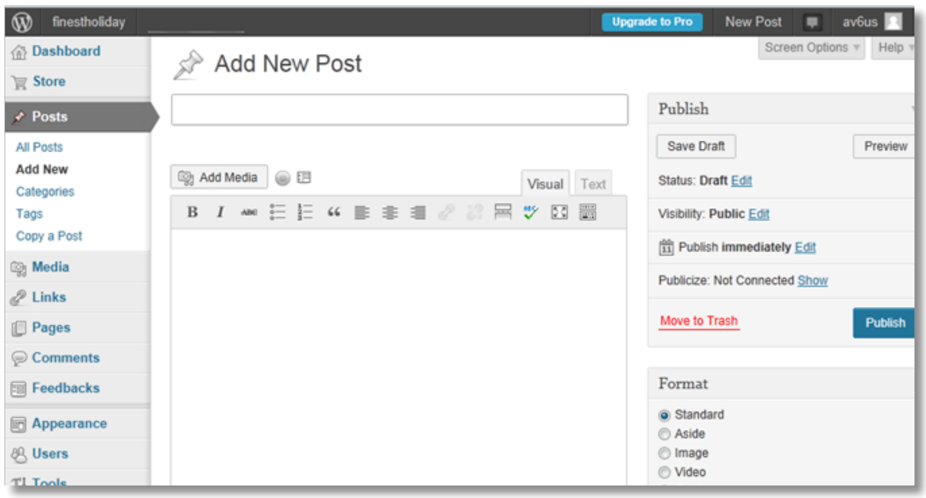
NOTE

There are free themes and premium themes, if you see Purchase link, that means the theme is not free you have to purchase first before you can activate it.

ADD A NEW POST

1. Now that you have your new blog, there is nothing else to do other than add some content! A blog generally consists of one or more posts in a thread of conversations between the author and one or more users.
2. Click **Posts** in the left menu, then **Add New**.

3. **Add New Post screen will appear**.



a. The new window looks like a visual editor. First insert the new title of the post below the Add New Post. Type [*Welcome to Finest Holiday Resort*].

b. In the **Compose** box you have the chance to insert the content of the post. The length, style and prose are largely up to you, but the Internet rule of thumb 'the shorter, the better' is always good to follow.

Type:

Come relax, unwind and enjoy a cold drink on your private white sand beach! Welcome to the Finest Holiday Resort with one of the best beaches in Lombok, and inspired accommodations for leisure travel alike.

Treat yourself to true tropical- island paradise, where memorable experiences, extensive nature trails, a private white- sand beach, exciting water sports, and unparalleled sunsets awaits.

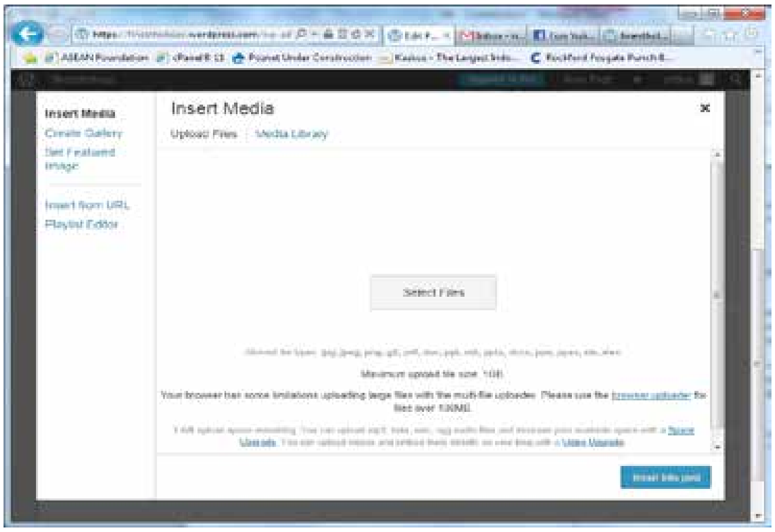
a. Located within steps of the white-sand beaches of Lombok
b. Situated just three kilometers from the heart of downtown Lombok island
c. Less than 30 minutes' drive from the airport

c. You can format the text to emphasize the information you consider more important. First highlight [*Come relax, unwind and enjoy a cold drink on your private white sand beach!*] to make it bold using the **Bold** icon located in the formatting bar at the top of the box.

d. Click the **Show Kitchen Sink** button to show the text formatting toolbar. Highlight the same text [*Come relax, unwind and enjoy a cold drink on your private white sand beach!*], change the color to red using the **Select Text Color** button and pick the right color in the color palette.

e. Highlight the 3 bullet points and change its font style to **Italic** using the Italic button.

f. You can insert an image to make the post more appealing. Place the cursor where you would like the image to go. Click on the **Insert Media** button on the left top of the toolbar. A new window pops up:



g. Click **Select Files** to upload the image. Browse the image file in your computer. Choose the right file (logo_FNR.png) which you will find in your **Participant** folder, then click **Upload**.

h. Click **Insert into post** to insert the logo into the post.

i. Once you are satisfied with the overall layout and formatting you can publish the post by clicking on the **Publish** button on the right screen.

MANAGE THE CONVERSATION

1. Once you have added a post, you can decide who has the right to leave a comment. To set commenting rights there is a proper section in **Settings**, **Discussion** menu in your **Dashboard**.

a. Click on **Settings** from **Dashboard** view. Click on the **Discussion** tab.

b. By default guests can give comment. Give check to **Users must be registered and logged in to comment** to force people to register and log in before they can give comment.

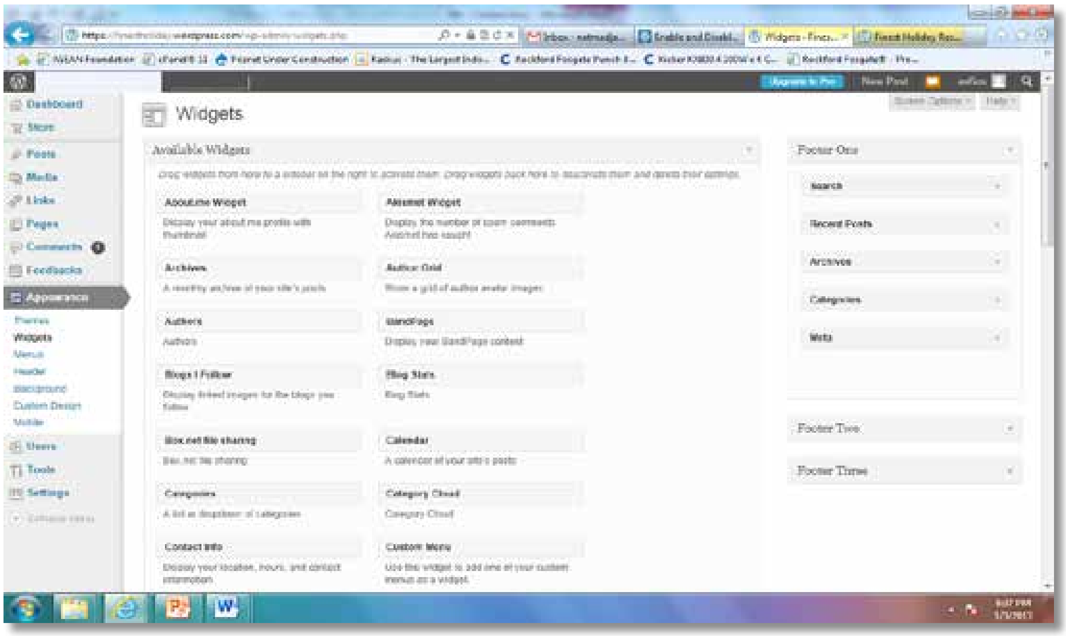
c. You can also decide whether comments are published immediately or with a delay so that you can approve them, regardless of who actually leaves the comment. This process is called Moderation. Give check to **An administrator must always approve the comment** to moderate a comment before it is published on your blog post.

d. Save the changes by clicking on the **Save Changes** button at the bottom of the page.

e. **Log off and leave a comment to your own blog as an anonymous user to see how it works:** add a comment by clicking the proper link just below the post.

PLAYING WITH WIDGETS

Having a blog does not just involve posting & commenting. You can manage the layout of your website by adding new features so that you can communicate more effectively with other users. For example, you can add a catalog of your products or insert a short movie.



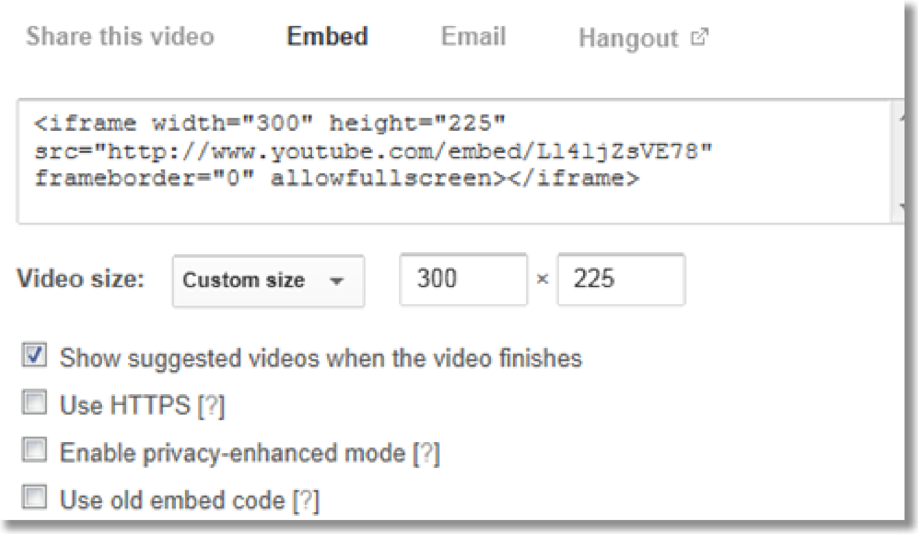
ADD A FLICKR PHOTO ALBUM

1. From the **Dashboard**, click on **Appearance, Widgets**. This will take you to the Available **Widgets** page, where you can choose widgets and add them to your blog layout which located in the right screen.
2. Now choose **Flickr**, click and drag the widget to the layout.
3. Add the **Title:** "*Lombok Island Photos*".
4. In the Flickr RSS URL: http://api.flickr.com/services/feeds/geo/Indonesia/West+Nusa+Tenggara/Lombok&format=rss_200.
5. In "*What size photos would you like to display?*" choose **Small**.
6. Click **Save** when done.

INSERT A MOVIE

Since you are getting more experienced with widgets, let's add a movie to the website. For example, we can add a short movie of the latest fashion event, to give users a taste of what they will see at the New Summer Collection Opening Show.

1. The source of the movie is another famous Web 2.0 site, *YouTube* (www.youtube.com). Open this URL in a new window.
2. Once you have *youtube.com* loaded in front of you, type "*diving in lombok*" in the search textbox and click on the **Search** button. A list of movies should appear.
3. Click on the first one in order to watch it.
4. Under the movie window click on the **Share** link.
5. Click on the **Embed** title to highlight the content of the textbox. Change the **Video size** to 300x225. Press **CTRL + C** to copy the highlighted text onto the clipboard (just to be sure you have copied the right text you can paste it into a blank window of a notepad)



6. Go back to you blog **Dashboard** and click on **Appearance**, then click on **Widgets**.
7. Drag the **Text** widget to the layout on the right screen.
8. Click **HTML/JavaScript** and fill in the following information:

   a. .Title: [Underwater Diving]

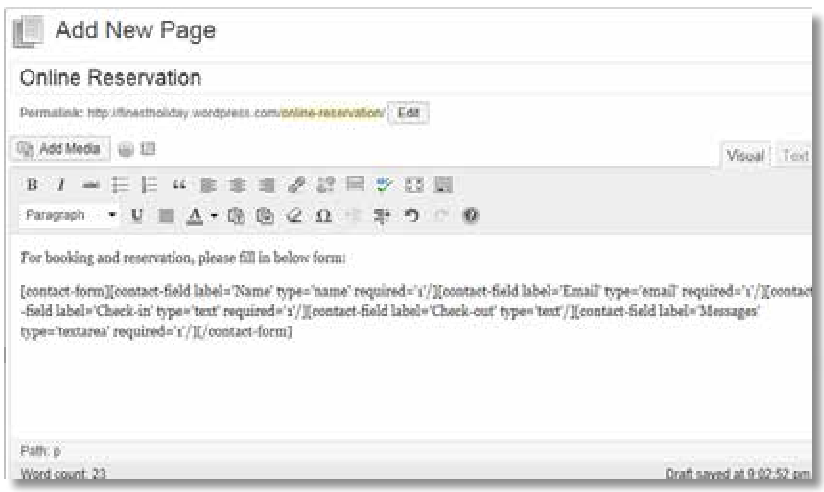
   b. Paste the code you copied from *YouTube* in the **Content** textbox. It will look something like this:

   <iframe width="300" height="225" src="http://www.youtube.com/embed/Ll4ljZsVE78" frameborder="0" allowfullscreen></iframe>

   c. Click **Save** and reload your blog to preview.

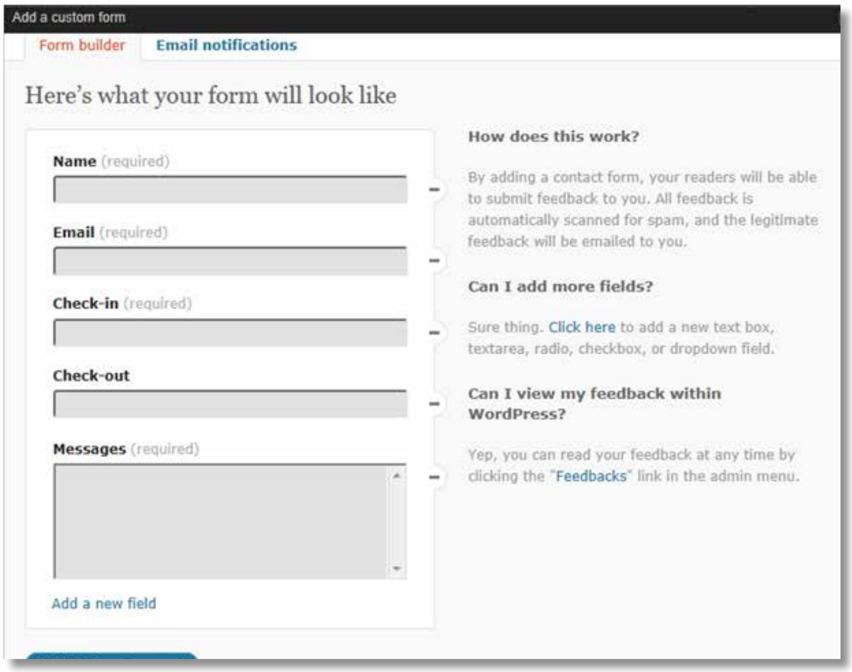
ADDING CONTACT FORM

You can add a Contact Form Page so your customer can make reservation online. To add a Contact Form, first you need to add a New Page.

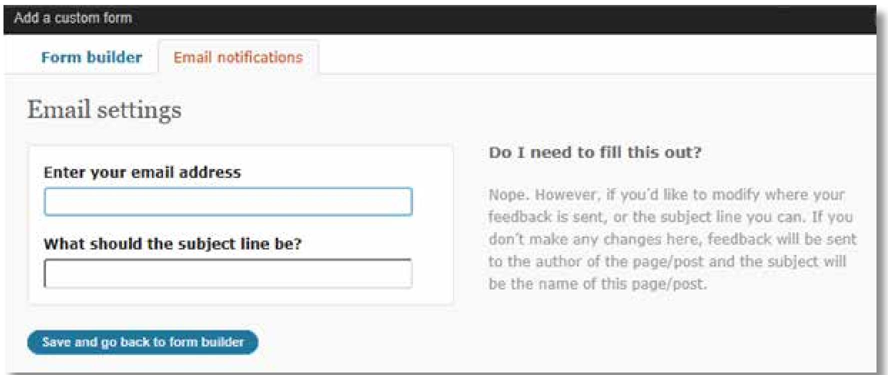


1. Go to your Dashboard, and click **Pages**, then Add New Page.
2. Type in the **Title** "Online *Reservation*"
3. In the text area, type "*For booking and reservation, please fill in below form:*"
4. Now it is time to add the Reservation Form to the page. Click on the **Add a custom form** icon on top of the text area, a Custom Form window appears.

   a. In the **Form Builder** tab, move your mouse to the website field, click **edit**. On the right screen you will see the edit screen. Change the **Label** from Website to "*Check-in*". Change the **Field type** to "*text*".



b. Now click **Add a new field** and move it below Check-in field. Edit the Label to "*Check-out*". Change **Field type** to "*text*".



c. Now go to **Email notifications** tab.

d. On the "*Enter your email address*" field type in your email address.

e. The "*What should the subject line be?*" field will be your email subject. Type in "*Finest Holiday Resort Reservation Form*"

f. Click **Save and go back to Form Builder** and then click **Add this form to my post**.

5. Your text area will be look like this:

For booking and reservation, please fill in below form:

[contact-form][contact-field label='Name' type='name' required='1'/][contact-field label='Email' type='email' required='1'/][contact-field label='Check-in' type='text' required='1'/][contact-field label='Check-out' type='text'/][contact-field label='Messages' type='textarea' required='1'/][/contact-form]

6. Now click **Publish** and take a look at your Reservation Form.

CONGRATULATIONS!

You have just created your simple blog. Proceed to add more pages and post to your blog and ask your friends to give comments on your post.

MODULE 5/

IT SECURITY

Topic 1 / Print Marketing

Application or Equipment Featured

Microsoft Security Essentials
Microsoft Windows Backup
Microsoft Outlook 2010

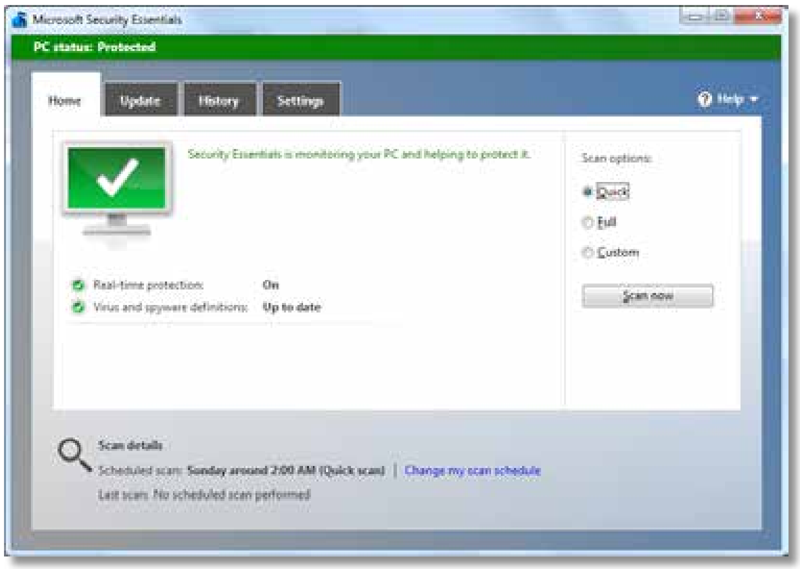
Exercise Files

None

MICROSOFT SECURITY ESSENTIALS

DOWNLOAD AND INSTALL

Microsoft Security Essentials is a decent antivirus and antimalware application available for free from Microsoft. It integrates seamlessly with the Windows operating system and takes up very little system resources. Installing Microsoft Security Essentials and running the required initial updates and configuration is relatively straightforward.

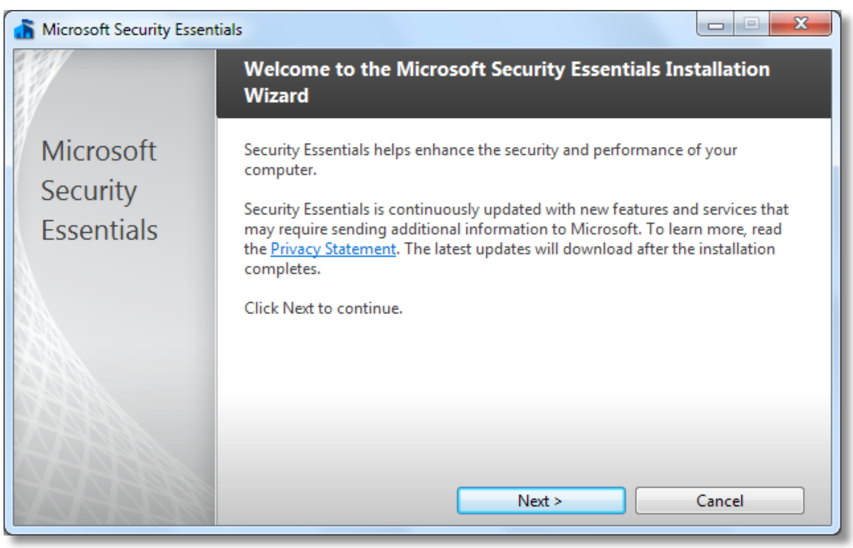


This activity demonstrates how to download and install Microsoft Security Essentials

Open your Internet Explorer and go to http://windows.microsoft.com/en-US/windows/security-essentials-download to download the Microsoft Security Essentials. Click the **Download** button.

Installation Steps:

1. After downloading the application, double-click the file to run the program.

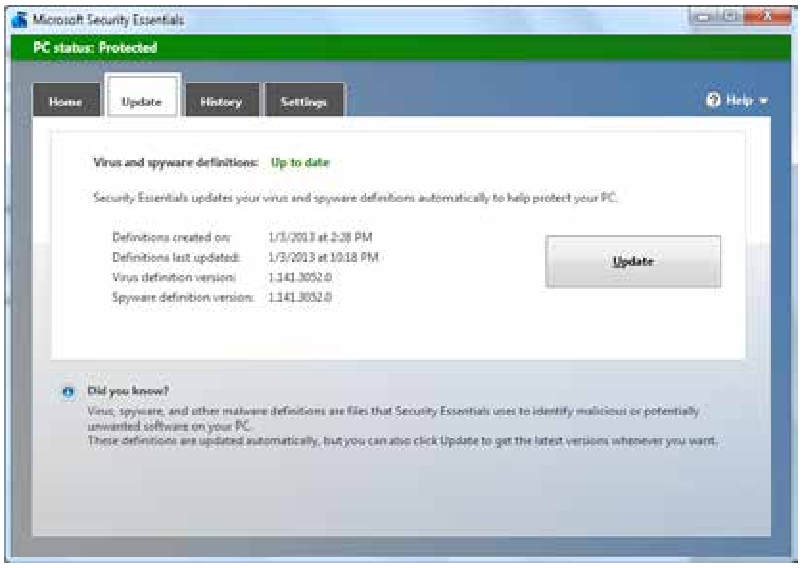


2. Click the **Next** button to go to the next screen.

3. Accept the Microsoft Security Essentials License Agreement, then click **I accept**.
4. On the next screen, click **Install** button to begin the installation.
5. Click **Finish** when done.

UPDATE MICROSOFT SECURITY ESSENTIALS

After the installation completes, usually MSE will run the update. If not, you can do manual update by clicking the **Update** tab on the main screen, and then click the **Update** button.



Please wait until Microsoft Security Essentials complete to download and install the updates. Upon successful, you will see text on the screen "*Virus and spyware definitions: **Up to date***".

NOTE

Make sure you have Internet connection during the update, otherwise the update will fail.

SCAN YOUR COMPUTER FOR VIRUSES

On the main screen there are 3 scanning options:

1. Quick: This will scan the areas of your system where the malware is most likely to reside.
2. Full: This will scan your whole system. This scan takes the longest time to complete.
3. Custom: This type of scan lets you select specific locations on your PC for scanning.

After you choose the scan option, click **Scan now** to start scanning.

NOTE

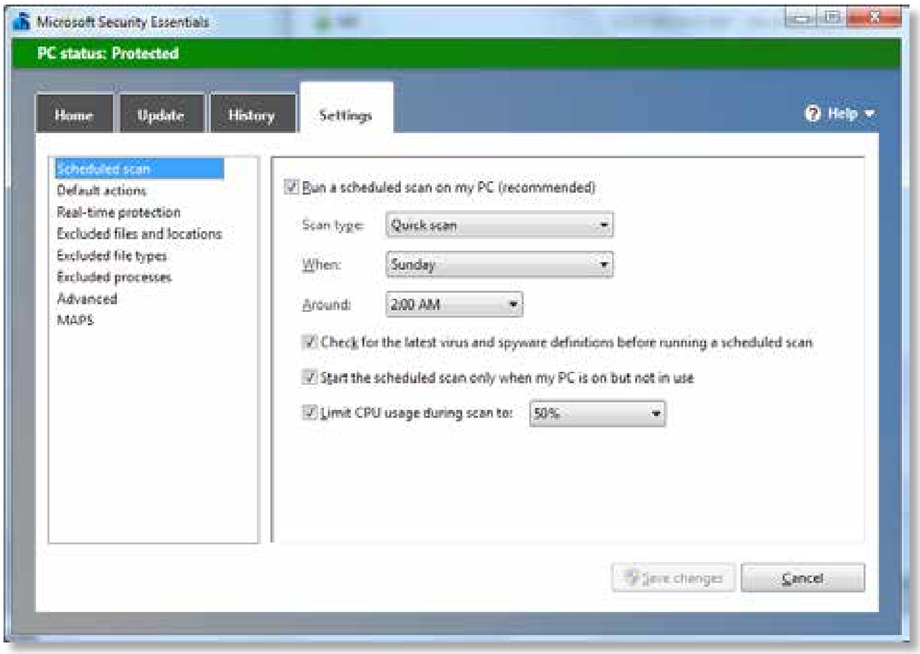
You can right-click the file or folder on your computer, and then click Scan with Microsoft Security Essentials. This type of scan is useful where you want to check a specific folder or file for malware.

SCHEDULED SCAN

Routine scanning is important to keep your computer safe from viruses. You can set a scheduled scan to automatically scan your computer when you are not using your computer.

Now open the **Settings** tab, in the left column, choose Scheduled scan. Give check on "*Run a scheduled scan on my PC (recommended)*".

You can also set the options such as, *scan type*, *when*, *time*, *limit the CPU usage*. Click **Save changes** when you are done.



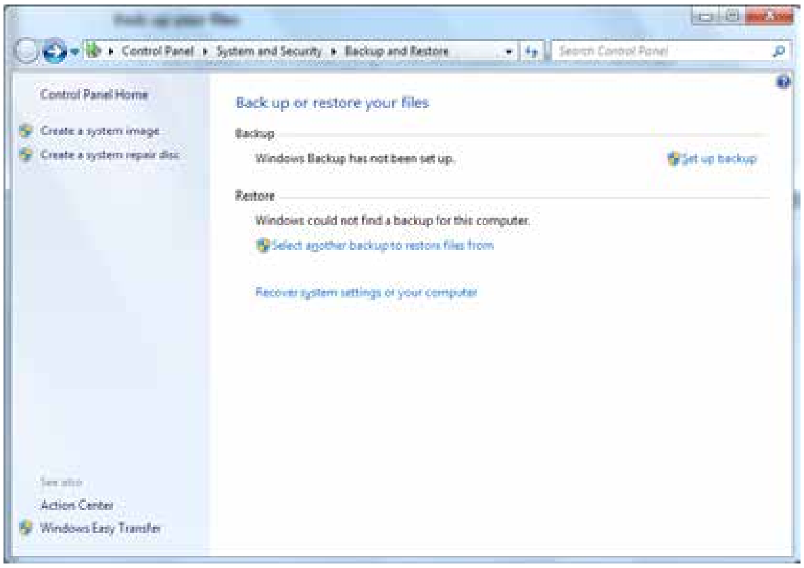
BACKUP YOUR DATA

WINDOWS BACKUP

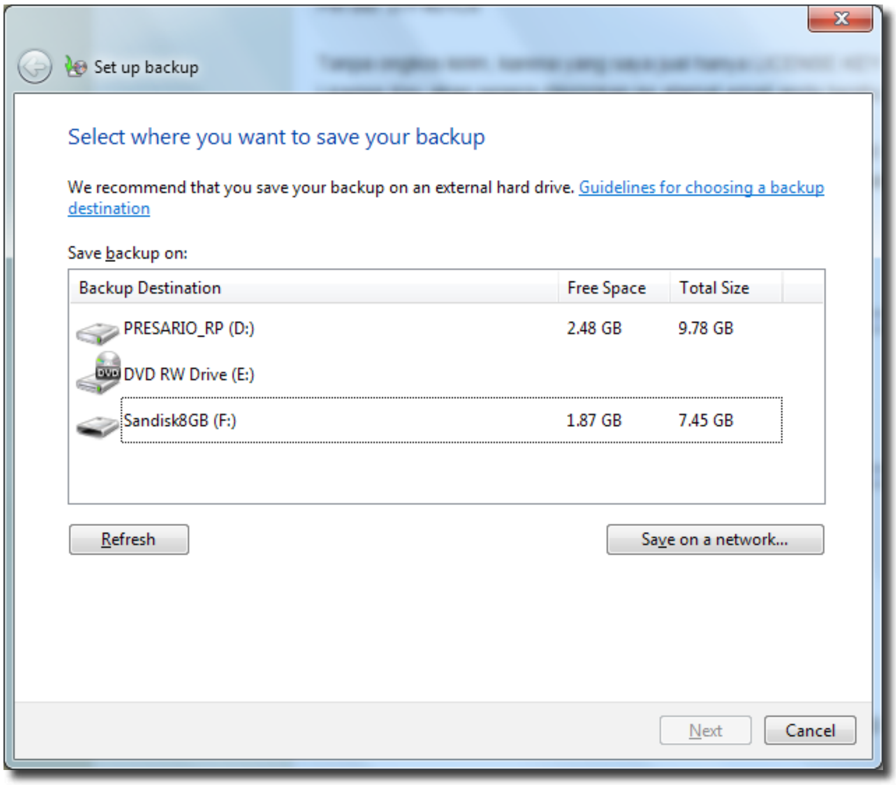
With Windows Backup you can creates safety copies of your most important personal files, so you're always prepared for the worst. You can let Windows choose what to back up, or pick individual folders, libraries, and drives yourself. Windows can back up files on whatever schedule you choose - just set it and forget it.

BACK UP YOUR FILES

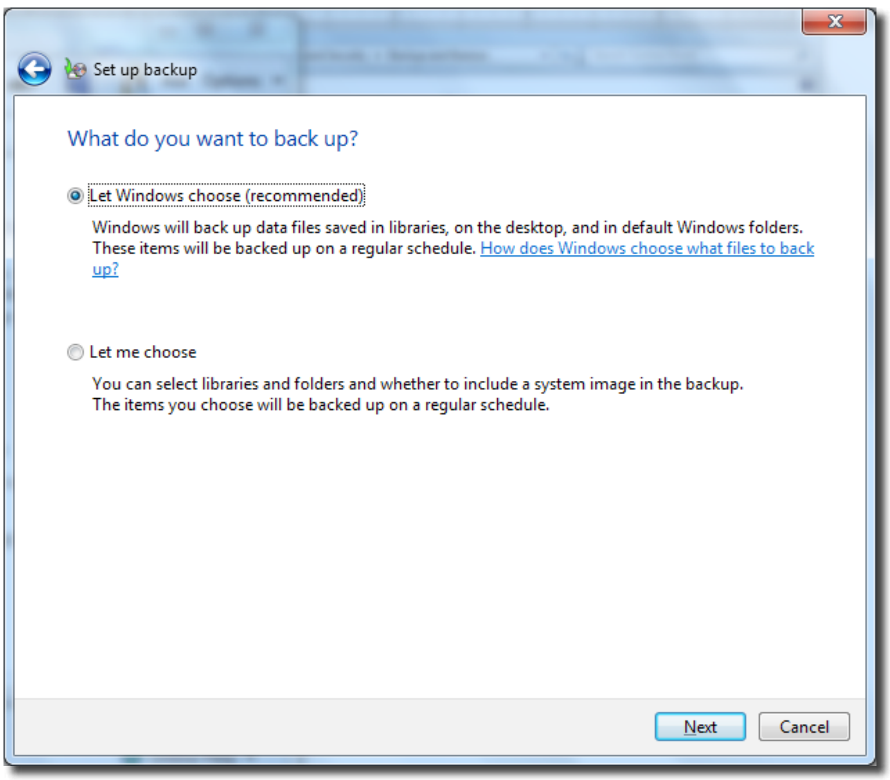
1. Open Backup and Restore by clicking the **Windows** button, **Control Panel**, **System and Security**, and then **Backup and Restore**.
2. If you've never used Windows Backup before, click **Set up backup**, and then follow the steps in the wizard. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.



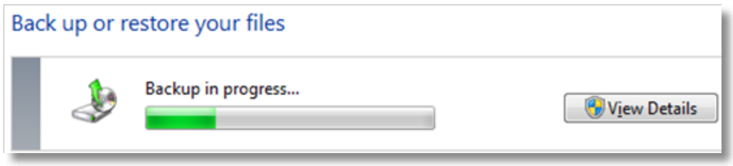
3. Where you save your backup depends on the hardware that you have available and the information that you're saving on your backup. For the most flexibility, it is recommended that you save your backup on an external hard drive. External hard drive gives you plenty of room to save your data and it can be stored in a location that's separate from your computer, such as a fireproof safe, which can help protect your backup. Now choose backup location then click **Next**.



4. If you **let Windows choose** what is backed up, the following items are included in your backup: Default Windows folders, Data files that are saved in libraries, on the desktop, and in default Windows folders for all people with a user account on the computer. You can also click **Let me choose**, to select yourself which folder or files you want to back up. Click **Next** to proceed.



5. When ready, click **Save settings and run backup**.



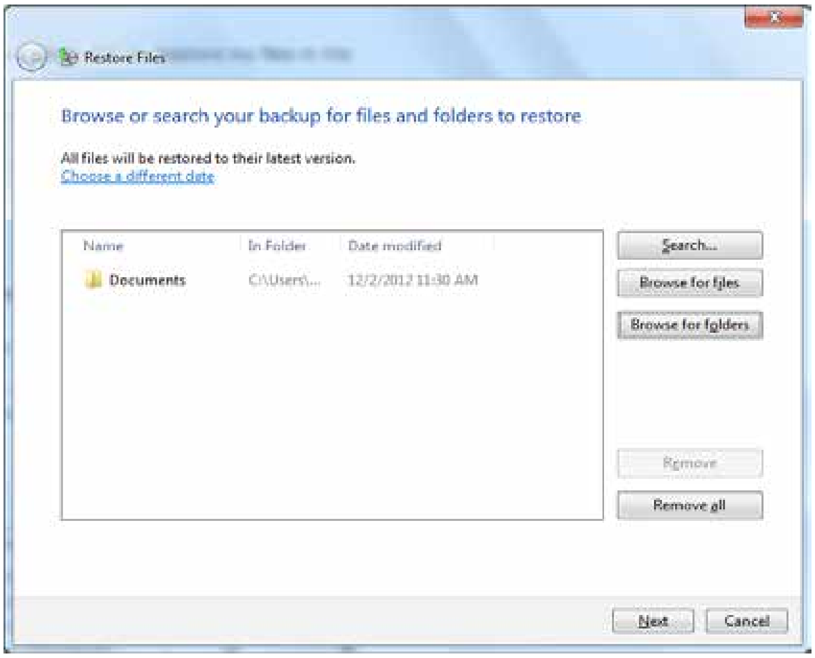
RESTORE YOUR FILES

You can restore backed-up versions of files that are lost, damaged, or changed accidentally. You also restore individual files, groups of files, or all of the files that you've backed up.

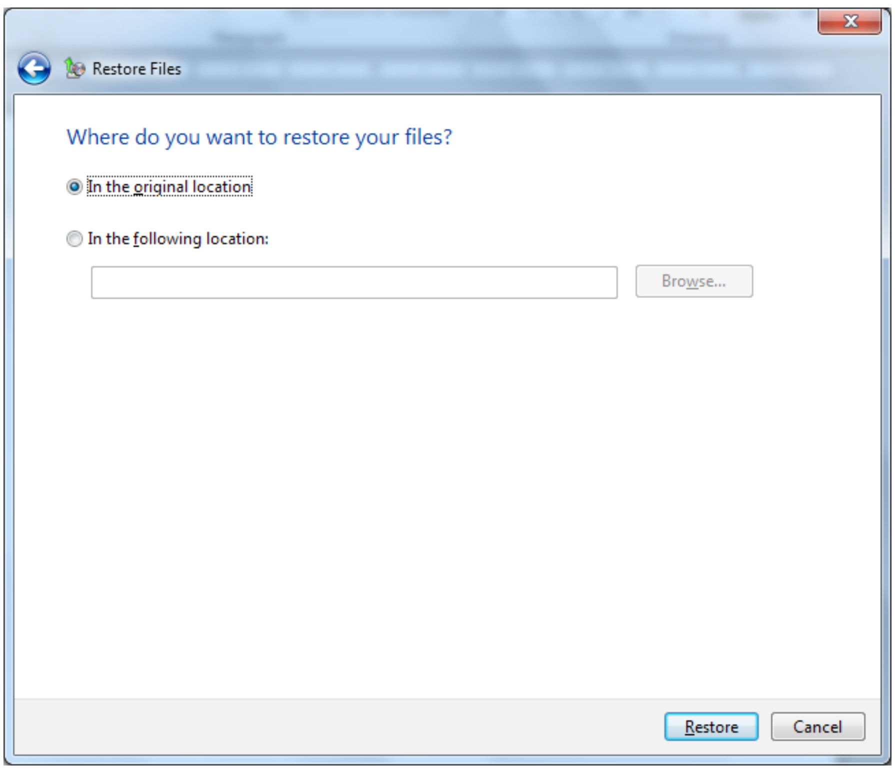
1. Open Backup and Restore by clicking the **Windows** button, **Control Panel**, **System and Security**, and then **Backup and Restore**.

2. To restore your files, click **Restore my files**.

3. Browse the contents of the backup, click **Browse for files** or **Browse for folders**, and then click **Add Files** or **Add Folders** when you finished to add files/folders to restore. On the left box you will see files/folders you will restore, click **Next** to proceed.



4. On this screen you will be asked the restore location. Select **In the original location** to restore the files/folder into their original location. Click **Restore** to start the restoration process.



> **NOTE**
> *Progress of the restoration will vary depending on the size of the data and location it's restoring from.*

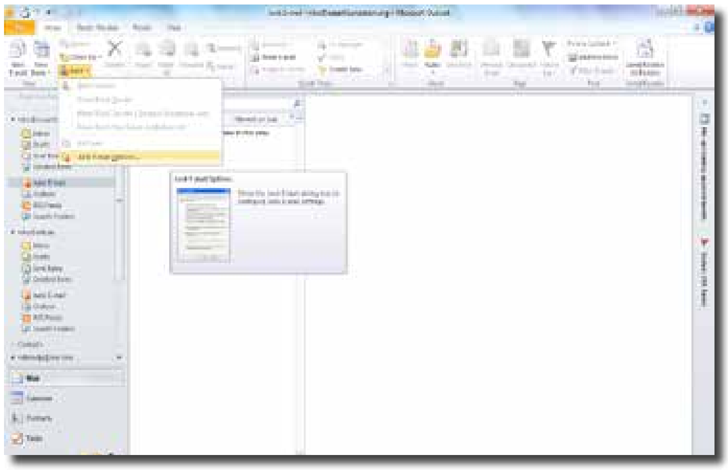
JUNK E-MAIL FILTER

OUTLOOK JUNK E-MAIL FILTER

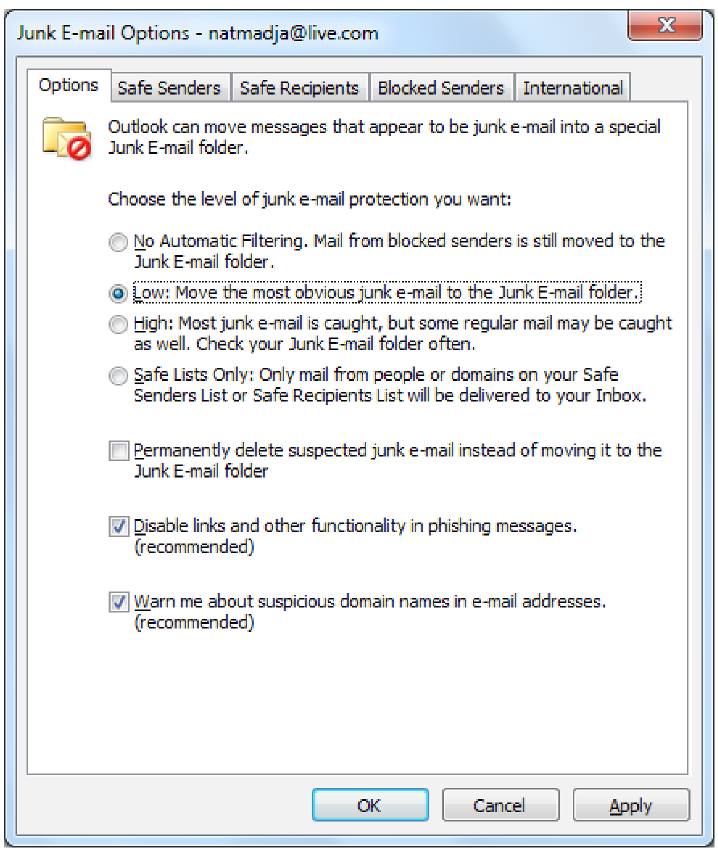
The Junk E-mail Filter in Outlook is turned on by default, and the protection level is set to Low. This level is designed to catch only the most obvious junk e-mail messages. You can make the filter more aggressive, but if you do it may catch legitimate messages sometimes. Any message that is caught by the Junk E-mail Filter is moved to a special Junk E-mail folder. **You should review messages in the Junk E-mail folder from time to time** to make sure that they are not legitimate messages that you want to see.

Below are the steps to change the Junk E-mail Filter settings:

1. Open Mirosoft Office Outlook 2010
2. In **Home** tab ribbon, **Delete** group, click Junk, then **Junk E-mail Options…**



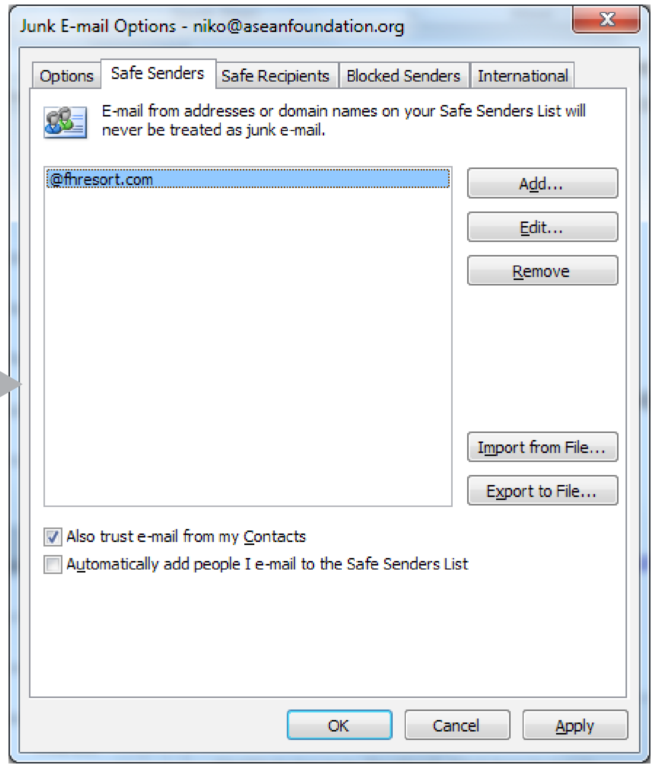
3. **Junk E-mail Options** dialog box appears.



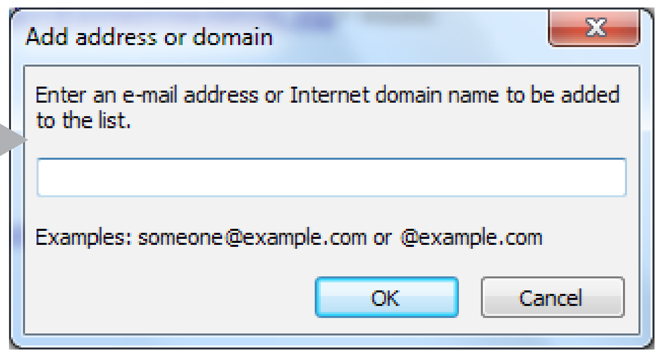
4. Change to **High** to set the E-mail Filter to caught more junk e-mails. Regularly check your Junk E-mail Folder to make sure you did not missed legitimate email.
5. Click **OK** to save the changes.

SAFE SENDERS

You can build a list of Safe Senders to prevent legitimate e-mail goes to your Junk E-mail folder.



1. Open **Junk E-mail Options…**
2. Move to **Safe Senders** tab.
3. Click **Add**, an Add address or domain dialog box appears.



4. Now add a person email address or domain name. Example:
   for e-mail: anton@fhresort.com
   for domain: @fhresort.com
5. Click **OK** to close the Junk E-mail Options dialog box.

NOTE

Don't reply to spam. Never reply — not even to unsubscribe — unless you know and trust the sender. Answering spam just confirms that your e-mail address is live.

Don't forward chain e-mail messages. Besides causing more traffic, by forwarding a chain e-mail message you might be furthering a hoax — and meanwhile, you lose control over who sees your e-mail address.

CARD

STORY

MODULE 1: OPERATIONS AND MANAGEMENT

Name :	Chai &Sarai
Business type :	Fast food chain
Business name :	Fyling Wings
In Business :	3
Employees :	4
Technology :	Computer, Printer, Fax Machine, Scanner, Internet
Needs :	Improve internal Management of time, keep track of customer information, keep track of inventory, access data to identify trends

Chai & Sarai, a married couple with 1 child. Chai's passion is in cooking, and he cook good food, especially chicken wings. Together with Sarai, they rent a store space and opened a fast-food restaurant, they named it "Flying Wings". They juggle tasks for work and home, including taking care of their 2 year-old daughter.

The store has a full-time sales clerk, Ratana, and three part-time staff, each with different work shifts. Business is good, but when it comes to managing their company and tracking information, they struggle. Chai and Sarai's major challenges are organizing, accessing, and using information about their business: monthly record, customer information, inventory tracking, and sales data.

Other issues they face are managing the workflow and keeping track of appointments, schedules, and contacts. In general, they are looking for ways to be more organized and effective in running their business operations.

SCHEDULING TOOLS:
THE IMPORTANCE OF TIME MANAGEMENT

Sarai has just arrived at the restaurant and found Chai organizing the bills on the desk. He is reading through his handwritten to-do list that hekeeps in an agenda in his pocket.

Sarai: Hello darling! Did you call the food supply company today?

Chai: Thanks for reminding me. I completely forgot. I'll call themtomorrow.

Sarai: Didn't you write it down?

Chai: Yes, I made a note here somewhere. See? Here it is. I put a note next to the cash register.

Sarai: Yes, I see. Right next to all these other notes. What about this one? It looks like you had a meeting with a catering company this morning. Did you close the deal?

Chai: Oh! I completely forgot about the meeting! I have to call them and apologize.

Sarai: Aren't you using our calendar?

Chai: The one on the wall? Well, sort of… But, as you can see, I still have to make changes, and lookhere; I have towrite in all our regular meetings. It's so time-consuming.

Sarai: I know. It's also hard to read. Maybe we need to explore another system…

DISCUSSION QUESTIONS:

1. Is Chai's method of keeping track of deadlines and appointments working? Why or why not? Brainstorm four or five ways in which his current approach might be disadvantageous to his business.
2. What advice would you give Chai for managing his time more efficiently? Discuss some ways of improving his system.
3. How would you keep track of appointments and manage time in your business?
4. Would you have recurring appointments, in other words, appointments that occur on a regular basis? List someexamples.

CONTACT AND MANAGEMENT TOOLS:
HOW TO MANAGE BUSINESS INFORMATION

Chai is very happy, his restaurant, Flying Wings, isgoing to celebrate its first anniversary. Chai has decided to have a "birthday" party and invite his regular customers and supplier he has worked with. He has prepared a letter of invitation for themand would like to send the notice out to a select group of customersand friends. Chai wants to review his list in order to decide whom toinvite.

Chai has lots of names and addresses but the information is scattered – in stacks of papers, printed faxes, and files. Forsome names, he only has phone numbers saved on his mobile phone. He is asking his full-time sales clerk for assistance:

Chai: Ratana, could you please search through these papers and write down any customer addresses you find?

Ratana: Of course, Mr. Chai. I'll just hand-write a list of names and addresses; is that alright?

Chai: Yes, that's fine. Maybe at some point, when I have some time, I can type up the names, but I just don't have timetoday, and I need this list by tonight.

Ratana: You want to put the invitations in the mail first thing tomorrow, I suppose?

Chai: Yes, I have several meetings tomorrow afternoon. So tonight I'll have to look through the list, locate the localclients I want to invite to the party, and hand-write their mailing addresses on about fifty invitation letters.

DISCUSSION QUESTIONS:

1. In addition to client addresses, what other types of information that's worth organizing might be found in the stack on Chai's desk?
2. Give Chai some advice on how he might better organize and manage the information he already has. Suggest some categories that he could use to organize his business information in file folders.
3. How would you organize files and records in your office?
4. Chai has come back from a conference with a stack of business cards. Many of these could be potential clients. Discuss how Chai might compile this information and track his follow-up contacts to maximize sales.

DATA MANAGEMENT:
CREATE YOUR OWN INVENTORY FILE

Chai has just arrived at his restaurant and is getting ready to start the day,when Ratana approaches him:

Ratana: Excuse me Mr. Chai, have you re-ordered the cooking oil from the supplier? Currently we are in low stock.

Chai: OMG, I remember I just ordered them earlier this week, now we already in low stock?

Ratana: Yes, we had so many birthday event in our restaurant, sales are good this week.

Chai: Hmmh, allright I guess I should call our supplier to re-order, and this time in larger quantity.

Despite the progress Chai has made in organizing his information by setting up files for client information, suppliers, he thinks it's not enough.He would like to use all this information more effectively, to avoid situations such as the one described above. Inparticular, he's interested in organizing his information in such a way that he can always easily find the answers to thefollowing questions:

- Which items are low in stock, and need to be re-ordered?
- What items have been ordered since a particular date?

Knowing the answers to these and other questions will help him make better purchasing decisions as he will be able toorder the products on time, before they are out of stock.

DISCUSSION QUESTIONS:

1. Chai's contacts, supplier information, and inventory data are all kept in separate locations. How easy or difficult do you think it would be to link all this information so that Chai could easily analyze what he needs?
2. For each individual in the group, write down how you store each of the following types of information. Then discuss methods together to determine any common practices.
   a. Customer names and addresses
   b. Other information about customers (preferences, past purchases, etc.)
   c. Sales records
   d. Supplier invoices and purchase orders
3. How is your information storage system organized, or how do you plan to organize it? Are you able to access it easily?
4. What things should you take into account when storing data in electronic format?

OFFICE 365 – SHAREPOINT ONLINE: STORING DATA IN THE CLOUD

Since using technology, Chai now can have time to focus on expanding the business. As the result, Chai and Sarai's business is growing, now they have 3 restaurants in the city. Chai is busy with getting more customers and suppliers. He spends so much time on the road to go for meetings. He also depends on email to communicate with them.

While Sarai also busy with daily activities such as collecting sales and stock data from each restaurant using her USB stick, and compile them at the end of the day. When it comes to updating the data, she gets confused because she has to work with multiple *file version.*

One day, in the middle of business, Sarai wants to work on her sales data, to calculate the margin for this month. But somehow the file cannot be opened; it says "Unable to open the file. Disk might be damaged". Sarai panicked, because the last time she backup the file was 1 month ago. Now she lost her data and has to work it out again. She is thinking if there is technology where she can have her data securely stored so she doesn't have to worry of losing her data, and that data can be accessed and updated from anywhere. She also wants to be able to work on a centralized file, so she doesn't need to worry about file version again.

Chai's friend, Tommy, who is an IT Consultant, told him that currently there is *Cloud Technology* that can help Sarai with her problems. Instead of investing a lot of money in purchasing server for centralized the data and also hire an IT guy to maintain the system, Sarai could use *Cloud Service Provider*, and not need to worry about the server's maintenance. It is all will be taken care by the *Cloud Service Provider.*

DISCUSSION QUESTIONS:

1. Have you ever heard of Cloud Technology? What do you know about Cloud Technology? Please explain!
2. What are the benefits of using Cloud Technology compared to the conventional way of storing and sharing your data?

STORY

MODULE 2: FINANCE TOOLS

Name	: Cara
Business name	: Cara Fashion
In Business	: 1
Employees	: 4
Technology	: Computer, Printer, Internet
Needs	: Financial record keeping, ability to conduct financial analysis, project growth potential, and identify trends

Cara is a young and energetic girl who just finished her school of design in her hometown, Ha Noi. Since college, she already took a part time job for a famous fashion designer. Her love in fashion brings her to fulfill her dream which is to have her own Fashion boutique.

After finishing her study, she quit her part time job, and with initial fund from her parents, she opened Cara Fashion.

As the business growth, she now found difficulties in managing her boutique, especially when she wants to know the monthly sales. She also wants to project in to the future to find out whether she'll have any money in the bank at the end of the year, but she doesn't have time.

Also Cara wants to expand her business, but doesn't know whether she will be able to keep up her financial record keeping.

FINANCIAL DOCUMENTS:
INVOICE FOR THE CUSTOMER

Cara wants to put her financial documents in electronic format. This is a big change from her traditional method of doing things by pen and paper.

She has made an effort to give some of her documents a more professional appearance. For example, Cara had print shop print some blank invoices with herboutique logo and mailing address. The white copy goes to the customer, and the pink copy goes into dusty file folder in the bottom desk drawer. Many customers place the same order every month, so the invoice doesn't change much. But last month, as Cara wrote out an invoice for special order, she made a calculation error and almost lost $150. Fortunately, she has a good relationship with the customer and was able to issue him a corrected invoice.

During the end of the year, she always busy to create annual income (profit and loss) statement. It takes several days at the end of the year to rush and pull together all the information she need to develop those documents. She knows that if she kept better monthly records – for example, a monthly income statement – that process would be less stressful.

DISCUSSION QUESTIONS:

1. How do you prepare your own financial documents for your business? Describe your methods.
2. Last month Cara made some calculation errors on an invoice and almost lost some money. Discuss some otherdisadvantages of doing your business's financial calculations by hand.
3. Discuss Cara's experience presenting invoices or other statements to customers. What happens when she needs tomake amendments to these documents? How do you think she could store and access past invoices or statements?

EXPENSE TRACKING TOOL:
MONTHLY EXPENSE STATEMENT

Cara loves being a business owner. But she would rather do almost anything than sit down and pay bills and manage her monthly expenses. Cara does most of her business-related finances using a pre-printed financial notebookand a calculator. She writes down each financial transaction,and thentotals up themonthly figures. She gives this information to an outside accountant who calculates taxes incompliance with government requirements and prepares summary statements for her. Cara files these summaries inthe monthly file folders in her office.

Cara knows she could do a better job in managing her business and personal expenses. For example, she could organize her bills into categories to be able to track where the money is going and to determine how she might be able to cut costs. But trying to see trends in her spending patterns is difficult using her handwritten method of accounting and budgeting. Her friend Amy informed her about using computer to help her in doing her job.

Amy: Cara, why don't you use your PC to keep track of your expenses?

Cara: I would like to, but I am scared of losing everything if it suddenly breaks. Plus I don't know whether I'll be ableto keep the figures updated. I'm already struggling so hard with my core business...

Amy: Oh. There are handy methods for storing your data safely. Anyway, are you comfortable in relying entirely onyour accountant?

Cara: Well, I do look at my monthly bank statement to get a general sense of the state of my business. And I do somerough mental calculations. But I have to admit I don't have a clear idea of where the money goes.

DISCUSSION QUESTIONS:

1. How do you prepare your own financial documents for your business? Describe your methods.
2. Last month Cara made some calculation errors on an invoice and almost lost some money. Discuss some otherdisadvantages of doing your business's financial calculations by hand.
3. Discuss Cara's experience presenting invoices or other statements to customers. What happens when she needs tomake amendments to these documents? How do you think she could store and access past invoices or statements?

FINANCIAL GRAPHICS TOOL: *SHOW YOUR SALES IN CHART*

Cara is happily using spreadsheets to keep track of her financial information – she is no longer relying only on handwritten records. She understands that the ability to update her data and access them quickly is saving her time and giving her a fresh perspective on her financial situation.

Cara: Amy, I have just finished inserting last three months' sales figures. So far I have two whole collections filled out,wooden and plated jewelry.Is there any way to make a comparison product by product? It seems there is a fixedpattern for both of them; I'm wondering whether I'm right or not…

Amy: You could create a bar chart for the data you have just inserted in your computer.

Cara: Mmh, that sounds interesting. I think it would be a good thing to do - it would give me a much clearer idea of how my business is going.

Amy: It's a matter of seconds; let me show you how you can do it on the fly.Now, with her help, Cara has started creating charts like the one below. These charts have helped herunderstand her own financials much better. Cara has also found another reason to use charts – for clients and investors. She is preparing for a meeting next month with her bank to discuss a loan. Among other things, the bank is expecting to get a clear picture of her financial situation. In the past, she brought paper folders filled with financial tables that were time-consuming to review.

Now, Cara is looking forward to producing some financial graphs and charts that will relate her story more clearly andprofessionally to the committee.

DISCUSSION QUESTIONS:

1. In addition to the data presented above, what other kinds of information might a typical business benefit from displaying graphically?
2. Who do you think you might have to present your future business's financial data to? Perhaps to a government agency, a bank, or an investor?
3. Do you think that using graphs and charts to present your financial data will help you analyze trends and see patterns inyour business? Discuss specific ways in which this approach might help you in your future business.

STORY

MODULE 3: COMMUNICATION TOOLS

Name	: Jerry
Business name	: Happy Ending
Business type	: Event Organizer
In Business	: 3
Employees	: 3
Technology	: Mobile phone, computer, printer, scanner
Needs	: Stay in touch with the clients and staff. Create an interactive presentation for clients.

Jerry loves to organize things and his talent can already be seen when he was still in college. He likes to help his friends in organizing their birthday party. Now his hobby turns into real business. He opens an Event Organizer named "Happy Ending", because that is what Jerry wants for his clients, an event with a happy ending.

As an Event Organizer, he is heavily depending on his mobile phone and planner, because it can help him to work mobile. He also does a lot of presentation to his prospect clients to show them his portfolios of events.

In general, he considers himself to be fairly knowledgeable about technology. However, he has a vague sense that he could be using technology more effectively to improve his internal and external communications and save time and money.

PRESENTATION TOOLS: COMMUNICATE YOUR MESSAGE WITH SLIDE SHOW

Jerry has many ways of communicating their business to clients and staff. Besides using e-mail messagesand print materials, Jerry often give oral presentations in face-to-face meetings and at conferences and trade shows.

Jerry has an outstanding narrative, but he also likes to impress his audience with a professional-looking presentationusing visual aids that:

- Enhance understanding of the topics,
- Add variety,
- Reinforce her key points,
- Illustrate complex ideas, and
- Give her presentation a lasting impact.

He wants to communicate his message in a way that is clear and concise, and with the style that he and his company are known for.

DISCUSSION QUESTIONS:

1. Do you think it could be useful for you to use presentations in your business? Why or why not?
2. Could you give some examples of instances where you might use presentations as a business communication tool? Who could be the audience?
3. What kind of information would you put in your presentation?

COLLABORATION TOOLS:
COLLABORATION IN THE CLOUD

Jerry is always on the move. He needs to work evenwhile he is travelling to attend conferences and meet withclients.Jerry has to co-ordinate projects amongst his team and also with the four freelancers who work for him. It isimportant that everyone knows the key deadlines and has access to the necessary information.

At the moment, he coordinateusing emails, but his system is not working very well. Everyone has too many emails coming and going andthat makes it hard to find the relevant information.

Even more challenging is the need to keep their group files in one place and the ability to share the same calendar no matter where they are.

Jerry has asked his assistant to explore various options, including:

Web-based groups
Instant Messenger Conferences, and
Internet meeting options

He wants to find an option that is convenient, inexpensive, and meets the needs of his team.

DISCUSSION QUESTIONS:

1. Do you work in different locations, or do you work with groups of people that are not in the same place as you? Describe the challenges you might encounter to keep in touch with everyone.
2. Can you suggest some ways to share information other than e-mail?
3. In an ordinary business life,who do you have to share information with? Describe the experiences you have had collaborating with others.

COMMUNICATION DEVICES: INSTANT MESSENGER

Jerry has recently attended several conferences. He has noticed that many of his fellow event organizers are using all kinds ofcommunication devices to stay in touch with their offices and to access information. Jerry uses his cell phone and e-mail,which serve most of her needs, but he's curious about these other devices.

Jerry: What's that you're using?

Colleague: Oh, I'm chatting on IM with my assistant. She's working on an important document at a client site and needssome quick advice from me.

Jerry: What's IM?

Colleague: Instant Messenger. It's great – she doesn't have to spend money calling me, but we can still have a quickconversation in real-time.

Jerry: Wow, I didn't know about that. And what about this little machine you are using?

Colleague: I'm working on my Smart Phone. It's a handheld organizer.

Jerry: Hmmm, how does it work?

Colleague: Well, I use it to manage my schedule. Also, I enter the contact information of the people I meet while I'mhere at the conference. Later, when I return to the office, I can synchronize the information in my Smart Phone with my office computer.

Jerry: Well, I use my laptop for all that.

Colleague: Sure, you can do that too, but you can't always take your laptop into meetings, or pull it out while at a clientlunch or in a taxi. The Smart Phone is like having a laptop and organizer in one – and because it's so small you can practically useit anywhere.

Jerry: Oh, I get it. That could be useful, since I often travel away from the office. Jerry's colleague also advised him to look into SMS text messaging as another way of staying in touch with his staff. Uponlearning that Jerry makes a lot of long distance and international calls, the colleague suggested that Jerry explore voiceover IP to save money on telephone charges. Jerry realized he needs to learn more about these communication options.

DISCUSSION QUESTIONS:

1. Identify some situations in which a business owner needs to communicate with someone but neither a cell phone nor e-mail messages are an option.
2. How would you communicate with staff if you found yourself in such a situation, both with clients or with other business contacts?
3. Would you use different methods of communication depending on whether the situation is formal or informal? Givesome examples.

STORY

MODULE 4: MARKETING TOOLS

Name : Anton
Business name : Finest Holiday Resort
Business type : Resort
In Business : 0
Employees : 5
Technology : Internet, computer, printer, scanner, Digital Camera
Needs : Flyers, Brochures, Website, and Other Marketing Materials.

Anton, a former bank employee, and he loves travelling. His favorite destination is beach. In Indonesia, he already visited many beautiful beaches. One day, when he travels to Lombok, he saw an advertisement selling property, a land with a house in front of the beach. He fell in love with that house and then he bought it.

Years after he bought that house, he sees that many tourists are visiting the beach, hotels are started to bloom on his right and left. Then he starts to think, what if he utilize his land and transformed it into resort for tourists.

He started to setup a business plan for his dream. On the marketing plan, he wants to have Flyers, Brochures, Website, and Other Marketing Materials.

PRINT MATERIALS: FLYERS AND NAME CARDS

Anton wants to promote his cottage to attract more customers. He is planning to re-develop his outdated flyer and distribute it to travel agents, also to have cooperation with local tourism authority to place flyersat the visitor's information office and counters in airport.

Anton's good friend, Sandika, often makes flyers for him. In fact, Sandika has also started a company brochure for him. Unfortunately, Sandika is not always available, especially when Anton wants to make changes at the last minute.

For example, last month, when she needed to update his old flyer, Sandika was out of town. As it turned out, Anton had to take the flyer to a print shop, which charged him a lot of money to re-create the flyer, just to make one small update. At that moment, Anton was frustrated, wishing that he could just sit down and make the changes himself instead of relying on others.

Later, Sandika offered to give Anton he Word document he had created, so that he could make changes to it.

DISCUSSION QUESTIONS:

1. What advice would you give Anton? Should she take the flyer Sandika started and work on it herself? Why or why not?
2. What are the pros and cons of outsourcing?
3. Specifically, what are the time and budget implications of producing some items yourself?
4. What kind of print materials are important for a business? Give some examples.

DIGITAL IMAGE: *ENHANCE YOUR MARKETING MATERIALS*

Anton has learned to create flyers and brochures with simple text and graphics by himself. Now he would like to include pictures in his marketing materials, as well as his newly designed logo.

He knows that if people could see his beautiful resort with the beautiful scenery, they could be more interested in staying in his resort. In fact, he can envision using images of his logo in a number of current and potential marketing materials, including:

- Flyers and a company brochure
- Newsletter
- Website
- Marketing presentations

Anton has a traditional camera to take photographs but must take many shots to get a good picture, a process that can be time-consuming, frustrating, and expensive. Even then, he does not know how he would use a print photograph for his marketing materials, other than in a photo album.

DISCUSSION QUESTIONS:

1. How do use graphics, photographs, and artwork in your business? For what types of materials do you use them?
2. If you use graphics for any of your business needs, do you make some of them yourself or do you hire a professional designer to do that task? What were the primary factors in your decision?
3. Does your company have a logo? Did you create it yourself?

WEBSITE:
EXPAND YOUR MARKET WITH BLOG

With flyer and brochures that Anton has made, Finest Holiday Resort get a lot of visitors. Now he already has some returning travelers that stay again in his resort.

Now he wants to attract more visitors to come to his resort, he needs media that can reach wider and farther than flyers and brochures can reach at low cost. Therefore he is creating a web blog to display his resort information, the services and room rates, and also show pictures of his resort, and even allow user to book directly from his blog.

Although he is still considering outsourcing the development of his blog to a professional, he wants to learn something about the basics of blog design, so later on he can maintain it by himself.

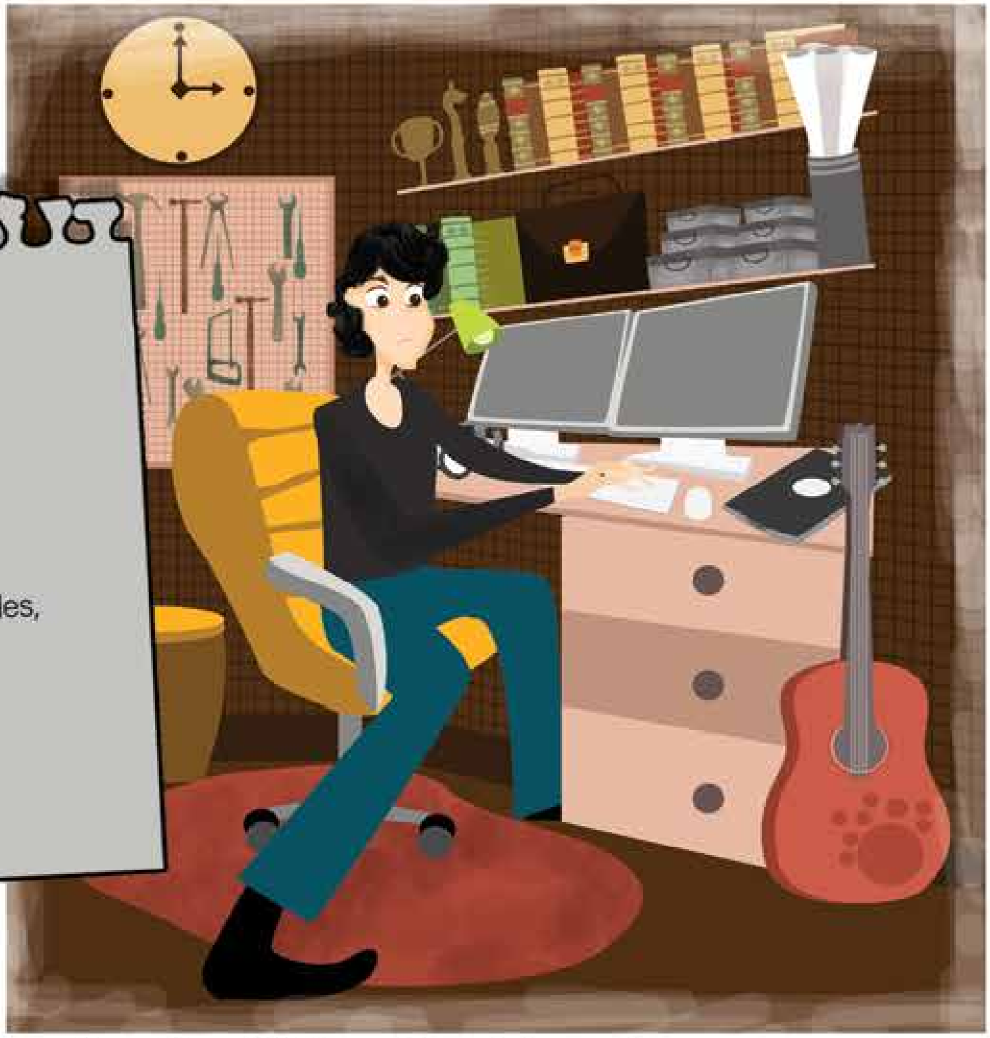
DISCUSSION QUESTIONS:

1. How might a blog site benefit Anton's business?
2. In your experience as Internet users, what are some characteristics of an effective blog site?
3. How are you going to promote a blog site?

STORY

MODULE 5: IT SECURITY

Name : Dominic
Business name : MyITworld.com
Business type : Computer Shop
In Business : 2
Employees : 3
Technology : Internet, computer
Needs : Anti virus, backup files, filter junk mail.



Dominic found his passion in IT, even though he didn't have formal degree in computer science, but he learnt a lot from the Internet and his friends about IT. Together with his friend Michael, they open an IT shop and named it "My IT World".

My IT World already have its own website at www.myitworld.com, it sells various IT equipment from computer, laptop, printer, and it accessories.

For marketing purposes, Dominic use social media and forums to promote his website. He use his email extensively to send email marketing to his prospect customer, but he also often got junk emails in his email. Some of the junk email contains virus, and sometimes he is accidentally opened that email so his computer is infected with virus. For that reason, he want to learn about how to protect his computer from junk email, virus, and also backup his files regularly to prevent unwanted situation such as hard disk damage, or virus attack.

DATA PROTECTION: *PROTECT YOUR DATA FROM VIRUSES AND HARD DISK DAMAGE*

Dominic has been receiving a lot of junk email in his Inbox. He is trying to find out what can be done in order to get rid of all these unsolicitedmessages. He is also concerned about protecting all his work in case ofcomputer damage or a virus attack. Below is his conversation with his colleague, Michael.

Dominic: Hi Michael, what are you doing?

Michael: Oh, I'm backing up all my files. I have been working onsome important clients and I need to make sure that Idon't lose all my work.

Dominic: OH. Last month I lost some important files so I had to redo the work again. I was wonderingwhat would be the best way to back up my files… because I usually don'tdo backups. I just copy some of my files to apen drive from time to time.

Michael: That doesn't seem to be the best option… What about anti-virus software – have you got any?

Dominic: No. I used to, but two months ago I uninstalled it because it was slowing down my computer.

Michael: Dominic, you should make sure you get some anti-virus software – you might lose all your information if yourcomputer gets infected. You know about SPAM, right?

Dominic: No. What's that?

Michael: Well, basically SPAM is unsolicited e-mail; but due to its pointless nature, it's frequently called "junk mail".SPAM messages mostly come in the form of advertisements — proclaiming get-rich-quick schemes, pills to help youlose weight, or even free laptops.

Dominic: Oh that! My Inbox is full of messages like that. It's driving me crazy.

Michael: Then you should definitely get an Anti-SPAM tool to help you reduce the amount of SPAM you receive.

Dominic: Great, that sounds like it could be really useful; I just don't know how to deal with all these security issues...

DISCUSSION QUESTIONS:

1. How might a blog site benefit Anton's business?
2. In your experience as Internet users, what are some characteristics of an effective blog site?
3. How are you going to promote a blog site?