

Training for E C D L

Syllabus 5

A Practical Course in Windows XP and Office 2007

© Blackrock Education Centre 2010

ISBN 978-0-9564074-5-0

Published by

Blackrock Education Centre, Kill Avenue, Dún Laoghaire, Co. Dublin, Ireland.

Tel: (+353 1) 2302 709 Fax: (+353 1) 2365 044

E-mail: ecdlsales@blackrockec.ie Web: www.becpublishing.com and www.blackrockec.ie

Published

2010

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher, nor be otherwise circulated in any form of binding or cover other than that in which it is published and without a similar condition being imposed on any subsequent purchaser or user.

References to the European Computer Driving Licence (ECDL) include the International Computer Driving Licence (ICDL). ECDL Syllabus Version 5.0 is published as the official syllabus for use within the European Computer Driving Licence (ECDL) and International Computer Driving Licence (ICDL) certification programme. Microsoft® Windows®, Microsoft® Office®, Microsoft® Word®, Microsoft® Access®, Microsoft® Excel®, Microsoft® PowerPoint®, Microsoft® Internet Explorer® and Microsoft® Outlook® are either registered trademarks or trademarks of the Microsoft Corporation. The use of WinZip and the WinZip trademark is with the kind permission of WinZip Computing Incorporated.

Other products mentioned in this manual may be registered trademarks or trademarks of their respective companies or corporations.

The companies, organisations, products, the related people, their positions, names, addresses and other details used for instructional purposes in this manual and its related support materials on the manual's support website www.becpublishing/syllabus5 are fictitious. No association with any real company, organisations, products or people is intended nor should any be inferred.

Every effort has been made to ensure that this book contains accurate information. However, Blackrock Education Centre, its agents and the authors shall not be liable for any loss or damage suffered by readers as a result of any information contained herein.

Contents

Editor's Note		v
	Before You Begin	1
Unit 1	Security for IT Users	27
Unit 2	IT User Fundamentals	55
Unit 3	Word Processing	165
Unit 4	Spreadsheets	239
Unit 5	Databases	309
Unit 6	Presentations	383
Unit 7	Web Browsing and Communication	463
	Index	529

5.2 Data Loss (1.5.2.1, 1.5.2.2 and 1.5.2.3)

Information stored on electronic media is at risk of being destroyed by malware, by hacking or by being physically stolen or misplaced.

There is also other ways that data can be lost.

- **Data can be deleted accidentally:** All operating systems move manually deleted files to a 'trash' area from which they can be recovered, but once they are deleted from this area, the files are usually gone forever. If data is deleted through an action performed by a user when using a particular software application, the files involved will not even go to the 'trash' area. For example, a user may remove their previous year's payroll data in a payroll processing application.
- **Files can become corrupt:** Flaws in operating systems or software, or by a hardware component, such as a hard drive, beginning to fail, can cause files to become corrupted. When a file is corrupt, it still exists on disk but its internal structure may no longer be correct, or portions of the file may not be accessible.

5.3 Backups and Storage Media (1.5.2.4)

Frequent and comprehensive **backups** are vital in light of the many ways in which files can be lost or become corrupted. The act of making a copy of data which can replace the original data if needed is called **backing up** or **taking a backup**.

In an office or academic situation, backups are usually the responsibility of the IT department and users must only ensure that their personal files are backed up to a stated location on a network drive. In the home, the responsibility for backups lies entirely with the users themselves.

NOTE

When simply copying files onto removable media the considerations already covered regarding encryption and data theft apply.

At a basic level, taking a backup can be as simple as copying and pasting vital files to another location on the computer. Taken a step further, the files can be simply copied to a variety of **storage media**.

- **USB memory sticks** are always increasing in storage capacity and decreasing in cost. They are easy to use because they appear as a new drive in the operating system.
- **External hard drives** can be used in the same way as USB memory sticks, however, they are larger and offer more storage space.
- Optical media, such as **CD**, **DVD** and **Blu-Ray** discs, provide a compact form of storage but have less capacity and must sometimes be written to or **burned** using special software.
- Businesses generally have much more vital data to protect than the home user, and often use expensive **tape** backup systems that require dedicated software to use.

While data can simply be copied to a storage medium, it is better to use **backup software** for the task.

Some advantages of using backup software are:

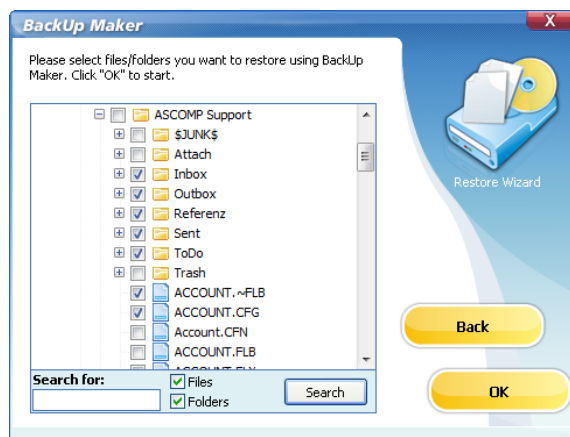
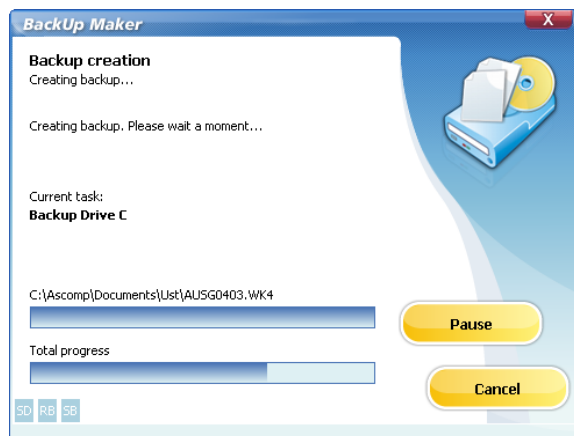
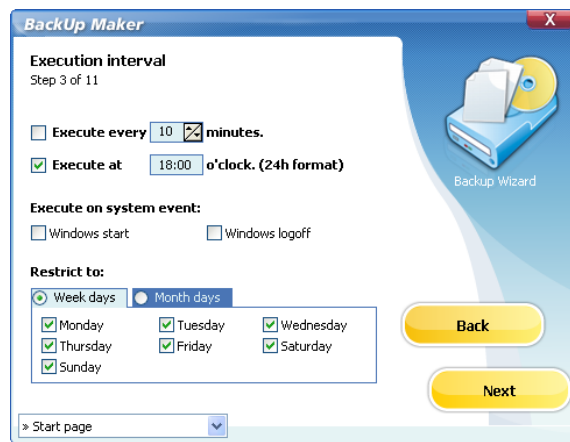
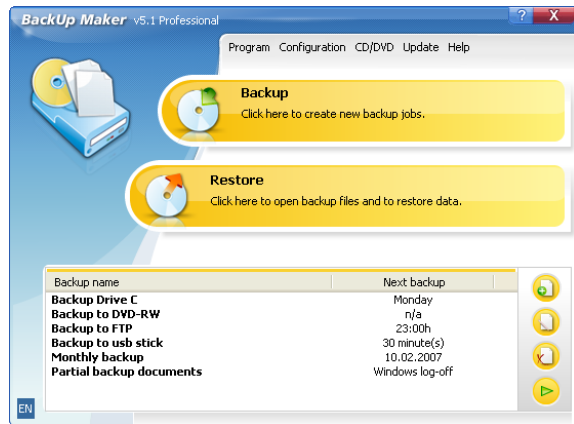
- The backup can be scheduled to run automatically, so the user doesn't have to remember to do it.
- The backup can be incremental, i.e. only the data that has changed since the previous backup is copied, which reduces the space used and time taken to complete the backup.
- The backup file can be encrypted and protected with a password.



Online Backups

The continued growth and speed of broadband internet has meant that **online backups** are being used more often. In this scenario, the backup is stored in a remote location provided by a commercial online backup company. This storage is extremely secure and failure-tolerant, is often located in armoured underground locations and possibly replicated in several locations. The customer installs **client software** on their systems which can back up their files over the internet to the secure storage location. This sort of facility is also offered to home users by companies, such as www.mozy.com.

Simple backup software can be readily downloaded for any operating system. The following images show some screens from an example of a free application.



5.3.1 Offsite Backups (1.5.2.5)

If backups are on a portable medium, such as a USB memory stick or DVD, it is a good idea to have several available and to keep at least one at a separate location to the rest, in case of fire, etc. Businesses commonly have a **disaster recovery** procedure involving multiple offsite backups which enable them to get back up and running as quickly as possible after files have been lost.

5.3.2 Storing Software and Personal Data Securely (1.5.3.1 and 1.5.3.2)

The CDs and DVDs on which commercial software and operating systems are sold, and the any licensing documents that are associated with them, should be stored securely. A fireproof safe is the ideal method for doing this. However, this type of storage is becoming less of an issue today as software is increasingly delivered as a download over the internet with licences e-mailed to the customer.

When software has been downloaded, the installation files should be kept in their own location on the hard drive, backed up (to DVD, etc.) and stored in a fireproof container, preferably offsite, although most vendors will allow the software to be downloaded again if needed. Licence files or e-mails containing licence information should also be kept safely. It is good practice to print out licence information and keep it securely with the backed up files.

It is important to keep all personal data safe and secure. This means ensuring that data is stored securely where it cannot be accessed by unauthorised users (hackers). Personal data is information relating to you, such as the following:

- Full name and address.
- Details that can be used for security clearance (e.g. mother's maiden name, date of birth, place of birth).
- Bank account details.
- Details of online shopping/ordering (e.g. logins, passwords, credit card details).
- Health and social security records.
- Other sensitive information that could be used to identify or impersonate you.

Personal data can be used for fraudulent purposes, so it is vital that you keep it safe and secure. Hackers can access websites and use credit card details fraudulently to buy goods. If users keep records of their passwords on their computer, hackers may also be able to access the user's bank accounts and transfer money. It is advisable to password protect important or personal data to ensure security.

Be very careful about storing personal data on public or unsecured networks or uploading onto social networking sites. Wireless networks are less secure than wired networks and, due to their accessibility and visibility, are at risk from unauthorised access. A password should be set to prevent unauthorised access to data saved on a network drive. Never disclose personal information on a social network site that could be used to identify you and be used for fraudulent purposes.

Important and valuable information can be stored on small removable storage devices, such as USB memory sticks. Portable devices can be easily mislaid, i.e. leaving them connected to a computer at a college, library or other public place, resulting in loss or theft of valuable data. Ensure that all portable and removable devices are safe from theft by ensuring that they are stored safely and securely (see section 5.1 and 5.3).

If you want to temporarily remove a window from the desktop, it can be reduced or **minimised**. The window disappears from the desktop and a button representing it appears on the taskbar.

To **minimise** a window, do the following:

- Click the **Minimise** button to temporarily close a window, reducing it to a button on the taskbar.



To **redisplay** a minimised window, do the following:

- Click its button on the taskbar.

To **close** a window, do the following:

- Click the **Close X** button.

NOTE

To minimise all open windows immediately and display the desktop, press the Windows key and the 'D' key together. The Windows key is to the left of the space bar and has the Windows logo.



2

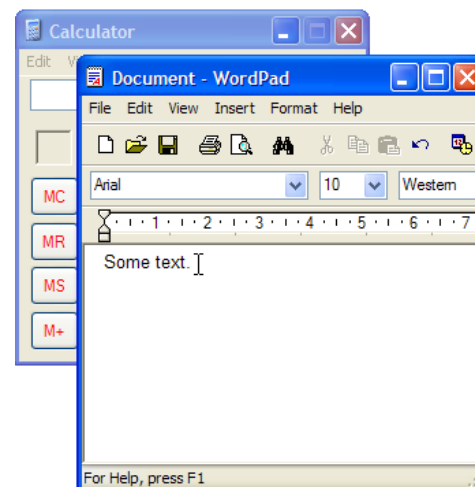
1.3.4 Switching Between Open Windows (2.1.4.3)

It is common to have several windows open on the desktop at once. Only one can be directly interacted with at a time using the mouse and keyboard, although processes can continue in the other windows. For example, a time-consuming mail-merge operation might be left running in one window (which is called '**running in the background**'), when another window is being used to edit a document. The window currently being used is referred to as having **focus** and is called the **active window**.

The **title bar** of the active window is usually a darker colour than inactive windows.

For example, the **Calculator** window example on the right is inactive and the WordPad window is active.

Clicking a window gives it **focus** and **brings it to the front**. In the illustration on the right, clicking the Calculator window would bring it forward, making it the active window, causing it to obscure part of the WordPad window.



Using the Taskbar

The taskbar, at the bottom of the desktop, displays a button for each open window. A window can be selected and made active by clicking the appropriate button.



When a window is active, its button is darker than the buttons of the inactive windows.

When many windows are open, whether they are folders or applications, there will be many buttons on the taskbar and space may run out. If this happens, buttons representing windows belonging to the same application, or windows viewing folder contents, can be grouped together.

This will happen automatically, when this preference has been set. The number of windows in the group is shown to the left of the button.

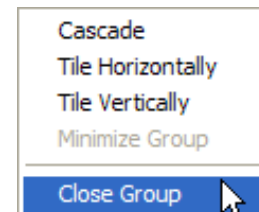


When buttons have been grouped you can display one of the windows (files) by doing the following:

- Right-click the grouped button on the Taskbar. A pop-up menu opens.
- Left-click the required file to display its window again.

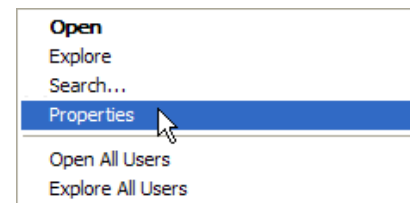
To **close all the files** in a button group, do the following:

- Right-click the grouped button on the Taskbar. A pop-up menu opens.
- Left-click **Close Group**. All the files in the group are closed.



To **set** this preference and ensure files are grouped together in this way, do the following:

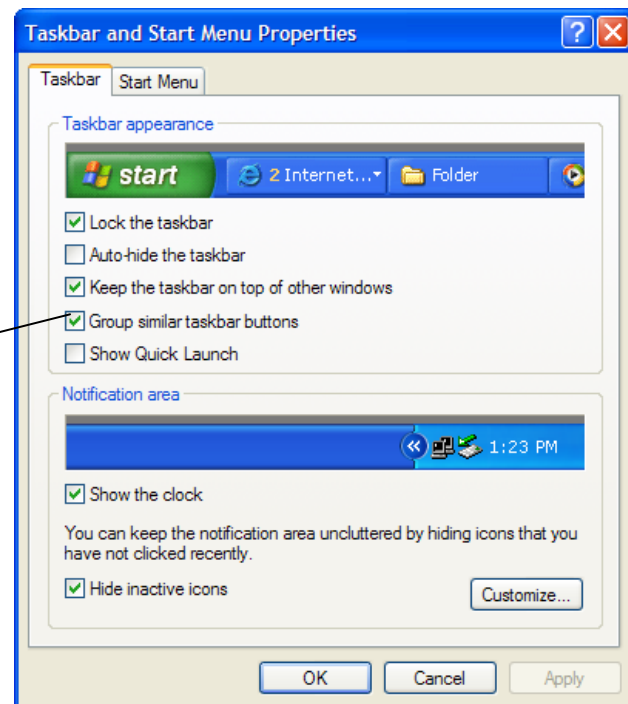
- Right-click the **Start** button.
- Click **Properties** in the pop-up menu.



The **Taskbar and Start Menu Properties** window opens.

- Click the **Taskbar** tab, and tick the **Group similar taskbar buttons** option.

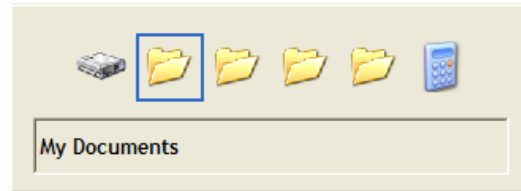
Click **Group similar taskbar buttons**



Using the Keyboard

The keyboard can also be used to cycle through open applications.

- Hold down the **Alt** key and tap the **Tab** key.
- A task switcher window opens in front of all the other windows on the desktop with an icon for each open window.

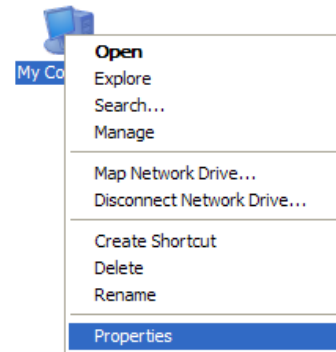


- Still holding down the **Alt** key, repeatedly tap the **Tab** key and note that the selection rectangle moves to each icon in turn.
- When it surrounds the icon for the item to be switched to, release both keys and the selected window will be made active.

1.4 System Information (2.1.2.1)

To obtain information about your computer, such as how much memory there is available, do the following:

- Right-click the **My Computer** icon on the desktop.
- Select **Properties**.



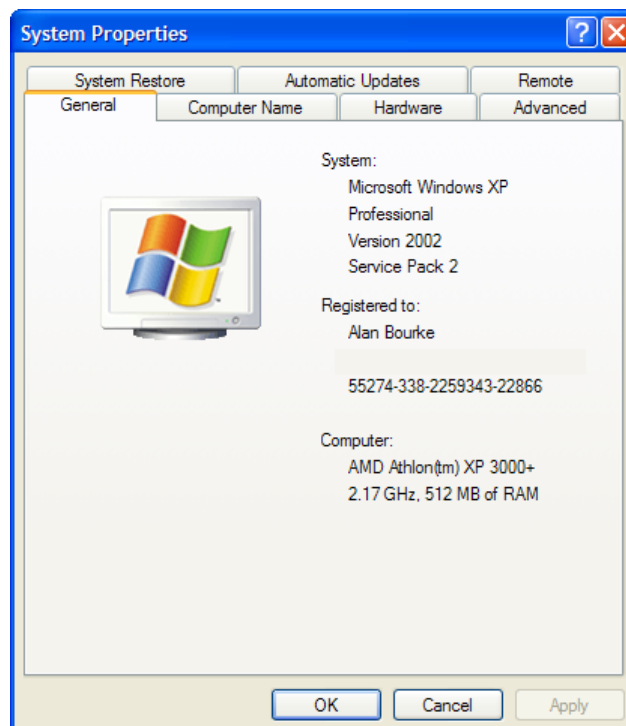
The **System Properties** window opens, with the **General** tab selected.

Under **System:**, the version of Windows XP and its **Service Pack** level are displayed.

Under the **Registered To:**, the name and company name of the registered user are shown, along with the **Product ID** number.

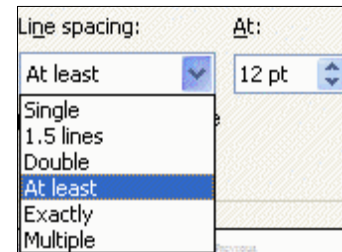
At the bottom, information about the computer itself is displayed.

In the example on the right, the CPU model is an **AMD Athlon 3000+**, it is running at **2.17GHz** and there is **512MB** of RAM installed.



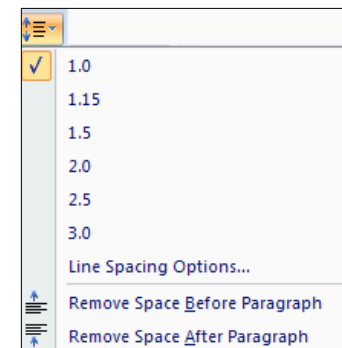
Line Spacing

- Select the paragraphs to which spacing is to be applied.
- From the **Home** tab, click the **Paragraph** window launcher icon. The **Paragraph** window opens
- In the **Spacing** section select the **Line Spacing** arrow and choose a line spacing option from the menu.
- After selecting **Multiple**, **Exactly** or **At Least** use the **At** scroll arrows to select a measurement.
- Click **OK**.



Alternatively

- Select the paragraphs to which spacing is to be applied.
- Click the **Line Spacing** command from the **Paragraph** group.
- Choose a line spacing option from the drop-down menu or select **Line Spacing options** to see the **Paragraph** window.



3

3.2.7 Bullets and Numbering (3.3.2.9)

Bullets and numbering are used to enhance the appearance and clarity of lists.

Bullets

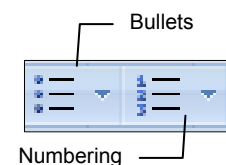
- This is a bulleted list.
 - Bullets can be indented by a specific measurement from the left margin.
- The space between the bullet and the text can be altered.
- ❖ Bullets can be formatted to display with a different bullet symbol.
- Bullets can be formatted to display in a different font, size and colour.

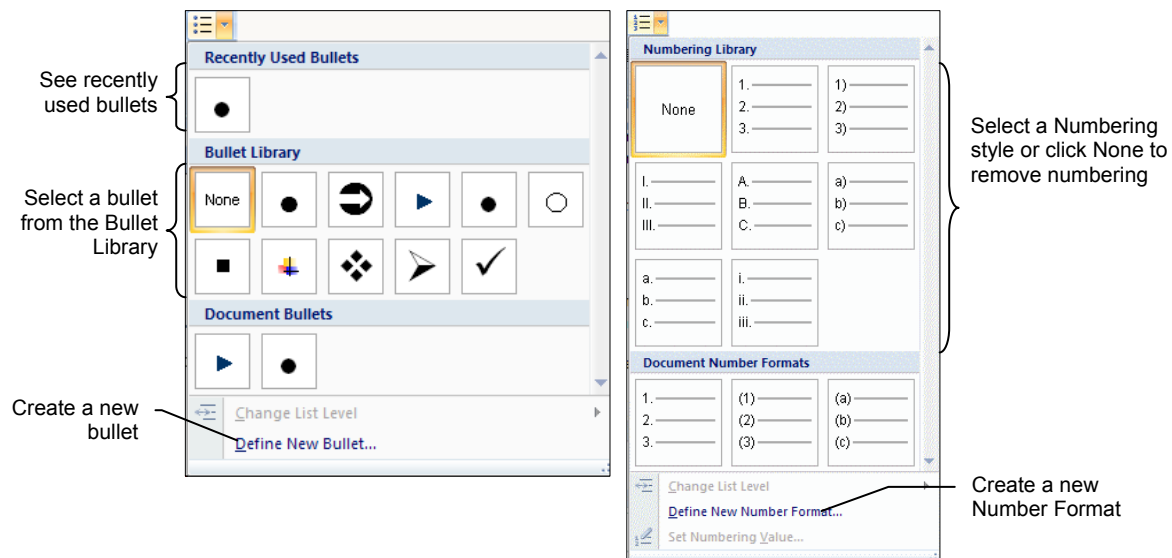
Numbers

1. This is a numbered list.
 2. Numbered lists can be indented from the left margin.
 3. The space between the number and the text can be altered.
- A. Numbers can be formatted to display in a different format (a, b, c or i, ii, iii, etc.).
1. Numbers can be formatted to display in a different font, size and colour.

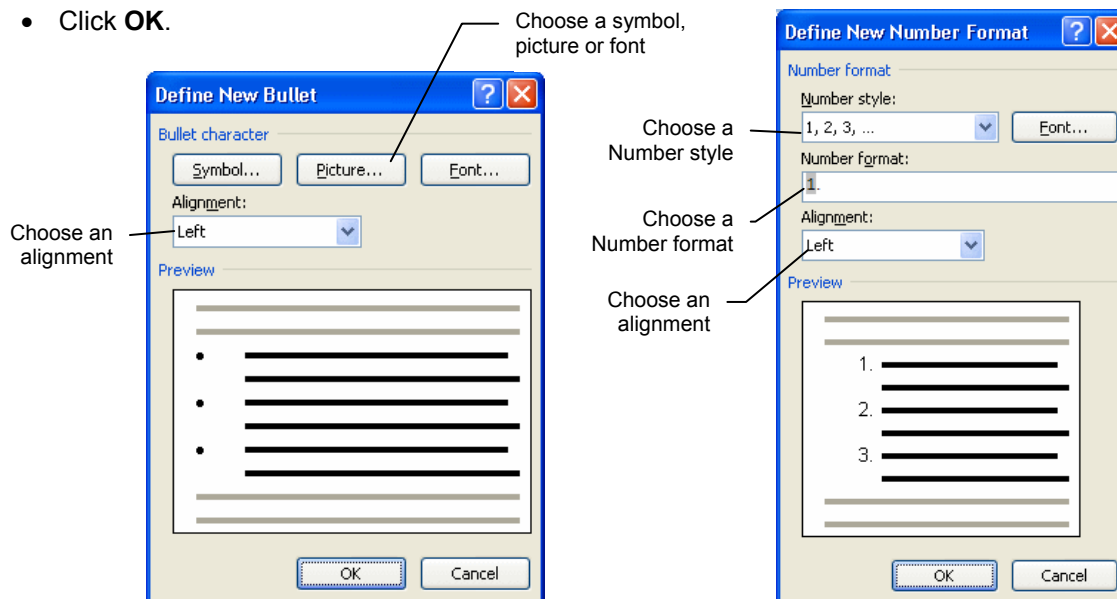
To apply bullets and numbering to lists, do the following:

- Select the text to which bullets or numbering are to be applied.
- From the **Home** tab and **Paragraph** group, click the **Bullets** or **Numbering** buttons to enter a standard bullet or number in front of text.
- Select the arrow to see the menu commands.





- Select a bullet or number from the Library options or select **Define New Bullet** or **Define New Number Format**
- From the **Define New Bullet** window, select the **Symbol** button and choose a symbol, or select **Picture** to select a saved image as a bullet. Select the **Font** button to change the font, size, style and colour. Click the Alignment arrow to select an alignment for the bullet. Click OK.
- From the **Define New Number Format** window, select the **Number Style** arrow and choose a number style from the list. Enter a **Number Format** into the box or retain the format provided for the chosen style and choose an alignment. Select the **Font** button to change the font, size, style and colour.
- Click **OK**.



3.2.8 Borders and Shading (3.3.2.10)

To apply borders and shading to a paragraph, do the following:

Borders

- Select the paragraph to which the border is to be applied.
- From the **Home** tab and **Paragraph** group, select the **Border** command.