ICDL

Word Processing
This quick reference is for Microsoft Word 2016 on Windows 10

Quick Reference

Word 2016 Tabs

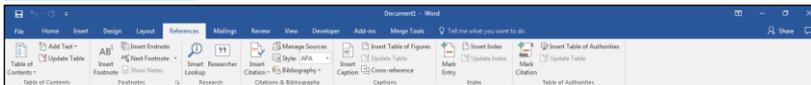### Home

Insert

Design

Layout

References

Mailings

Review

View

Certification Test Goals

This module sets out essential concepts and skills relating to the ability to use a word processing application to create everyday documents.

Successful candidates will be able to:
- Work with documents and save them in different file formats, locally or in the cloud.
- Use available help resources, shortcuts and the go to tool to enhance productivity.
- Create and edit word processing documents that will be ready to share and distribute.
- Apply different formats and styles to enhance documents and recognise good practice in choosing the appropriate formatting options.
- Insert tables, pictures and drawn objects into documents.
- Prepare documents for mail merge operations.
- Adjust document page settings and check and correct spelling before printing.

Keyboard Shortcuts

Purpose	Keyboard Shortcut
Open a document	Ctrl+O
Save a document	Ctrl+S
Print a document	Ctrl+P
Close a document	Ctrl+W
Undo	Ctrl+Z
Redo or Repeat	Ctrl+Y
Help	F1
Switch between apps	Alt+Tab
Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+P
Up one screen	Page Up
Down one screen	Page Down
Beginning of line	Home
End of line	End
Beginning of the document	Ctrl+Home
End of a document	Ctrl+End
Bold	Ctrl+B
Italics	Ctrl+I
Underline	Ctrl+U
Go To	Ctrl+G

1 Using the Application

1.1 Working with Documents

1.1.1 Open a word processing application.
- Click the Start button.
- Click All apps.
- Scroll to Word 2016.
- Click Word 2016.

1.1.1 Close a word processing application.
- Click the 'x' icon in the top right corner of the Word 2016 window.

1.1.1 Open documents.
- On the File tab, click Open.
- Click Browse.
- Navigate to the document(s) to open and click Open.

1.1.1 Close documents.
- On the File tab, click Close.

1.1.2 Create a new document based on default template, other available template locally.

- On the File tab, click New.
- Scroll through the available templates on Microsoft Word.
- Select the template required.
- Click Create.

1.1.2 Create a new document based on default template, other available template online.
- On the File tab, click New.
- Click in the Search for online templates box.
- Type the relevant keywords and press Enter.
- Click on the appropriate template.
- Click Create.

1.1.3 Save a document to a location on a local drive.
- On the File tab, click Save.
- Click Browse.
- Enter a file name in the File name box and navigate to the location required.
- Click Save.

1.1.3 Save a document to a location on an online drive.

- On the File tab, click Save.
- Click OneDrive.
- Click the Sign In button, if required.
- Type an email address or phone number and click Next.
- Enter a password and click Sign in.
- Enter a file name in the file name box and navigate to the location required.
- Click Save.

1.1.3 Save a document under another name to a location on a local drive.
- On the File tab, click Save As.
- Click Browse.
- Enter a file name over the existing name in the File name box and navigate to the location required.
- Click Save.

1.1.3 Save a document under another name to a location on an online drive.
- On the File tab, click Save As.
- Click OneDrive.

- Click Browse.
- Type the new file name over the existing file name.
- Click Save.

1.1.4 Save a document as another file type like: text file, pdf, software specific file extension.
- On the File tab, click Save As.
- Click Browse.
- Click on the Save as type drop-down list and click a file type.
- Click Save.

1.1.5 Switch between open documents.
- On the View tab, in the Window group, click the Switch Windows button.
- Click the name of the document to switch to.

1.2 Enhancing Productivity

1.2.1 Set basic options/preferences in the application: user name.
- On the File tab, click Options.
- On the General tab, enter a user name in the User name box.
- Click OK.

1.2.1 Set basic options/preferences in the application: default folder to open, save documents.
- On the File tab, click Options.
- On the Save tab, enter a default file location in the Default local file location box.
- Click OK.

1.2.2 Use available help resources.
- Type a query in the Tell Me box above the ribbon.
- Select the Get help on option.
- Select the most relevant suggestion.

1.2.3 Use magnification/zoom tools.
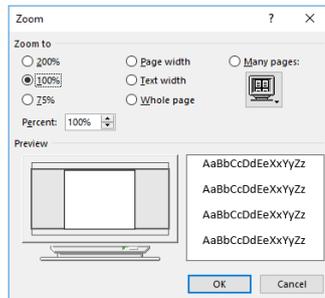
- On the View tab, in the Zoom group, click the Zoom button.
- Click the required magnification radio button or click the Percent box and enter the magnification required.
- Click OK.

1.2.4 Display, hide built-in toolbars. Restore, minimise the ribbon.
- To hide built-in toolbars, click the Ribbon Display Options button and click Auto-hide Ribbon.
- To display built-in toolbars, click the Ribbon Display Options button and click Show Tabs and Commands.
- Double-click any tab to minimise the ribbon.
- Double-click any tab again to restore the ribbon.

1.2.5 Recognise good practice in navigating within a document: use shortcuts, go to tool.
- Go up one screen by pressing the Page Up key.
- Go down one screen by pressing the Page Down key.
- Go to the beginning of a line by pressing the Home key.
- Go to the end of the line by pressing the End key.
- Go to the start of a document by pressing Ctrl+Home.
- Go to the end of a document by pressing Ctrl+End.
- Open the go to tool by pressing CTRL+G.

1.2.6 Use the go to tool to navigate to a specific page.
- On the Home tab, select the drop-down option from the Find button.
- Select the Go To option.
- Select the page option if necessary.
- Click into the search bar and type the page number.
- Click the Go To button.

2.1.1 Understand the uses of available document view modes like: print, draft.
- Different view modes allow you to edit a document in different ways. In Print Layout the document appears on the screen as it would appear in a printed document. The layout is more complete and accurate than in the other layout options. Editing a document in Draft Layout allows you to focus on the main body of text as the headers / footers are excluded from view.
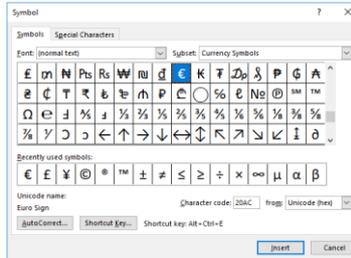
2.1.2 Switch between document view modes.
- Click the View tab.
- Select the appropriate view mode from the Views group.

2.1.3 Enter text into a document.
- Click the document window.
- Enter the text.

2.1.4 Enter symbols or special characters like: ©, ®, ™.

- On the Insert tab, in the Symbols group, click the Symbol button.
- Click from list given or click More Symbols.
- On the Special Characters tab, select a special character, like ©, ®, or ™, and click Insert.
- Click Close.

2.2 Select, Edit

2.2.1 Display, hide non-printing formatting marks like: spaces, paragraph marks, manual line break marks, tab characters.
- On the Home tab, in the Paragraph group, click the Show/Hide button.

2.2.2 Select character, word, line, sentence, paragraph, entire body text.

Select	Action
Character	Move the cursor to the left of the character and press the Shift key and Right arrow.
Word	Double-click the word.
Line	Click the Selection bar to the left of the line.
Sentence	Press Ctrl + click in the sentence.
Paragraph	Triple-click the paragraph.
Entire Body text	Triple-click in the Selection Bar.

2.2.3 Edit content by entering, removing characters, words within existing text.
- Place your cursor where you want characters or words to appear within existing text and type.
- Select the characters or words to remove within existing text and press the Delete key.

2.2.3 Edit content by over-typing to replace existing text.
- On the File tab, click Options.
- On the Advanced tab, check the Use the Insert key to control overtype mode checkbox.
- Click OK.
- Press the Insert key.
- Click immediately before the text to replace.
- Enter new text.

2.2.4 Use a simple search command for a specific character, word, phrase.
- On the Home tab, in the Editing group, click the Find button.
- Enter the character, word or phrase to find into the Search Text box.
- As text is entered, matching text is highlighted in the Navigation pane and the document.
- Navigate through the search results as required.

2.2.5 Use a simple replace command for a specific character, word, phrase.
- On the Home tab, in the Editing group, click the Replace button.
- Enter the character, word or phrase to find into the Find what box.

- Enter the character, word or phrase to replace into the Replace with box.
- Click Replace or Replace All.
- Click Yes.
- Click OK.

2.2.6 Copy text within a document, between open documents.
- Select the text to copy.
- On the Home tab, in the Clipboard group, click the Copy button.
- Click a new location within the document or within another open document.
- On the Home tab, in the Clipboard group, click the Paste button.

2.2.6 Move text within a document, between open documents.
- Select the text to move.
- On the Home tab, in the Clipboard group, click the Cut button.
- Click a new location within the document or within another open document.
- On the Home tab, in the Clipboard group, click the Paste button.

2.2.7 Delete text.
- Select the text to delete.
- Press the Delete key.

2.2.8 Use the undo, redo command.
- On the Quick Access Toolbar, click the Undo or Redo button.

3.1.1 Apply text formatting: font size.

- Select the text to format.
- On the Home tab, in the Font group, click the Font Size arrow.
- Select a size from the list or enter a size into the Font Size box.

3.1.1 Apply text formatting: font type.
- Select the text to format.
- On the Home tab, in the Font group, click the Font arrow.
- Select a font from the list or enter a font name into the Font box.

3.1.2 Apply text formatting: bold, italic, underline.
- Select the text to format.
- To embolden the text, on the Home tab, in the Font group, click the **Bold** button.
- To italicise the text, on the Home tab, in the Font group, click the *Italic* button.
- To underline the text, on the Home tab, in the Font group, click the Underline button.

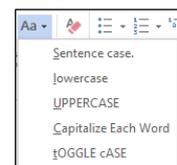**3.1.3 Apply text formatting: subscript, superscript.**
- Select the text to format.
- On the Home tab, in the Font group, click the Subscript or Superscript button.

3.1.4 Apply font colour to text.
- Select the text to colour.
- On the Home tab, in the Font group, click the Font Color arrow.
- Click on a colour.

3.1.5 Apply case changes to text.

- Select the text to change case.
- On the Home tab, in the Font group, click the Change Case button.
- To capitalise the first letter of a sentence, click Sentence case.
- To make all letters lowercase, click lowercase.
- To capitalise all the letters, click UPPERCASE.
- To capitalise the first letter of each word, click Capitalize Each Word.

- To shift between two case views, click tOGGLE cASE.

3.1.6 Apply automatic hyphenation.
- Ensure that no text is selected.
- On the Layout tab, in the Page Setup group, click the Hyphenation button.
- Click Automatic.

3.1.7 Insert a hyperlink.
- Select the text or picture in which to insert a hyperlink.
- On the Insert tab, in the Links group, select Hyperlink.
- Click the Browse for File button.
- Click the document to insert as a hyperlink.
- Click OK.
- Click OK.
- Alternatively, in the Insert Hyperlink dialog box enter the location of the file or webpage to insert as a hyperlink in the Address box.
- Click OK.

3.1.7 Edit a hyperlink.
- Select the hyperlink to be edited.
- On the Insert tab, in the Links group, select Hyperlink.
- Edit the hyperlink in the Address box as appropriate.

3.1.7 Remove a hyperlink.
- Select the hyperlink to be deleted.
- On the Insert tab, in the Links group, select Hyperlink.
- Click Remove Link.

3.2 Paragraphs

3.2.1 Create, merge paragraph(s).
- To create a paragraph, press the Return key.
- To merge paragraphs, click directly before the first paragraph mark and press the Delete key.

3.2.2 Insert, remove soft carriage return (line break).
- To insert a line break, press the Shift + Return keys.
- To delete a line break, select the line break and press the Delete key.

3.2.3 Recognise good practice in text layout.
- Use align, indent, tab tools rather than inserting spaces.

3.2.4 Align text left, right.
- Select the text to align.
- On the Home tab, in the Paragraph group, click the Align Left or Align Right button.

3.2.4 Align text centre.
- Select the text to centre.
- On the Home tab, in the Paragraph group, click the Center button.

3.2.4 Align text justified.
- Select the text to justify.
- On the Home tab, in the Paragraph group, click the Justify button.

3.2.5 Indent paragraphs: left, right, first line, hanging.
- Select the paragraph.
- On the Layout tab, in the Paragraph group, click the Paragraph Settings button.
- On the Indents and Spacing tab, under Indentation enter the indent required in the Left or the Right box.
- On the Indents and Spacing tab, select either First line or Hanging from the Special drop-down box.
- Click OK.

3.2.6 Set and use tabs: left, centre, right, decimal.
- On the Layout tab, in the Paragraph group, click the Paragraph Settings button.
- On the Indents and Spacing tab, click Tabs.
- A Left Tab stop sets the start position of text; the text entered moves to the right.
- A Center Tab stop sets the position of the middle of the text; the text entered centres on this position.
- A Right Tab stop sets the right end of the text; the text entered moves to the left.
- A Decimal Tab stop aligns numbers around a decimal point.
- Click Set.
- Click OK.

3.2.6 Remove tabs.
- Select all text in the document.

- On the Home tab, in the Paragraph group, click the Paragraph Settings button.
- Click Tabs…
- Click the Clear All button.
- Click OK.

3.2.7 Recognise good practice in paragraph spacing.
- Apply spacing between paragraphs rather than inserting several paragraph marks.

3.2.8 Apply spacing above, below paragraphs.
- Select the paragraph to change.
- On the Layout tab, in the Paragraph group, click the Paragraph Settings button.
- To adjust the spacing before the paragraph, click the Before arrow up or down.
- To adjust the spacing after the paragraph, click the After arrow up or down.

3.2.8 Apply single, 1.5 lines, double line spacing within paragraphs.
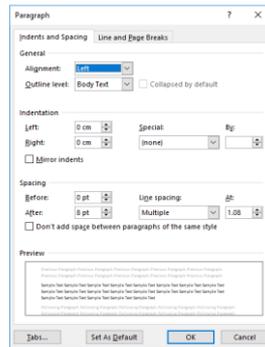
- Select the paragraph to change.
- On the Layout tab, in the Paragraph group, click the Paragraph Settings button.
- On the Indents and Spacing tab, click the Line spacing arrow and select Single, 1.5 lines, or Double.
- Click OK.

3.2.9 Add bullets, numbers in a single level list.


- Select the list to bullet or number.
- On the Home tab, in the Paragraph group, click the Bullets button or Numbering button.

3.2.9 Remove bullets, numbers in a single level list.
- Select the bulleted or numbered list.
- On the Home tab, in the Paragraph group, click the Bullets arrow or Numbering arrow.
- Under the Bullet Library or Numbering Library, click None.

3.2.9 Switch between different standard bullet styles in a single level list.
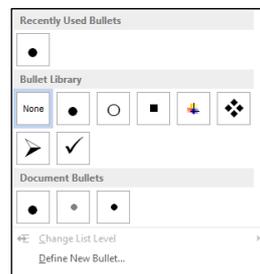
- Select the bulleted list.
- On the Home tab, in the Paragraph group, click the Bullets arrow.
- Click the bullet style required from the Bullet Library.

3.2.9 Switch between different standard number styles in a single level list.
- Select the numbered list.
- On the Home tab, in the Paragraph group, click the Numbering arrow.
- Click the number style required from the Numbering Library.

3.2.10 Apply border style, line style, line colour, line width, shading/background colour to paragraph.
- Click the Home tab.
- Select the paragraph to be edited.

- In the Paragraph group, click on the Borders drop-down button, and select Borders and Shading….
- Select the appropriate border or shading style, line style, colour and width. Click the Shading tab to open the shading options.
- Click OK to save settings.

3.3 Styles

3.3.1 Apply an existing character style to selected text.
- Select the text to format.
- On the Home tab, in the Styles group, click the More arrow.
- Click the required character style.

3.3.2 Apply an existing paragraph style to one or more paragraphs.
- Select the paragraph to format.
- On the Home tab, in the Styles group, click the More arrow.
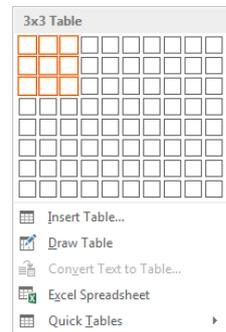- Click the required paragraph style.

3.3.3 Use copy format tool.
- Select the formatted text to copy.
- On the Home tab, in the Clipboard group, click the Format Painter button.
- Select the text to apply the format to.

4 Objects

4.1 Table Creation

4.1.1 Create, delete a table.

- Click the document where the table is required.
- On the Insert tab, in the Tables group, click the Table button.
- Move the mouse cursor to the upper left cell.
- Move the mouse cursor across to determine the number of columns and down to determine the number of rows.
- Click the mouse to insert the table in the document.
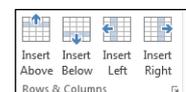- To delete the table, select and click Delete.

4.1.2 Insert, edit data in a table.
- Click any cell and enter or edit text as required.

4.1.3 Select rows, columns, cells, entire table.
- Click any cell in the table.
- On the Layout tab, in the Table group, click the Select arrow.
- Click Select Cell, Select Column, Select Row, or Select Table as required.

4.1.4 Insert rows.

- Click any cell in the table.
- On the Layout tab, in the Rows & Columns group, click the Insert Above or Insert Below button.

4.1.4 Insert columns.
- Click any cell in the table.
- On the Layout tab, in the Rows & Columns group, click the Insert Left or Insert Right button.

4.1.4 Delete rows and columns.
- Select the row or column to delete.
- On the Layout tab, in the Rows & Columns group, click the Delete button.
- Click Delete Rows or Delete Columns.

4.2 Table Formatting

4.2.1 Modify column width.
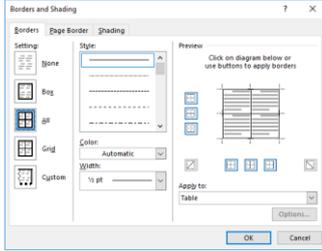- Select a column.
- On the Layout tab, in the Table group, click the Properties button.
- On the Column tab, enter the required width in the Preferred width box.

- Click the Measure in box and click Centimeters or Percent.
- Click OK.

4.2.1 Modify row height.

- Select a row.
- On the Layout tab, in the Table group, click the Properties button.
- On the Row tab, check the Specify height check box, then click the Specify height box and enter the required height.
- Click the Row height is box and click At least or Exactly.
- Click OK.

4.2.2 Modify cell border line style, width, colour.

- Select the table.
- On the Layout tab, in the Table group, click the Properties button.
- On the Table tab, click the Borders and Shading button.
- On the Borders tab, click the Style box arrow to select a line style, click the Color arrow to select a colour and the Width arrow to select a line width as required.
- Click OK.
- Click OK again.

4.2.3 Apply shading/background colour to cells.

- Select cells.
- On the Design tab, in the Table group, click the Properties button.
- On the Table tab, click the Borders and Shading button.
- On the Shading tab, click the Fill button and click a colour.
- Click OK.
- Click OK again.

4.3 Graphical Objects

4.3.1 Insert an object (picture, drawn object) to a specified location in a document.

- Click the location to insert image.
- On the Insert tab, in the Illustrations group, click the Picture, Shapes or Chart button.
- Navigate to the object, select the object and click Insert if required.

4.3.2 Select an object.

- Click the picture, image, chart or drawn object.

4.3.3 Copy, move an object within a document, between open documents.

- Select the object.
- On the Home tab, in the Clipboard group, click the Copy button.
- Click a new location within the document or within another open document.
- On the Home tab, in the Clipboard group, click the Paste button.

4.3.4 Resize an object maintaining aspect ratio.

- Select the object.
- Click Format under Picture Tools.
- Click the Advanced Layout: Size button.
- Select the Lock aspect ratio checkbox if necessary and click OK.
- Drag the corners of the image to adjust size while maintaining aspect ratio.

4.3.4 Resize an object not maintaining aspect ratio.

- Select the object.
- Click Format under Picture Tools.
- Click the Advanced Layout: Size button.
- Deselect the Lock aspect ratio checkbox and click OK.
- Drag the corners of the image to adjust size without maintaining aspect ratio.

4.3.4 Delete an object.

- Select the object and click the Delete key.

5 Mail Merge

5.1 Preparation

5.1.1 Open, prepare a document, as a main document (letters, address labels) for a mail merge.

- On the Mailings tab, in the Start Mail Merge group, click the Start Mail Merge button.
- Select the type of mail merge to create.

5.1.2 Select a mailing list for use in a mail merge.

- Under the Mailings tab, in the Start Mail Merge group, click Select Recipients.
- Click Use an Existing list…
- Choose the appropriate document with the mailing list.
- Click Open.

5.1.2 Select other data file for use in a mail merge.

- Under the Mailings tab, in the Start Mail Merge group, click Select Recipients.
- Select Choose from Outlook contacts.
- Navigate to the folder of contacts and click Open.
- From the Select Contacts window, choose the appropriate contacts to import.
- Click OK.

5.1.3 Insert data fields in a mail merge main document.

- Click the Mailings tab.
- Select the Insert Merge Field button in the Write & Insert Fields group.
- Select the field to insert.

5.2 Outputs

5.2.1 Merge a mailing list, other data file with a letter, label document as a new file.

- On the Mailings tab, in the Preview Results group, click Preview Results.

5.2.2 Print mail merge outputs: letters, labels.

- On the Mailings tab, in the Finish group, click Finish & Merge.
- Select Print Documents…
- Select all, the current merge output, or a specific range of the merged documents to print.
- Click OK.
- In the Print window, click OK.

6 Prepare Outputs

6.1 Setup

6.1.1 Change document orientation: portrait, landscape.

- On the Layout tab, in the Page Setup group, click the Orientation button.
- Click Portrait or Landscape.

6.1.1 Change paper size.

- On the Layout tab, in the Page Setup group, click the Size button.
- Click the paper size required.

6.1.2 Change margins of entire document: top, bottom, left, right.

- On the Layout tab, in the Page Setup group, click the Margins button.
- Click Custom Margins.
- On the Margins tab, enter the required numbers in the Top, Bottom, Left and Right boxes.
- Click OK.

6.1.3 Recognise good practice in adding new pages:

- Insert a page break rather than inserting several paragraph marks.

6.1.4 Insert a page break.

- Click the document where the page break should be inserted.
- On the Insert tab, in the Pages group, click the Page Break button.

6.1.4 Delete a page break.

- On the Home tab, in the Paragraph group, click the Show/Hide button.
- In the document, click before the page break.
- Press the Delete key.

6.1.5 Add text in headers.

- On the Insert tab, in the Headers & Footer group, click the Header button.
- Click a header design.
- Enter text in the header as required.

6.1.5 Edit, delete text in headers.

- Double-click the header area and edit/delete text as required.

6.1.5 Add text in footers.

- On the Insert tab, in the Headers & Footer group, click the Footer button.
- Click a footer design.
- Enter text in the footer as required.

6.1.5 Edit, delete text in footers.

- Double-click the footer area and edit/delete text as required.

6.1.6 Add, delete fields in headers, footers: date, page, numbering, file name, author.

- Click the Insert tab.
- Select the Header or Footer button in the Header & Footer group.
- Select Edit Header or Edit Footer option.
- On the Header & Footer Tools: Design tab, click Quick Parts.
- Click Field…
- Select the appropriate field to insert.
- Click OK.
- To delete the field, select it and hit the Delete key on the keyboard.

6.2 Check and Print

6.2.1 Spell check a document and make changes like: correcting spelling errors.

- On the Review tab, in the Proofing group, click the Spelling & Grammar button.
- If the Spelling & Grammar tool suggests an error that should be changed, click Change or Change All as appropriate.

6.2.1 Spell check a document and make changes like: ignoring specific words.

- On the Review tab, in the Proofing group, click the Spelling & Grammar button.
- If the Spelling & Grammar tool suggests an error that should be ignored, click Ignore Once or Ignore All as appropriate.

6.2.1 Spell check a document and make changes like: deleting repeated words.

- Go to File, and select Options.
- Click Proofing and select the Flag repeated words checkbox.
- Click OK.
- Click the Spelling & Grammar button.
- Click Delete if a repeated word is identified and not needed.

6.2.2 Add words to built-in custom dictionary using a spell checker.

- On the Review tab, in the Proofing group, click the Spelling & Grammar button.
- If the Spelling & Grammar tool finds a word it does not recognise, right-click the word and click Add to Dictionary.

6.2.3 Preview a document.

- On the File tab, click Print.
- The document is displayed in the Preview pane.

6.2.4 Print a document using output options like: entire document.

- On the File tab, click Print.
- Ensure Print All Pages is selected.
- Click Print.

6.2.4 Print a document using output options like: specific page(s).

- On the File tab, click Print.
- In the Pages: box, enter a page number or page range to print.
- Click Print.

6.2.4 Print a document using output options like: selected text.

- Select specific text in the document.
- On the File tab, click Print.
- Under Settings, click Print All Pages.
- Select Print Selection.
- Click Print.

6.2.4 Print a document using output options like: number of copies.

- On the File tab, click Print.
- In the Copies: box, enter a specific number of copies to be printed or use the up and down arrows to select the appropriate number.
- Click Print.