# Prepared Exam Exploring Microsoft Word 2019, Chapter 1



Email Guidelines

As administration support for a local computer specialist company, “Apps Agent”, you are responsible for creating and distributing email guidelines for the support specialists staff members. It is the time of year when many new support specialists have been hired and you want to prepare a refresher document with the most important and efficient email guidelines.

**Perform Preliminary Work**

1. Open *w01\_exam\_chap\_data* and save it as **w01\_exam\_chap\_LastFirst**.
2. Display nonprinting characters. Position the insertion point in the blank paragraph below *Email Guidelines* and insert the text from the file *w01\_exam\_chap\_data1*, and then remove the blank paragraph before *Other Reminders*.

**Check Spelling and Grammar and Edit the Text**

1. Perform a Spelling & Grammar check. Address any incorrectly spelled words and proofread the document to ensure there are no other errors.
2. Replace the word *options* in the second paragraph of Email Guidelines with a synonym from the Thesaurus: **choices**.
3. Change the words *FirstName LastName* in the second to last line in the document with your first and last name.
4. Insert a diagonal custom text watermark in the document that reads **Refresher**.

**Create Headers, Use Symbols and Improve Readability**

1. Add a plain, right-aligned page number at the top of each page.
2. Edit the header of the document and add the text **Email Guidelines** on the second line.
3. Edit the title of the document to include a trademark symbol (**™**) after the name *Apps Agent*.
4. Observe the words *face to face* in the second paragraph under the heading Other Reminders break across two lines. Improve the readability by replacing the space between the words with a non‑breaking space.
5. Insert a page break before the heading Other Reminders.
6. Adjust the margins of the document to **Wide**.
7. Set the zoom level to **1x2** pages. Observe that the body text is quite close to the header text. Increase the top margin to **1.5”**. Return the zoom level to **100%**.

**Finalize the Document for Distribution**

1. Save your document and then save it in Portable Document Format (PDF) as **w01\_exam\_chap\_LastFirst.pdf**.
2. Run the Compatibility Checker for only Word 2010. Inspect the document and remove all document properties.
3. Add **Email Guidelines** to the Tags in the document properties. Use your first and last name as the Author.
4. Preview your document.
5. Save and close the file. Based on your instructor’s directions, submit the following: w01\_exam\_chap\_LastFirst   
   w01\_exam\_chap\_LastFirst.PDF