



# Tutor Talk

Volume 12 Issue 1

April 2010

**Technical Tutoring brings you this newsletter three times a year  
in appreciation of your business and support**

## Company News

**Well**, 11 years of helping people! I don't think I ever pictured such longevity in my own business.

*Thank you!*

I had some in-office time lately with all the rain, so I caught up on writing some new books for version 2003 of Office and then made the big switch – upgraded all of my Office products to version 2007!

It's taking some adjustment, even though I've used most of the programs intermittently over the past two years. I still get frustrated when I can't find that needed command among all the ribbons. But, this too shall pass as I use it more and more. After all, Office 2010 keeps the ribbon so I guess it's here to stay in one way or another! More exciting is the prospect of learning the new programs that came with 2007 – InfoPath, OneNote, and Groove.

Of course, the older versions are still very familiar, and we will continue to offer classes on all versions of Office, as long as people are still using them!

We are always eager to help as many people as we can. Thank you for being among them!

## Seema & Holly



**Technical  
Tutoring**  
(508) 529-9087  
(508) 889-9112

## *Adjusting to the Ribbons*



This may be the beginning of one of my new books – just how do you get used to the Ribbon and where do you find things? Well, here are some tips that may help in that transition:

- The Office logo circle is *almost* the equivalent of the old File menu
- Customize the Quick Launch toolbar
- Move the Quick Launch toolbar above or below the Ribbon as you prefer
- Remember that new Ribbons will appear when working with special objects like tables and charts
- Use the arrows (they're very small) in the lower right corner of many Ribbon sections to access a dialog box for that feature which is very similar to those in the older versions.
- Look at each icon to see if there is an associated drop down menu or scroll bar for more options.
- Watch for several options at the bottom of a gallery listing when you use the drop down arrow.
- Don't be afraid to use HELP - the little blue circle in the upper right with a question mark in it.
- Remember there's nothing that was taken away – you'll find that old favorite command somewhere.
- Minimize the Ribbon when needed – at the bottom of the Quick Launch toolbar drop down list.
- Use the Right Mouse Button to bring up menus that are more familiar than the Ribbon
- Take the time to THINK – each Ribbon name is meaningful.

In addition, remember to look through the Word Options at the bottom of the menu after you click the Office Button – this is the equivalent of Tools / Options from the older versions and allows you to customize the program to your taste.

## *Cloud Security*

So, Office 2010 includes an option for Office Web Applications. Yeah – many have waited a long time to be able to use Office on the Web. But wait! A recent article in the New York Times ‘I was hacked in Beijing’ highlights some of the problems with storing your email or documents in the much-promoted “cloud”. Cloud storage, is a stationary target for hackers that they can try to crack 24/7. This includes webmail and online document editing.

The makers of cloud storage have generally focused on accessibility and functionality, not security.

Office Web Applications – the ‘Office in a browser’ coming from Microsoft falls into this trap. Once someone has hacked your Windows Live account they can view all your Skydrive/OWA documents. Microsoft does not allow password protected documents to be used on their new online service.

## *Website to Watch*

This might be an up and coming website – **Yelp.com**. I read about it in one of my magazines and then I heard it on a TV Sitcom a few days later.

Yelp.com is a site that allows you to comment on businesses in your local area. But, don’t get too excited about blasting your anger over that cold bowl of soup or praising your neighbor’s service just yet! While it may be a wonderful site and chock full of **opinions**, it’s concentrated on major city markets, so the closest area for us to comment on is Boston. Of course, that doesn’t mean it might not be helpful when researching a trip to a more metropolitan area. After all, the locals are supposed to know the area the best!

## *Browsing the Web*

Phishing schemes exist and multiply continuously. I know my skepticism level is very high when using the Internet. I’ve managed to lose my ‘country girl’, trusting attitude when looking at ads and links on the Web. Here are some things you should know in case your guard goes down while you’re on the Internet.

Know how to stop your browser program using Task Manager:

- Use Ctrl + Alt + Delete to access the Task Manager
- On the Applications Tab, find your browser program – it should say ‘running’ in the status column
- Click on the browser program to highlight it
- Click on the button at the bottom that says END NOW

There may be a confirming question and it might take a few seconds, but the browser and everything connected to it should shut itself down. Of course, if you feel something nasty was happening to your machine, you might be best served by also rebooting your machine at that point to ensure everything gets stopped, then keep a log of what you do and any undesirable activity so you’ll have information to share with a tech support guru.

Switch browsers – Internet Explorer is a weak browser (more vulnerable to attacks), try out Firefox or Chrome. All browsers are free programs and can be easily downloaded. The ones I’ve tried will even copy your favorites from your old browser into the new one!

Add anti-malware software to your protection tools.

Update your software – especially your browser regularly.

Be vigilant – remember, if it looks too good to be true, it probably is!

# Subscription Trap

Post transaction Marketing is a new term to me. But, obviously the ‘bad guys’ figured it out years ago. This information is taken from an article in PCWorld – thousands of people signing up for subscription based services and clubs they didn’t know they were joining!

Post transaction – ever buy something on-line and then be asked to ‘Click Here’ to *SAVE* on this purchase or a future purchase? Those are exactly the transactions this article discusses.

Unbeknownst to many of the affected consumers and probably buried in the fine print of the contract with the reputable Website partner you’ve shopped at is the agreement that by providing your email or other innocuous personal information, the company you just shopped with will pass along your credit card information for the purpose of billing a monthly subscription fee.

So –watch your credit card bill for recurring monthly charges. Call and question the source. Most importantly, remember that there are more than 4 million American consumers in this same boat and even members of Congress feel that this is a misleading way for companies to do business.

In fact, the three biggest companies using this tactic agreed as a result of a Congressional investigation to alter their offer pages. They now require you to re-enter your credit card information in order to enrol in their programs. And, their business is down. Good – three down, how many more to go?

Sites to Watch Carefully:	
<b>1-800-Flowers</b>	<b>Intelius</b>
Buy.com	MovieTickets.com
Classmates.com	Orbitz
Columbia House	<b>PriceLine</b>
Confi-Check	Redcats USA
Expedia/Hotels.com	Shutterfly
<b>Fandango</b>	Spiegel
FTD	Travelocity
Hotwire	<b>US Airways</b>
InQ	<b>Vistaprint</b>
<i>Bolded companies have stopped contracts.</i>	

Avoid Getting Hooked
Stop abruptly when you see words like “free”, “cash back”, and “rebate”.
If the terms & conditions are confusing, there may be something buried – skip it!
Watch for prechecked boxes – read and check/uncheck to match your preferences.
Use a Credit Card – not a Debit Card – online. You don’t have the same protections with a debit card as you do with a credit card though the Federal Fair Credit Billing Act.

# Helpful Tips

## Keyboard Tips:

Most keyboards today have a windows key. It's on the lower row with the space bar and simply has the windows logo. Hitting this key brings up the Start Menu.

To the right of your spacebar there may be another key with a graphic. I think it looks like a list with an arrow. This key brings up the same menu as a click of the right mouse button.

If you hit either of these, or another unwanted key combination, you may have a menu layered on top of your work area. **To make that menu disappear – simply hit the ESC (Escape) key** in the upper left corner of your keyboard!

## Back Ups:

If your program offers back up option, it will give you warnings if to back up to your drive. Fair enough – if you lose the hard drive you lose both the active and the back up files. However, don't forget that if your ultimate destination is a CD, you **must** back up the files to the hard drive and **then** burn those files to the CD for off system storage.



you a usually you try hard

See our web site for additional software tips:  
[www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)

## Excel:

We don't all need or use the space allowed in an Excel spreadsheet. Most users probably stick with one sheet, up to 24 columns, and maybe a few hundred rows. For the rest of you, here's a reminder on the maximums of Excel by version:

	Maximum Rows	Max. Columns	Max Sheets
Excel 2010	1,048,576	16,384	255
Excel 2007	1,048,576	16,384	255
Excel 2003	65,536	256	255
Excel 2002 (XP)	65,536	256	255
Excel 2000	65,536	256	255
Excel 97	65,536	256	255
Excel 95	16,384	256	?
Excel 5	16,384	256	?

If you have extremely large spreadsheets – read up on the 64 bit version of Excel 2010 – it claims to make working with large files quicker due to use of more memory.

# Software Tips

## Outlook

Here are some keyboard shortcuts that are worth using with any version of Outlook and will serve you very well if you move to Outlook 2010.

**Ctrl + N** Creates a new item based on the folder you are in. If you're at Inbox it will make a new message. In Calendar it'll make a new appointment.

**Ctrl + R** Reply to the current message

**Ctrl + Shift + R** Reply to All for the current message

**Ctrl + F** Forward the message

**Ctrl + Shift + M** will start a new message regardless of the folder you are in.

**Ctrl + Shift + A** will start a new appointment regardless of the folder you are in.

**Ctrl + 1** jumps to Inbox

**Ctrl + 2** jumps to Calendar

**Ctrl + 3** jumps to Contacts

**Ctrl + 4** jumps to Tasks

**Ctrl + 5** jumps to Notes

## Office 2007

Okay – it's only been a week since I've upgraded my system, but working on this newsletter and some new textbooks has given me several reasons to explore making Office, or at least Word, 2007 more to my liking. My favorite two things: minimize the Ribbon and customize the QuickAccess Toolbar. I know have one toolbar displayed below the tab headings and it looks very similar to the old Menu Bar with the Standard Toolbar. Familiar!

## the Internet

How's this for a website? A website that provides link to other popular websites – hundreds of them! Check out - [www.AllMyFaves.com](http://www.AllMyFaves.com) – it may be the only site you need to save!

See our web site for additional software tips:  
[www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)

## Excel

Excel has some clever keyboard shortcuts to let you move to the extremes of your worksheet. 'Extremes' doesn't mean the absolute end of the worksheet, rather the end of the current block of filled or unfilled cells.

Hold Down:	Active cell becomes:
Ctrl + Right Arrow In cell with content	Last cell in row with content
Ctrl + Left Arrow In cell with content	First cell in row with content
Ctrl + Right Arrow In blank cell	First cell in row with content
Ctrl + Left Arrow In blank cell	Last cell in row with content
Ctrl + Up Arrow	First cell in column with content
Ctrl + Down Arrow	Last cell in column with content
Ctrl + End	Last cell in worksheet with content.
Ctrl + Home	First non-frozen cell, typically A1

## PowerPoint

If your graphics seem to take long to load or your file is too large, check out the pixel size of your graphics. Rule of thumb – keep your graphics at the same pixel size as your monitor settings.

## Word

The function in Word for Envelopes and Labels encompasses more than those two words might convey. Included under the title of Labels are business cards, index cards, rolodex cards, and notebook divider tabs, just to name a few.

## Re-Use Old Equipment/Parts

Chances are you have an older desktop or laptop computer somewhere in your archives. Before you pay to legally discard of that equipment and possibly pay again to add storage to your current machine, consider using the parts from the old machine as a boost for your current machine.

Hard drives from older desktops and laptops can be used to provide additional storage with minimal effort and cost.

If you're a do-it-yourselfer, you can turn everything off, power down, open the case of a desktop and install a new hard drive probably within a couple of hours. I won't guess about a laptop because I've never opened one for anything but changing the battery.

Perhaps easier, connect the drive externally via a docking station or case. May not fit in your pocket or on your keychain like a flash drive, but you'll have a lot more room (maybe) and less competition for those USB drives.

We don't know who we are until we see what we can do.

- Martha Grimes

## Read Your Netbook Vertically

My eyes don't appreciate being used to read on-line for long periods of time. I also find that reading all the way across the screen seems out of place compared to the width of a printed page. Maybe that's why this little 'trick' fascinates me even though I don't have the machine to do it with.

The article in PCWorld last year was talking about things you can do with existing technology that are not common. In this case, using a Netbook computer as an E-book Reader. The part that interested me follows.

Because most Netbooks have the driver for Mobile Control Panel, you can turn the pages vertical! From the *Control Panel*, you click the *Display Settings* tab, check off to *Enable Rotation*, and click the *270° radio button*, then *Apply*. Maybe it was the photo of the machine

turned sideways that really caught my attention.



***Technical Tutoring's Services Include:***

Training/ Tutoring:	Windows Word Access QuickBooks	The Internet Excel Outlook <b>Internet Marketing</b>	E-mail PowerPoint WordPerfect Works
Design & Printing of:	Announcements Flyers Family History	Business Cards Handouts Presentations	Certificates Invitations Note Cards
Office Support Services	Bookkeeping Mailing List Maintenance Program Installation	Databases Scanning	Mail Merge Presentations Word Processing
Textbooks	On line at eBay - TechnicalTutoringBooksOnline		

**More information available on our web site: [www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)  
And check out our new affiliate company at [www.MassResearchers.com](http://www.MassResearchers.com)!**