

**Word - Basics**

The Word Screen  
The Ribbon  
Quick Access Toolbar  
Use Help  
Create a New Document  
Save a New Document  
Close a Document  
Open an Existing Document  
Save Changes to a Document  
The Save As Command  
Templates  
Create a Template  
Layout Views  
Zoom  
Multiple Documents

**Word - Text**

Select Text  
Delete & Insert Text  
Select and Replace Text  
Find and Replace Text  
Cut and Paste Text  
Copy and Paste Text  
The Office Clipboard  
Move and Copy with Mouse  
Undo and Redo  
Font Type  
Font Size  
Bold and Italics  
Underline  
Font Color  
Symbols  
Highlight Text  
The Format Painter

**Word - Paragraphs**

Paragraph Alignment  
Line Spacing  
Paragraph Spacing  
Paragraph Indents  
Bulleted Lists  
Numbered Lists  
Change List Type  
Delete Lists  
Tabs on the Ruler  
The Tabs Dialog Box  
Paragraph Borders  
Background Color and Shading

**Word - Pages and Printing**

Page Margins  
Page Size  
Page Orientation  
Page Alignment  
Page Numbers  
Page Breaks  
Envelopes  
Labels  
Page Borders  
Spelling and Grammar  
The Thesaurus  
Word Count  
Print Preview  
Printing  
Send a Document by Email

**Outlook - Basics & Email**

The Outlook Screen  
Outlook Today  
The Navigation Pane  
Send Email  
Receive Email  
Reply to Messages  
Forward Messages  
Send Attachments  
Receive Attachments  
Delete Messages  
Print Messages  
Message Options  
Draft Messages  
Signatures

**Outlook - Contacts & Calendar**

Contact List  
Add Contacts  
Edit Contacts  
Search Contacts  
Add Email Sender  
Contact Groups  
Delete Contacts  
Print Contacts  
Calendar Views  
Schedule an Appointment  
Edit an Appointment  
Re-schedule an Appointment  
Copy Appointments  
Recurring Appointments  
Delete Appointments  
Schedule an Event  
Set Reminders  
Print Calendars

**Outlook - Tasks & Organize**

Add Tasks  
Complete Tasks  
Recurring Tasks  
Regenerating Tasks  
Task Views  
Delete Tasks  
Print Tasks  
Folder Tasks  
Sort Messages  
Search Messages  
Flag Messages  
Categories