

# Welcome:

## Office for Mac Accredited Support Professional

**WiFi SSID:** Sheraton Conference  
(Accept License)

**Access Code:** mtb356064

Bobby Toledo  
Microsoft Trainer



# Welcome: Office for Mac Accredited Support Professional

Please take 60 seconds to take the pre-event  
survey at [aka.ms/mactech](https://aka.ms/mactech)  
Make sure to select *pre-event survey*.

Bobby Toledo  
Microsoft Trainer



# Pre-Event Survey

**Name and Email address**

**On a scale 1-10 (10 being the highest)**

- How likely are you to recommend Office for Mac 2011 to your friends and colleagues?
- How likely are you to recommend Office for Mac 2011 to your friends and colleagues over competitors (such as Google Docs and iWork)?
- How likely are you to recommend an Office 365 subscription to your friends and colleagues?

# Today we will cover ...

- Accreditation
- Web badge
- Feedback





# Introductions

**Bobby Toledo**

Microsoft Trainer

Credit to (but, no questions please):

Shelley Watson, Wheelwrights

Kurt Schmucker



# Today we'll cover...

Meet the new  
Office

Using Office



Top Tips for  
Office for Mac  
2011

Trouble-  
shooting &  
Common  
Questions



THINGS YOU'LL LOVE

# Meet the new Office



# Your Office choices



## Office 365 subscriptions

The best value for customers who need Office for **multiple devices and services.**



## Office for Mac 2011 / Office 2013

For customers who need Office for a **single PC or Mac only.**



# Your Office choices



## Office for Mac 2011

The best value for customers who need Office for **multiple** devices and services.



## Office 2013 (for Windows)

For customers who need Office for a **single PC only**.



# What it comes with

	Mac Home & Student 2011 <sup>2</sup> \$139.99 USD ERP	Mac Home & Business 2011 \$219.99 USD ERP	Home & Student 2013 <sup>2</sup> \$139.99 USD ERP	Home & Business 2013 \$219.99 USD ERP	Professional 2013 \$399.99 USD ERP
Licenses	1 Mac only	1 Mac only	1 PC only	1 PC only	1 PC only
Word, Excel, PowerPoint, OneNote <sup>1</sup>					
Outlook					
Publisher, <sup>1</sup> Access <sup>1</sup>					

<sup>1</sup> OneNote, Publisher, and Access available on PC only.

<sup>2</sup> For non-commercial use only

# Your Office choices



## Office 365 subscriptions

The best value for customers who need Office for **multiple devices and services.**



Get the most out of your Office subscription

# Office 365 Home

Install the **latest Office applications**:

Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access.  
Applications vary by platform.

**Always up-to-date** with product and service upgrades.

## 365 days of

**1 TB** of extra online storage per user (up to 5 users).

**60** minutes of **Skype** world calling per month to 60+ countries.

**5** PCs or Macs and **5** tablets like iPads, plus select mobile devices.

## Home

One subscription for the **household**; non-commercial use.

**Share your subscription** with up to 4 other household members.



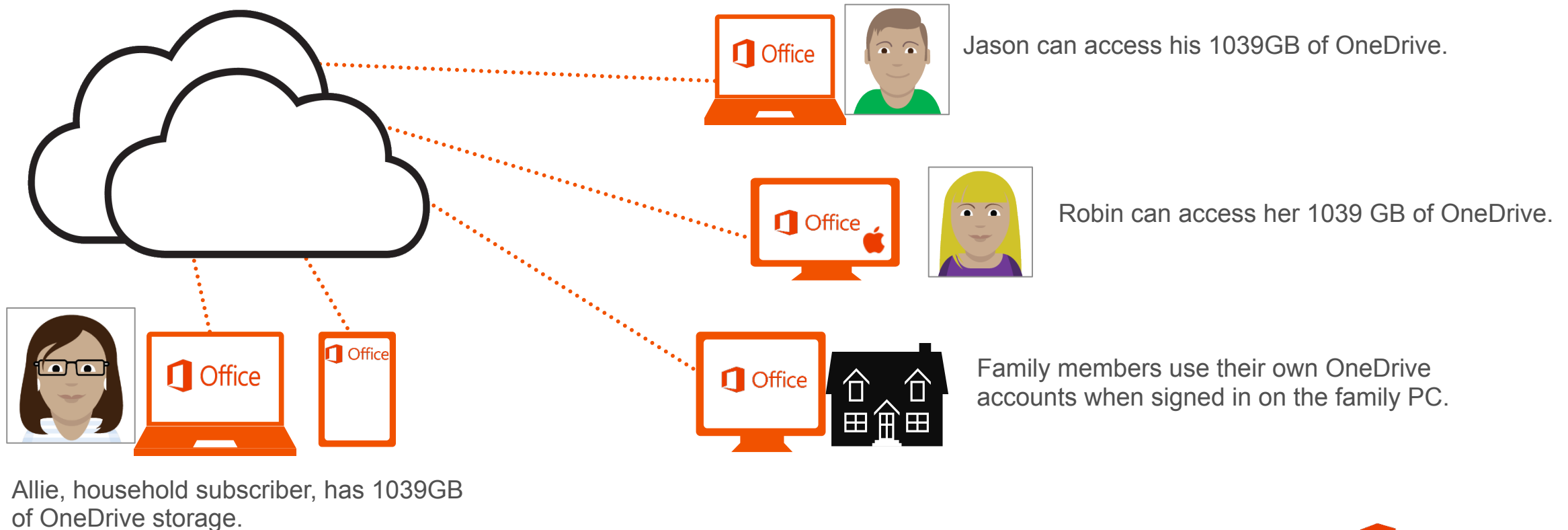
# Office 365 Home

The latest applications available.

Applications	For PCs and tablets using Windows 7 or Windows 8	For Mac OS X version 10.5.8	For select tablet and mobile devices
Word	Word 2013	Word for Mac 2011	Office for iPad now available.  Office Mobile available on Windows Phone, iPhone, and Android.  Check <a href="http://office.com/mobile">office.com/mobile</a> for details.
Excel	Excel 2013	Excel for Mac 2011	
PowerPoint	PowerPoint 2013	PowerPoint for Mac 2011	
Outlook	Outlook 2013	Outlook for Mac 2011	
OneNote	OneNote 2013		
Publisher	Publisher 2013		
Access	Access 2013		

# Office 365 Home

Subscriber Account receives **1TB of extra OneDrive storage**, in addition to the 15GB that comes standard. Up to 4 other household members can also gain access to an additional 1TB of OneDrive storage.



# Office 365 Home

## Call landlines and mobiles in:



United States



Canada



Hong Kong



Singapore

## Call landlines only in:



Argentina



Australia



Austria



Belgium



Chile



Croatia



Czech Republic



Denmark



Estonia



Finland



France



Germany



Greece



Hungary



Ireland



Israel



Italy



Japan



Korea, South



Luxembourg



Mexico  
(Guadalajara, Mexico  
City, Monterrey)



Netherlands



New Zealand



Norway



Poland



Portugal



Russia  
(Moscow and  
St.Petersburg only)



Slovakia



Spain



Sweden



Switzerland



United Kingdom

nth.



# Office 365 Home

Install on up to **5 PCs or Macs** and **5 tablets** for 1 household.



- OS Requirements:
  - Windows 7 and Windows 8
  - Mac OS X version 10.5.8 or higher
- Required for installation: Internet connection and Microsoft account.
- Recommended for usage: Signing in to Office.

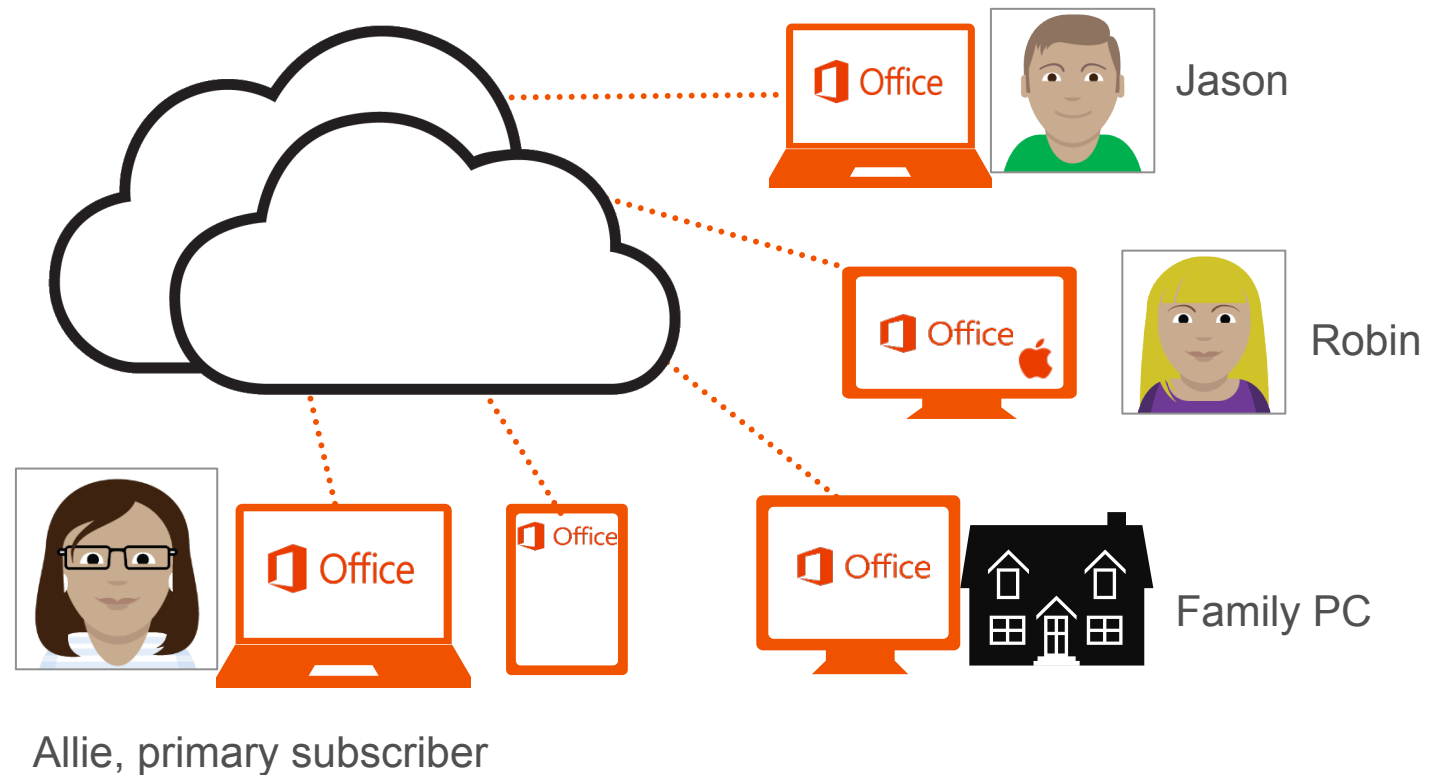
# Office 365 Home

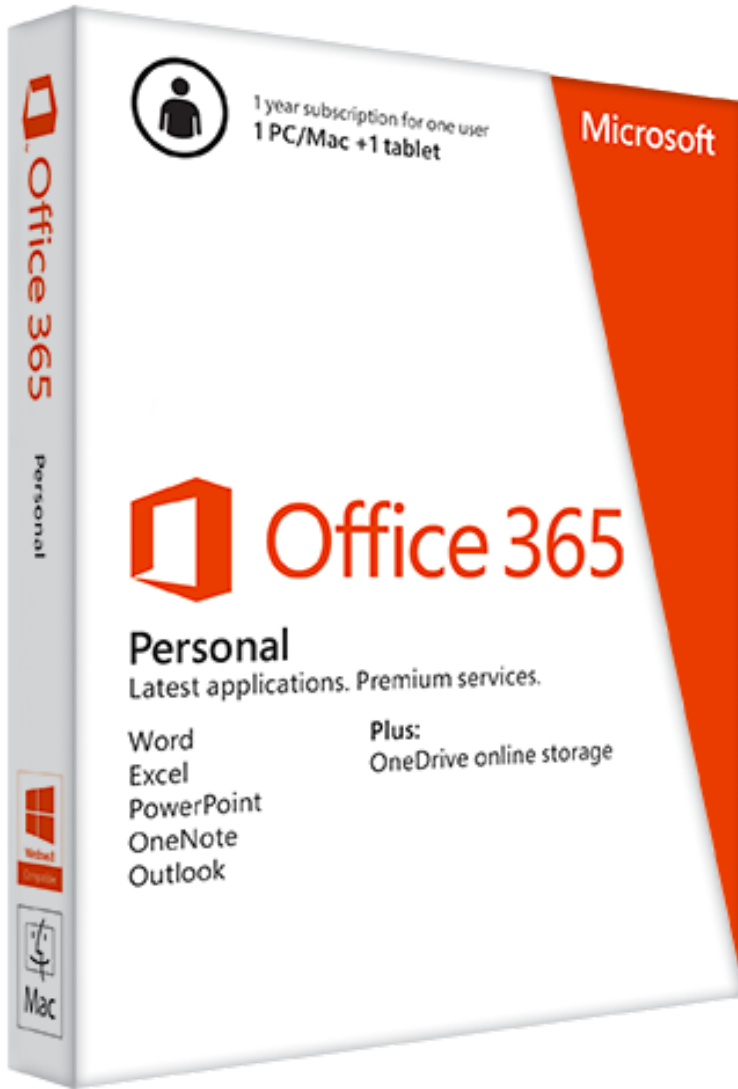
One annual subscription for the **home**.

**Always up-to-date** with product and service upgrades for all devices that are part of the subscription.

**Share** your subscription with up to 4 other household members and they can:

- Use any of your available installs
- Get an additional 1TB of OneDrive storage





# Meet Office 365 Personal.

Office 365 is the Office that does more. Office 365 combines the **familiar Office applications** with **additional services** that give you the flexibility of access from virtually anywhere.

Office 365 Personal now gives you an option for just you and your devices - one PC/Mac and one tablet.



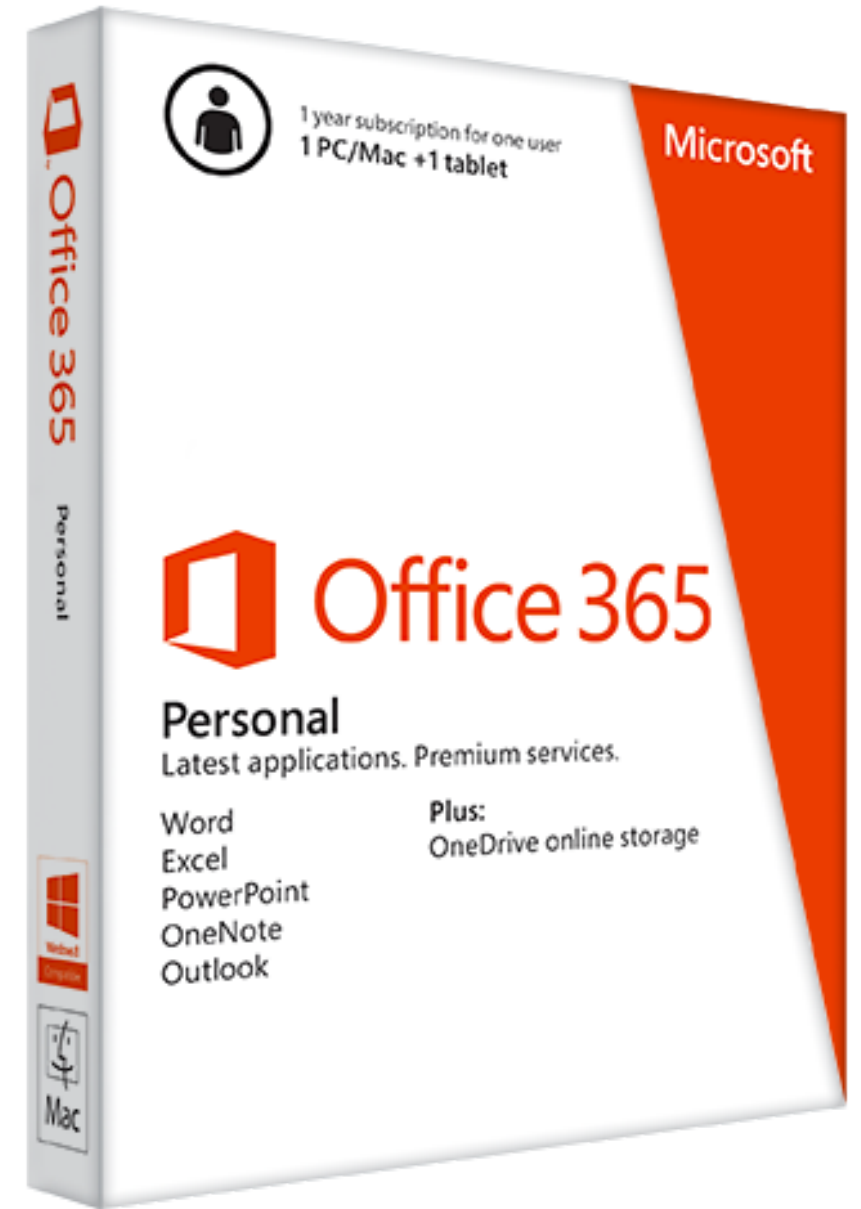
# Office 365 Personal


Access to all the latest Office applications and service upgrades.

1-year subscription for **1** Mac or PC & **1** Tablet.

1TB of OneDrive storage for 1 user.

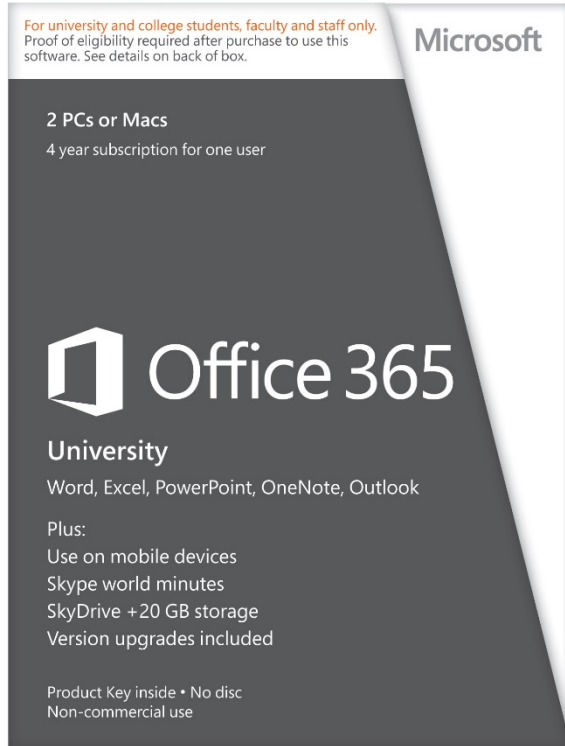
60 Skype World Minutes per month.



ERP \$69.95 Per Year  Office

# Office 365 University

For higher education students, faculty, and staff.



## Installs

Install on up to **2 total** devices; for 1 eligible user.

## Applications

The latest applications per platform.

## Cloud services

- Additional **1TB OneDrive** storage.
- **60 Skype™** world minutes per month.
- Ongoing product and service **upgrades**.
- **Stream full Office** to Windows 7 or 8 PCs.

## Use

**4-year subscription for one eligible\* higher education student, faculty, or staff; online verification** of eligibility required.

\*Full- and part-time enrolled university and college students, faculty, and staff in accredited institutions. Alumni of these institutions are not eligible. Online verification at [office.com/verify](https://office.com/verify).



# Office 365 for consumers

	Office 365 Home \$99.99/year US ERP	Office 365 Personal \$69.99/year US ERP	Office 365 University \$79.99/4 year US ERP
Licenses	5 PCs or Macs & 5 select tablet devices	1 PC or Mac & 1 select tablet device	2 total devices; PCs, Macs or tablets
Word, Excel, PowerPoint, OneNote <sup>1</sup>	•	•	•
Outlook	•	•	•
Publisher, <sup>1</sup> Access <sup>1</sup>	•	•	•
+1 TB OneDrive <sup>4</sup>	•	•	•
60 Skype™ world min./mo. <sup>2</sup>	•	•	•
Office on Demand <sup>3</sup>	•	•	•
Easy annual subscription with ongoing <b>product and service upgrades</b> <sup>4</sup>	1-year subscription for 1 household	1-year subscription for 1 user	4-year subscription for 1 eligible user

<sup>1</sup> OneNote, Publisher, and Access available on PC only.

<sup>2</sup> For details on Skype world minutes, see office.com. Skype account required. Excludes special, premium, and non-geographic numbers.

Calls to mobiles are for select countries only. Skype available only in select countries.

<sup>3</sup> Office on Demand requires Internet-connected Windows 7 and Windows 8 PCs.

<sup>4</sup> Internet connection required. Internet and mobile telephone usage charges may apply.

<sup>5</sup> For non-commercial use only.



# Office Mobile for iPhone

Available for all users in the App Store

**No longer  
requires an  
Office 365  
subscription**

**Access Office  
documents from  
anywhere**

**Office  
documents look  
great**

**Make quick  
edits and share**



Read, edit, and create documents with Word.



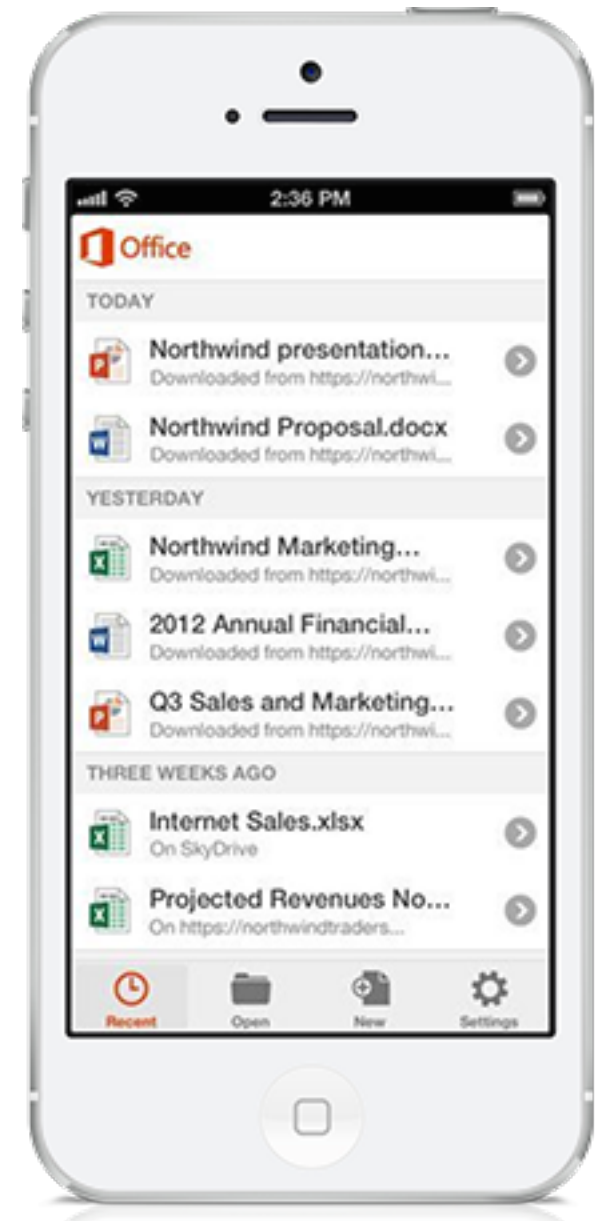
View, edit, and create spreadsheets with Excel.



View and edit presentations with PowerPoint.



Access your documents via OneDrive.



# Introducing Office Mobile



# Office 365 for Business

# Office 365 Small Business Premium



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## Applications

The latest Office applications available per platform & device.

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## Business Services

- 50 GB **business-class email** and **shared calendar**
- 10 GB **public website** per company/organization
- 1 TB **OneDrive for Business storage** per user
- Unlimited **HD video conferencing\***

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## How to buy?

Install on up to **5 PCs or Macs** and select tablet devices; for **1 user**. 1 year subscription.

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\*HD video camera required for HD web conferencing.



# Office 365 Small Business Premium

Applications	For PCs and tablets using Windows 7 or Windows 8	For Intel Mac OS X, version 10.6.0 or later	For select tablet devices
Word	Word 2013	Word for Mac 2011	Office for iPad now available; editing requires 365 subscription  Check <a href="http://office.com/mobile">office.com/mobile</a> for details.
Excel	Excel 2013	Excel for Mac 2011	
PowerPoint	PowerPoint 2013	PowerPoint for Mac 2011	
Outlook	Outlook 2013	Outlook for Mac 2011	
OneNote	OneNote 2013	—	
Publisher	Publisher 2013	—	
Access	Access 2013	—	
Lync	Lync 2013	Lync for Mac 2011	



# What are the Business Services?



**50 GB business-class email and shared calendar**

**10 GB public website per company**

**1TB OneDrive for Business storage per user**

**Unlimited HD video conferencing\***

# Office 365 Midsize Business



## Office 365 Midsize Business

Simplify your IT with always up-to-date Office tools and services

Best for businesses with 10 – 250 employees

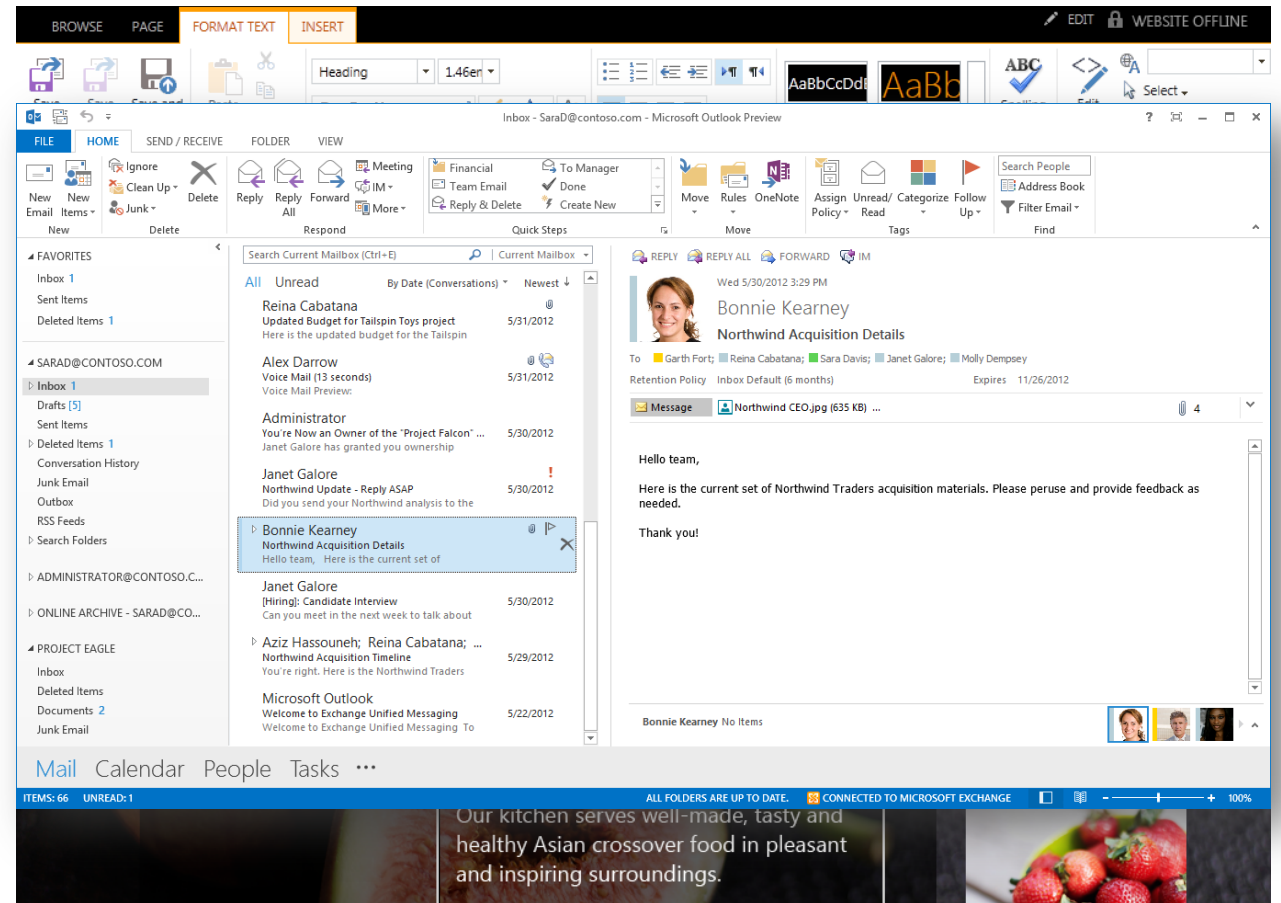
- Best for businesses with 10-250 employees
- Same benefits as Office 365 Small Business Premium, plus:
  - Up to 20 sub-sites on SharePoint
  - Active Directory

# Comparison Chart

	Office 365 Small Business Premium	Office 365 Midsize Business
	\$150 per user/year	\$180 per user/year
User maximum	25 users	300 users
All Office applications		
Office Web Apps		
Office web mobile apps		
Cloud-based email (50 GB Inbox)		
Web conferencing (Lync)		
Hosted website (10GB)		
Spam and virus protection		
Microsoft community support		
Site mailboxes		
Intranet site for your teams		20 Sub-sites
Active Directory integration		

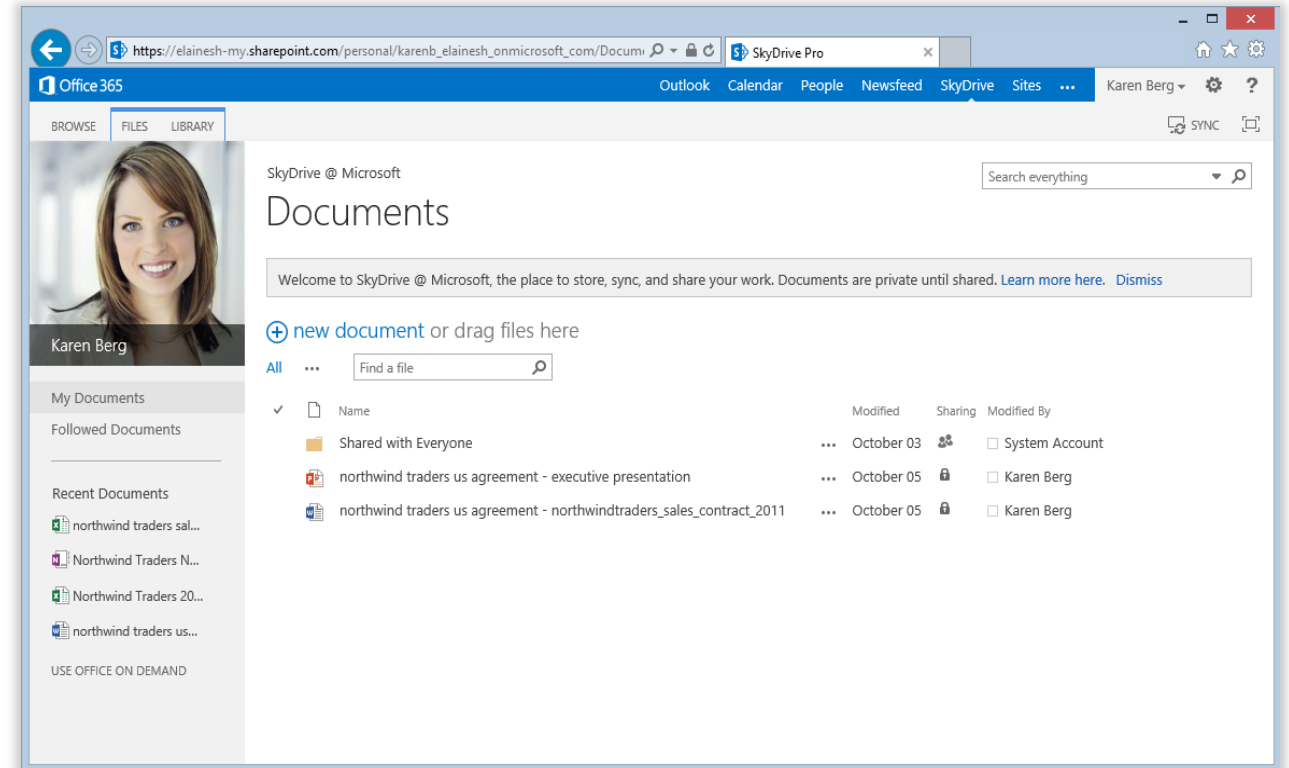
# Create a professional presence

- Use your own domain name for your website and business email
- Create a beautiful-looking public website for your business without the need to hire a designer



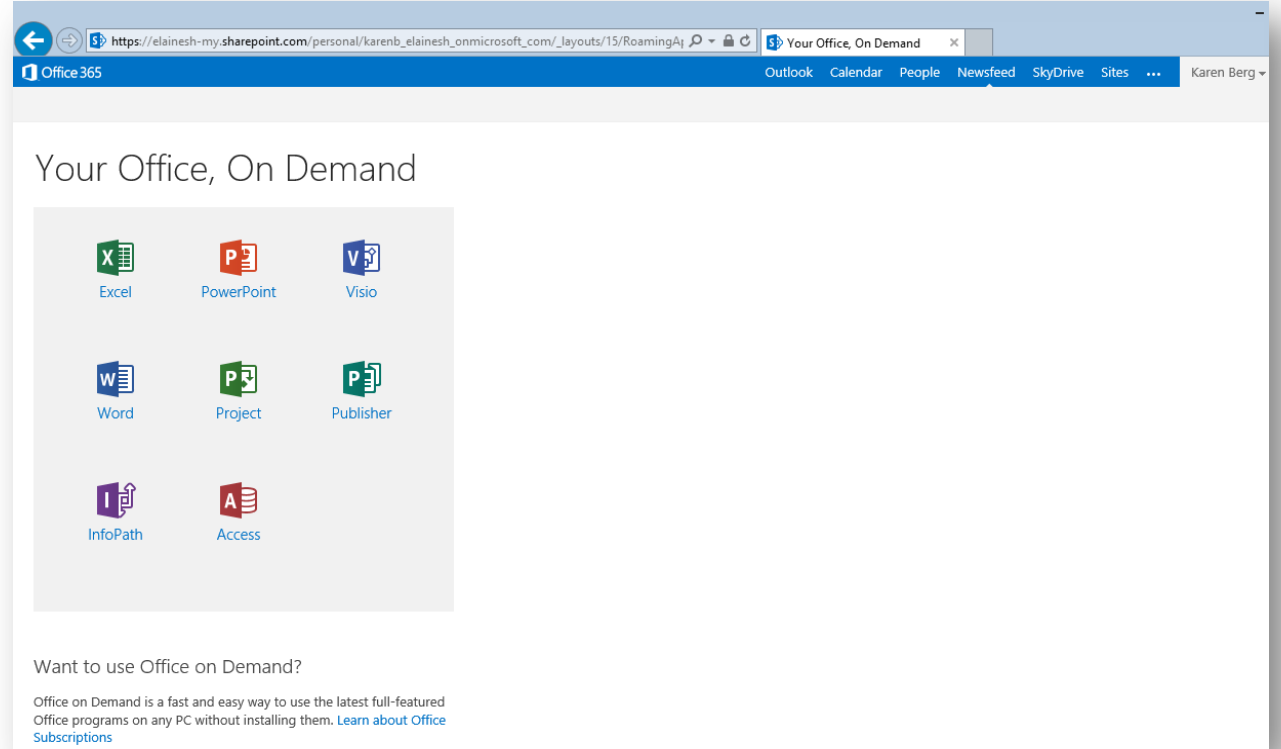
# Access your documents wherever you go

- Save your files to the cloud for automatic backup
- Sign in to Office and your latest documents and personal settings are just as you left them
- Sync your files to a device so you can still access them when offline



# Get Office on Demand (PC-only feature)

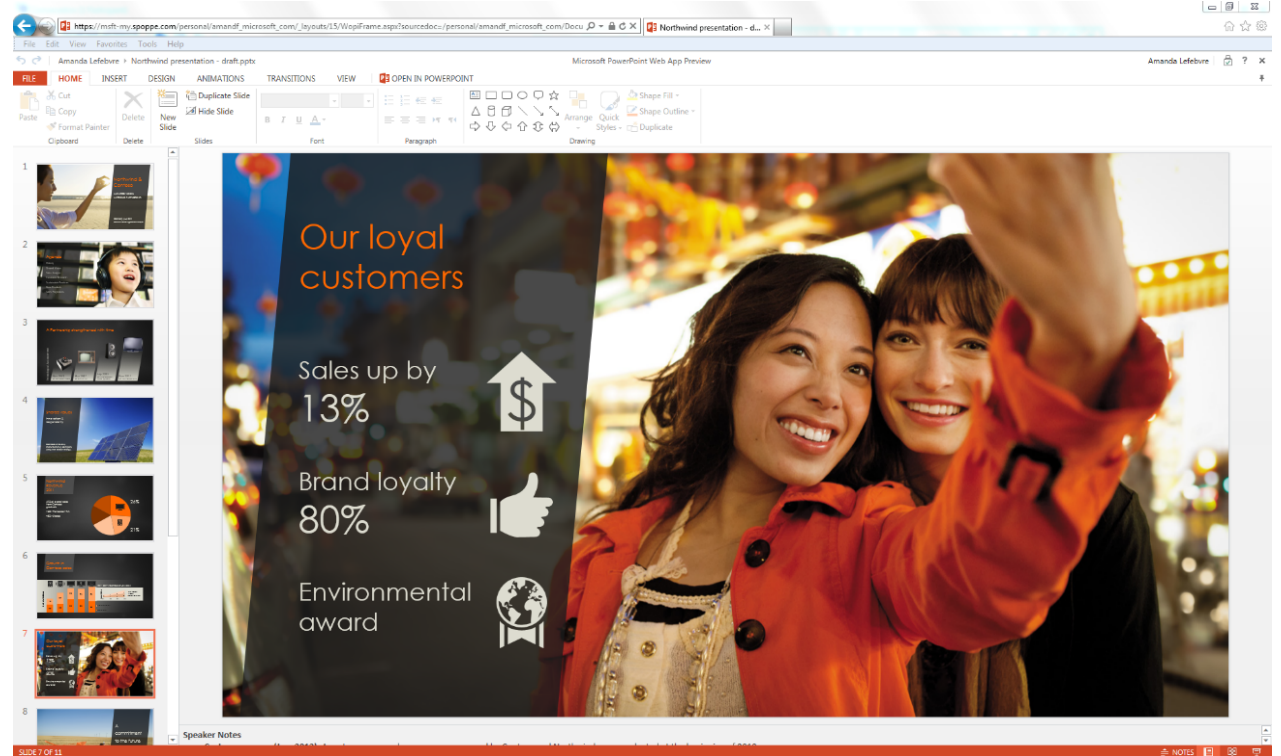
- Use Office even when you're away from your PC
- Sign in to Office using any browser
- Close your work without leaving traces on the device



# Create and edit documents from your favorite web browser

Work on documents even when you're away from your device.

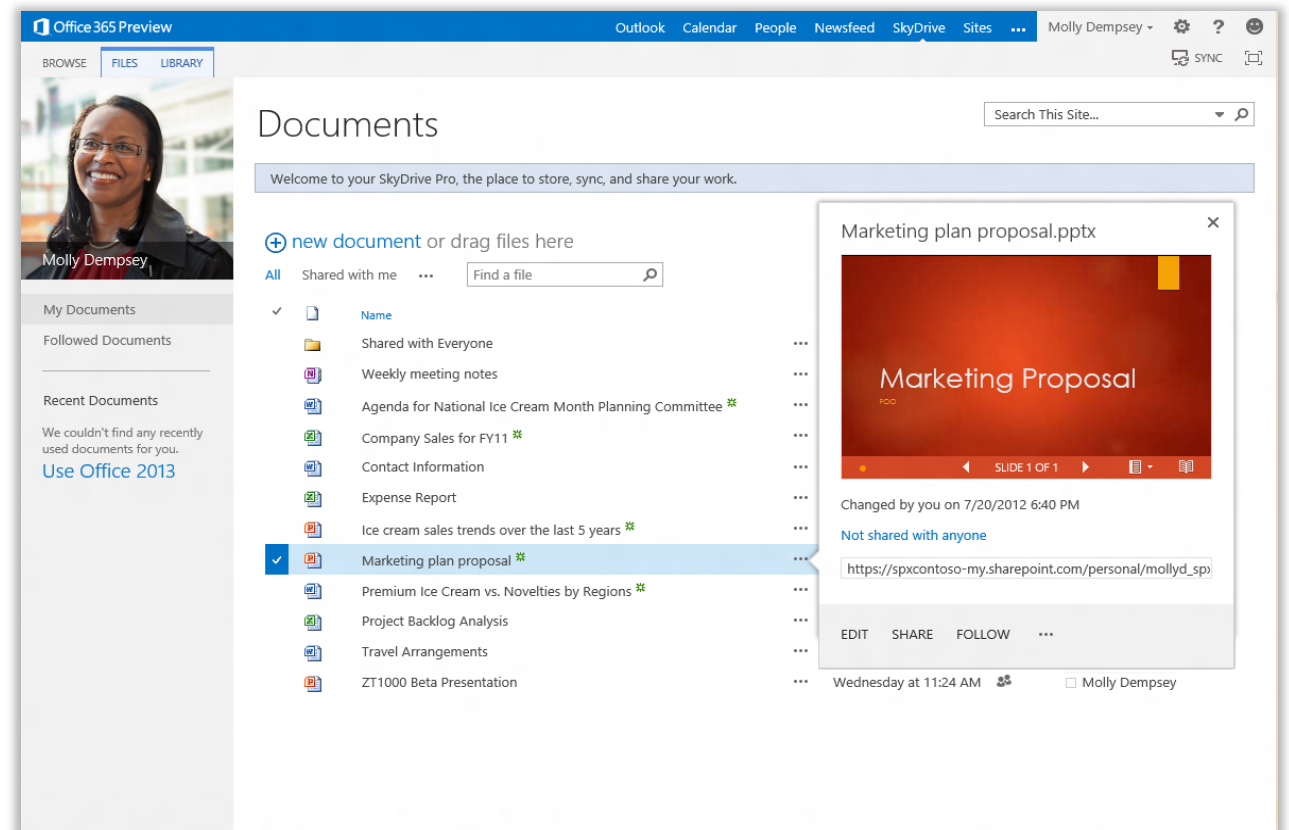
Works on Safari on Mac and Safari on iPad





# Share with customers & partners

Share documents from  
OneDrive for Business or  
SharePoint team sites with  
controlled access





# Integrated social experience

Office 365 Outlook Calendar People SocBrand Documents Sites

Share with everyone ▾

Start a conversation

Search people and posts

**Lori Penor**

Newsfeed

Tasks

More apps

EDIT LINKS

**Followed (5)** Company Mentions (2) Likes

**Lori Penor**  
Bike club is ready to start accepting entries for our #Race for the Cure teams. If your team is ready, make sure you have your packets in by EOW!  
1 minute ago Like Reply ...

**Lori Penor > Green Team**  
Anyone up for starting a lunchtime bike club? Just something quick to get us out of the office and on the road for a bit during the day.  
😊 **Lori Penor, Shu Ito, and Mark Hanson** and 10 others like this.  
1 minute ago Like Reply ...

**Shu Ito** I'm interested. #spw Just got a road bike this week!  
1 minute ago Like Reply ...

**Shu Ito** I'm interested. Just got a road bike this week!  
1 minute ago 😊 3 Like Reply

Write a reply

**Lori Penor**  
Anyone up for starting a lunchtime bike club? Just something quick to get us out of the office and on the road for a bit during the day.  
1 minute ago Like Reply ...

**Armando Pinto** replied to a post by **Bethany Doan**

**Bethany Doan**  
Hey Lorie, here's a picture from our brainstorm. It went really well, thanks for recommending your technique!

I'm Following

225 people

15 documents

3 sites

5 tags

Working in Home Office Today

**Peter Sadow**  
In a conference call - Busy. Free at 12:00PM  
SR SDE - Contoso Development

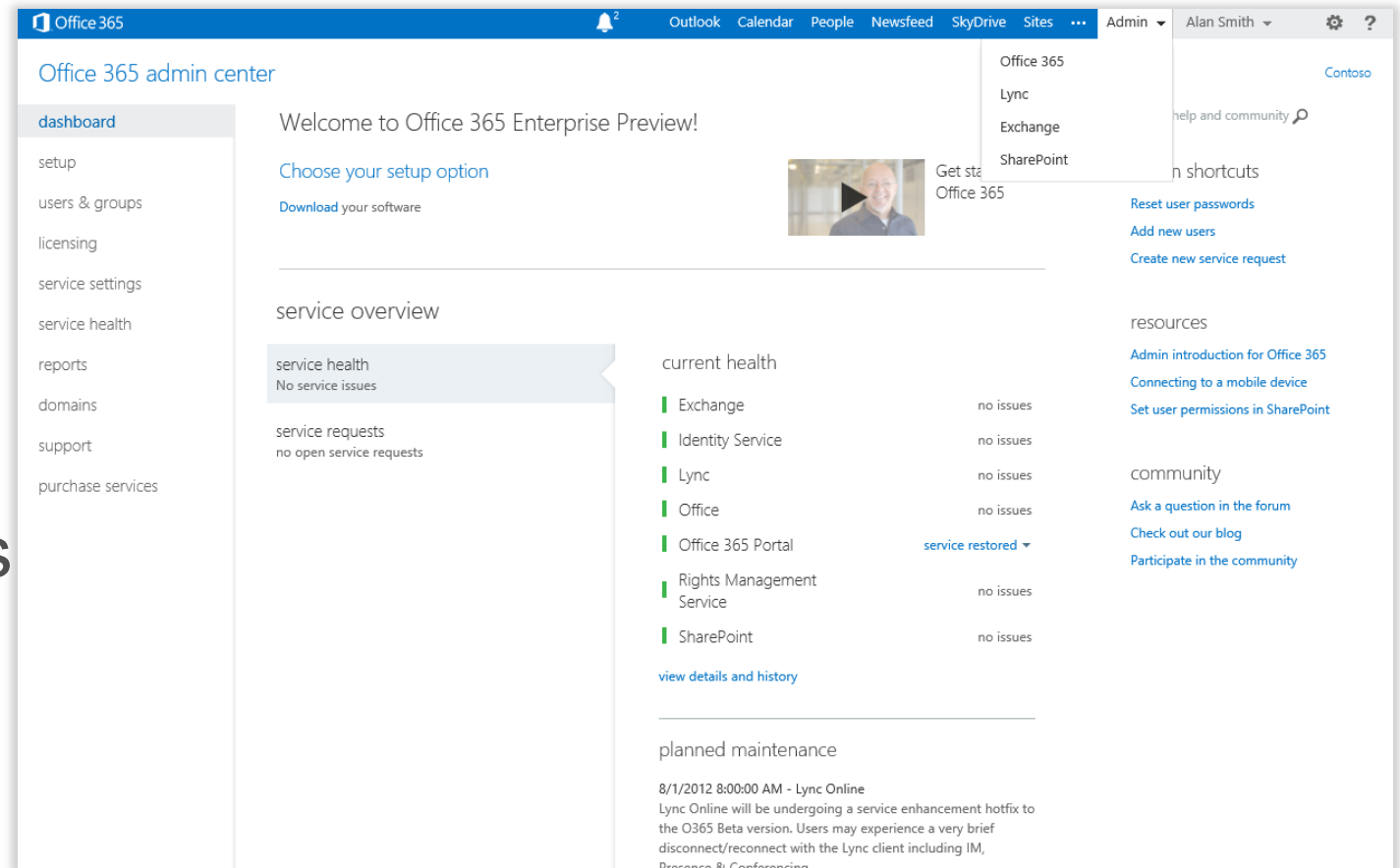
CONTACT | NOTES | ORGANIZATION | **WHAT'S NEW** | MEMBERSHIP

Includes updates allowed by this person's privacy settings on: Facebook.

- Jim Corbin** > **Peter Sadow** Happy belated 30th  
15 days ago 9:10 AM
- Ken Circeo** > **Peter Sadow** HB Buddy!  
18 days ago 10:20 PM
- Chris Ashton** > **Peter Sadow** happy birthday!  
18 days ago 9:34 PM
- Jill Frank** > **Peter Sadow** Happy Birthday  
18 days ago 9:06 PM
- Peter Krebs** > **Peter Sadow** Happy birthday Peter Hope you had a great birthday weekend!  
18 days ago 8:33 PM

# Less IT required

- Get up and running quickly with preconfigured, easy-to-use services
- Manage users and settings from a simplified web portal
- Enjoy built-in spam and virus protection and a 99.9% financially-backed uptime service level agreement







# Evolving Office 365 plans for small and midsized businesses

Arriving Oct. 2014

		Business	Business Essentials	Business Premium
Core Details	Price per user per month \$USD (with annual commitment)	\$8.25	\$5	\$12.5
	Seat Cap	300 (for each plan)		
Office Applications	Word, Excel, PowerPoint, Outlook, OneNote, Publisher	●		●
	Install Office desktop applications on up to 5 Windows PCs or Macs	●		●
	Access to core Office apps and documents from all major smartphones, Windows tablets and iPad	●		●
	Office Online - online versions of Word, Excel, PowerPoint and OneNote for collaborating on documents	●	●	●
Standard Services	OneDrive for Business – 1TB personal online document storage & access on PCs, smartphones and tablets	●	●	●
	Email - 50 GB email, contacts, shared calendars (Exchange)		●	●
	Online meetings - Web conferencing, IM, video, presence (Lync)		●	●
	Sites - team collaboration & internal portals, public website (SharePoint)		●	●
	Private social networking (Yammer)		●	●
Other value	99.9% financially-backed uptime guarantee	●	●	●
	24/7 phone support from Microsoft for critical issues	●	●	●
	On-premises Active Directory synchronization for single sign on	●	●	●

# Comparing Current 365 Business Solutions

<http://tinyurl.com/365business>

	Small business		Midsize business	Enterprise			
Not sure? Let us help you choose	Office 365 Small Business	Office 365 Small Business Premium	Office 365 Midsize Business	Hosted email (Exchange Online Plan 1)	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E4
See also <a href="#">Office 365 ProPlus Education plans</a> <a href="#">Government plans</a> <a href="#">Nonprofit plans</a> <a href="#">FAQ</a> <a href="#">Office for home</a>	\$5.00 user/month	\$12.50 user/month	\$12.50 user/month	\$4.00 user/month	\$8.00 user/month	\$20.00 user/month	\$22.00 user/month
	annual payment			annual commitment			
	Buy now	Buy now	Buy now	Buy now	Buy now	Buy now	Buy now
User maximum:	25 users	25 users	300	Unlimited	Unlimited	Unlimited	Unlimited
Full, installed Office applications on up to 5 PCs or Macs.		Desktop versions of: 	Desktop versions of: 			Desktop versions of: 	Desktop versions of: 

# Office 365 Small Business Premium Demo

# Using Office

# Microsoft Account

## What is it?

An email address and a password that are used to sign in to all Microsoft services and devices (e.g. Xbox LIVE & Windows 8 PCs and tablets).

If you use an email address and password to sign in to these or other Microsoft services, you already have a Microsoft account.

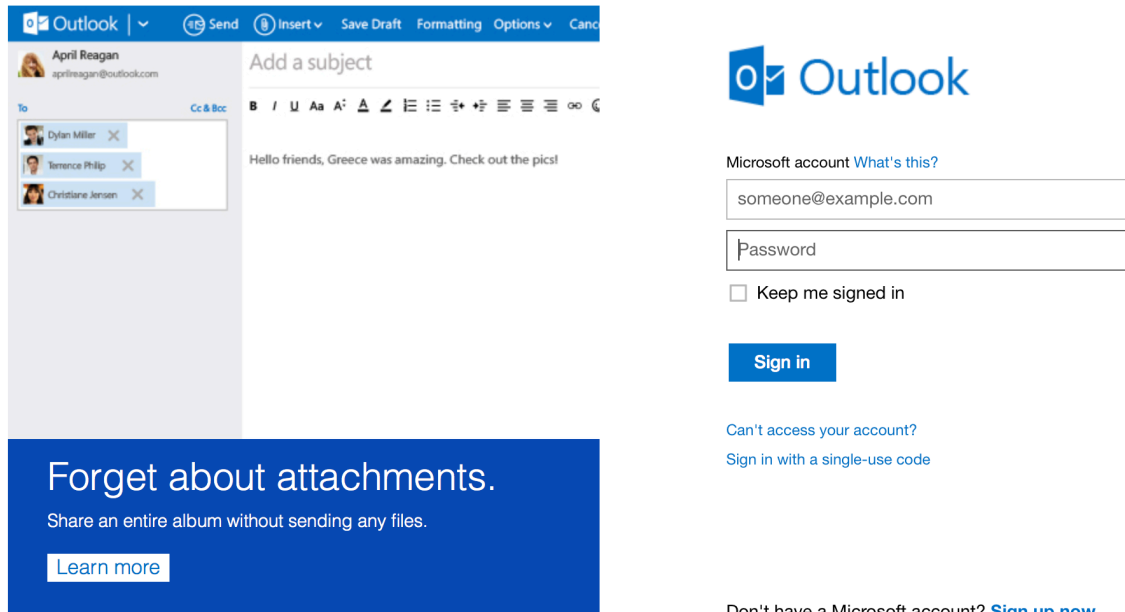




# Microsoft Account

## Why sign in?

When you sign in with your Microsoft account to any Microsoft service or device, your experiences are more personal and connected.



- Enhanced safeguards help protect you and your information
- Easy to add or edit payment methods, and renew or cancel subscriptions
- Conveniently track your purchase history and subscriptions





HOME PRODUCTS SUPPORT TEMPLATES STORE OFFICE ONLINE

## My Account

### Office 365 Home

For 5 PCs or Macs and 5 Tablets

## Share your subscription benefits

Share your subscription benefits with up to four people in your household.



Neil Tickin



Add user



### EACH PERSON GETS

- Access to your available installs.
- An account page to manage their own installs.
- An extra 1TB of OneDrive storage.

[Learn more](#)

## Install Information

### PC, Mac, and Windows Tablet Installs

Computer name

Installed

Neil's MacBook Pro  
(Mac OSX Version 10.9.4)

Wednesday, July 30, 2014  
[Deactivate Install](#)

Used By: You

Office for Mac

Language: English

[Language options](#)

Install

[Need help installing?](#)

Neil's MacBook Pro Retina  
(Mac OSX Version 10.9.3)

Monday, June 09, 2014  
[Deactivate Install](#)

Microsoft.com/office

# Microsoft Account & the new Office

Needed for

- iOS Apps like OneDrive, OneNote, Office Mobile
- Access & save to OneDrive

Manage Office 365

- Installs
- Users
- Office on Demand
- Etc.



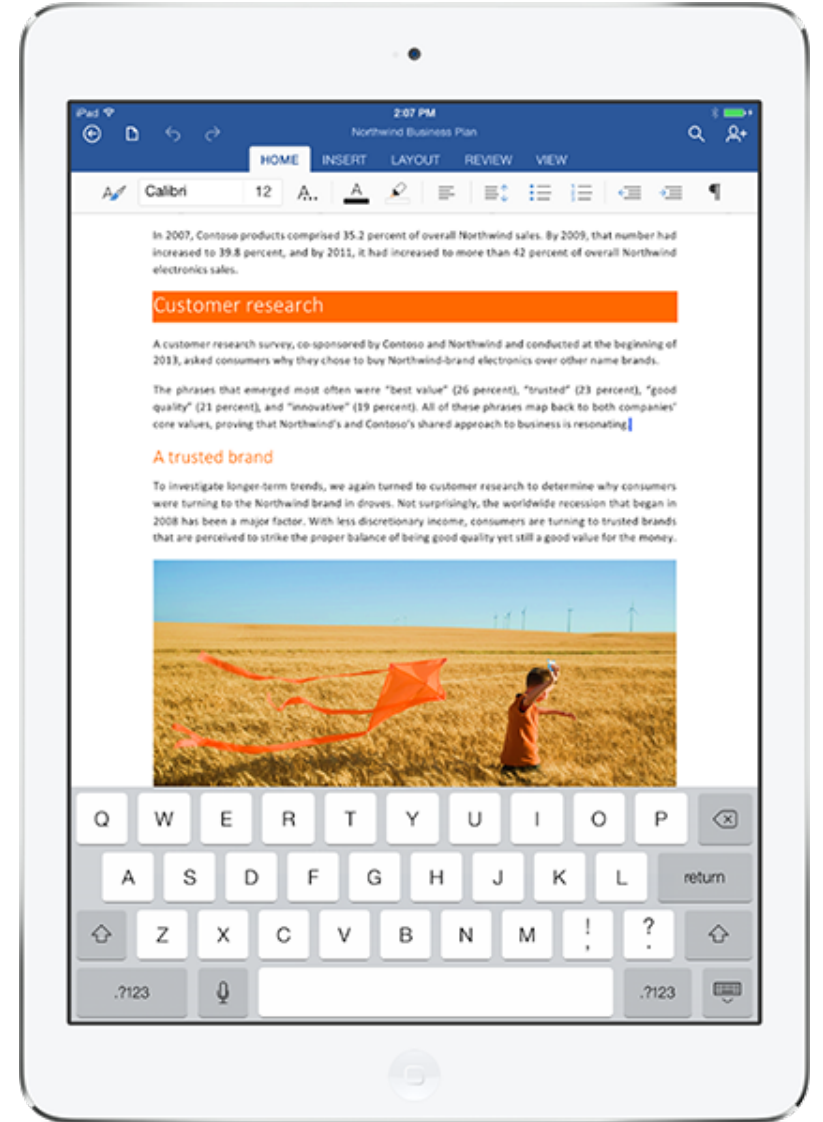
# Introducing Office for iPad

Robust capabilities and a familiar look that is unmistakably Office

Touch experience built from the ground up exclusively for iPad

Free to view, read, and present documents; editing requires Office 365 subscription\* and iOS 7.0 or later for installation

\*Office 365 Home, Office 365 Personal, Office 365 Small Business Premium, Office 365 Midsize Business, Office 365 E3 and E4 (Enterprise and Government), Office 365 Education A3 and A4, Office 365 ProPlus, and Office 365 University.



# Office for iPad



Touch-Optimized Ribbon and tools – no keyboard and mouse required

Works with iPad features like Voice Dictation and AirPlay

Easy simultaneous collaboration

Content retains formatting

Office for iPad requires iOS 7.0 or later.





# Office Online



PowerPoint

- Available in OneDrive & SharePoint



Excel

- View, edit, and share your Office documents

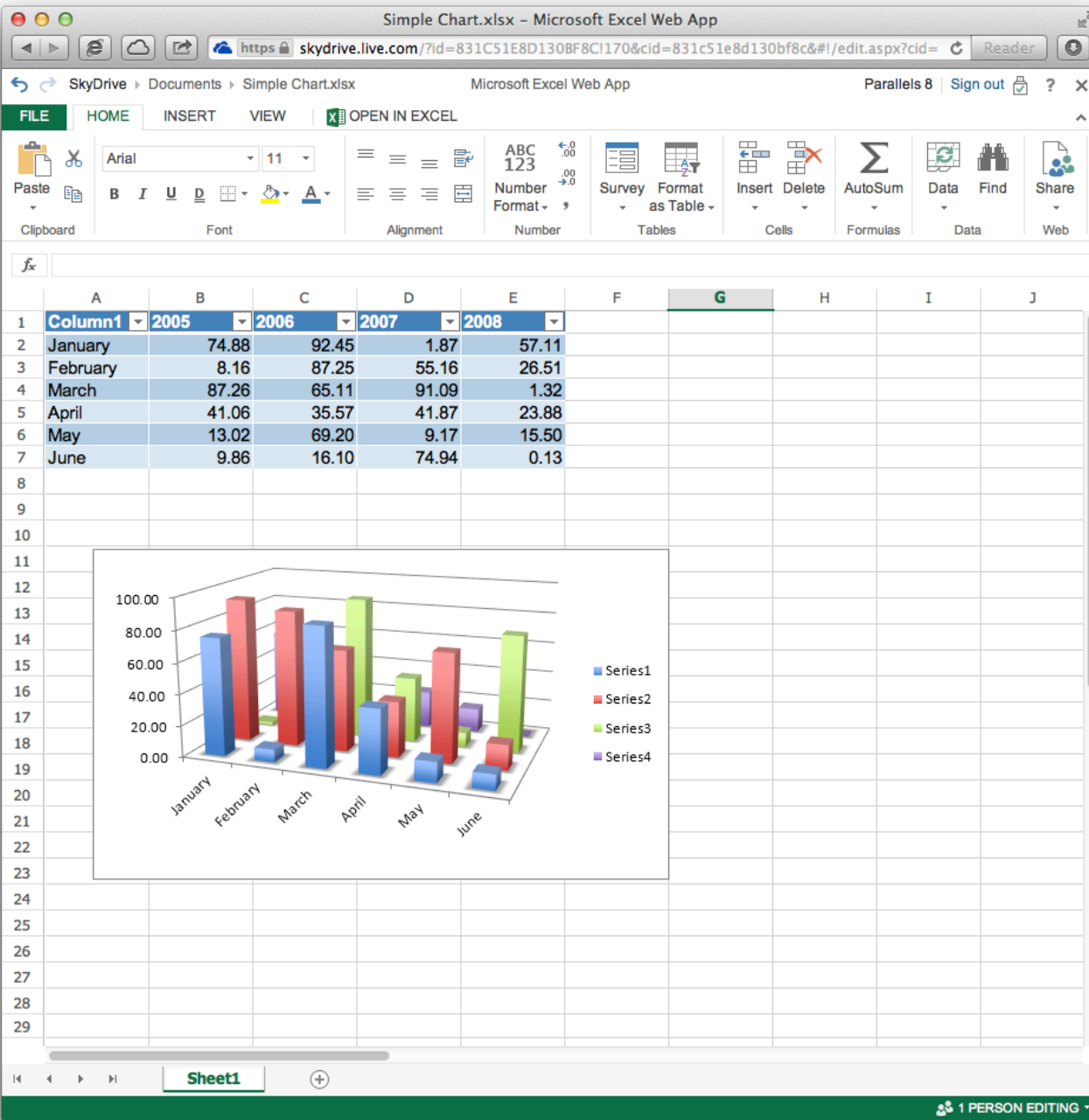


Word



OneNote

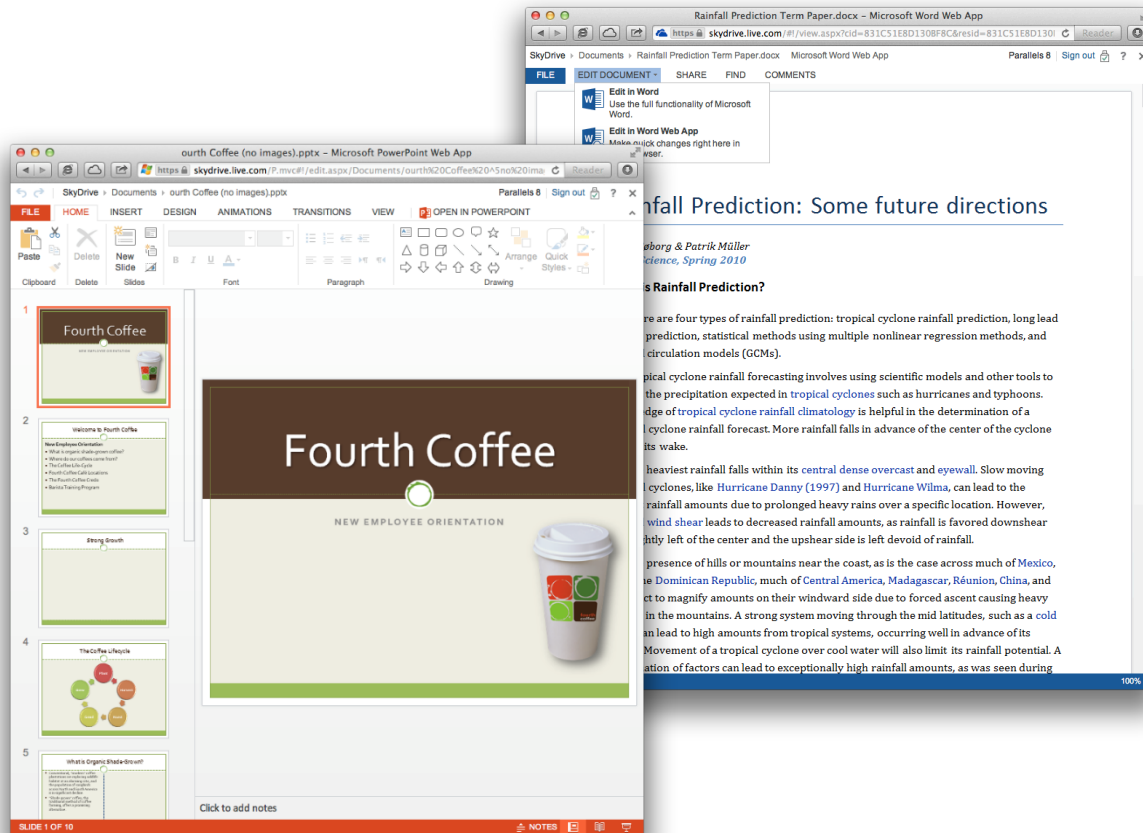




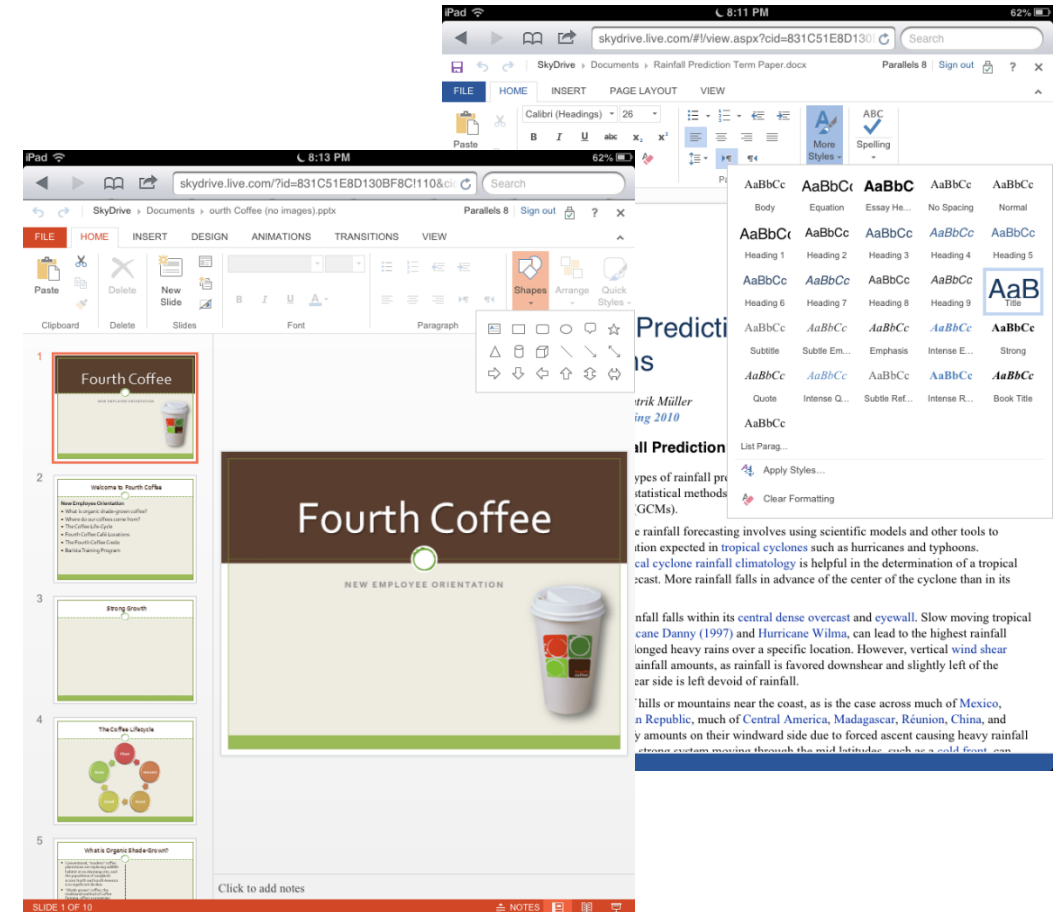
# Supported browsers:

- **Mac:** Safari 5 or higher on OS X Lion, Mountain Lion or Mavericks (10.7-10.9)
- **Windows:** IE9 or higher on Windows 7 or Windows 8
- **Chrome:** 18 or higher
- **Firefox:** 12 or higher

# Office Online



On Mac OS X Safari



On iPad



# Office:Mac 2011 Installation Requirements

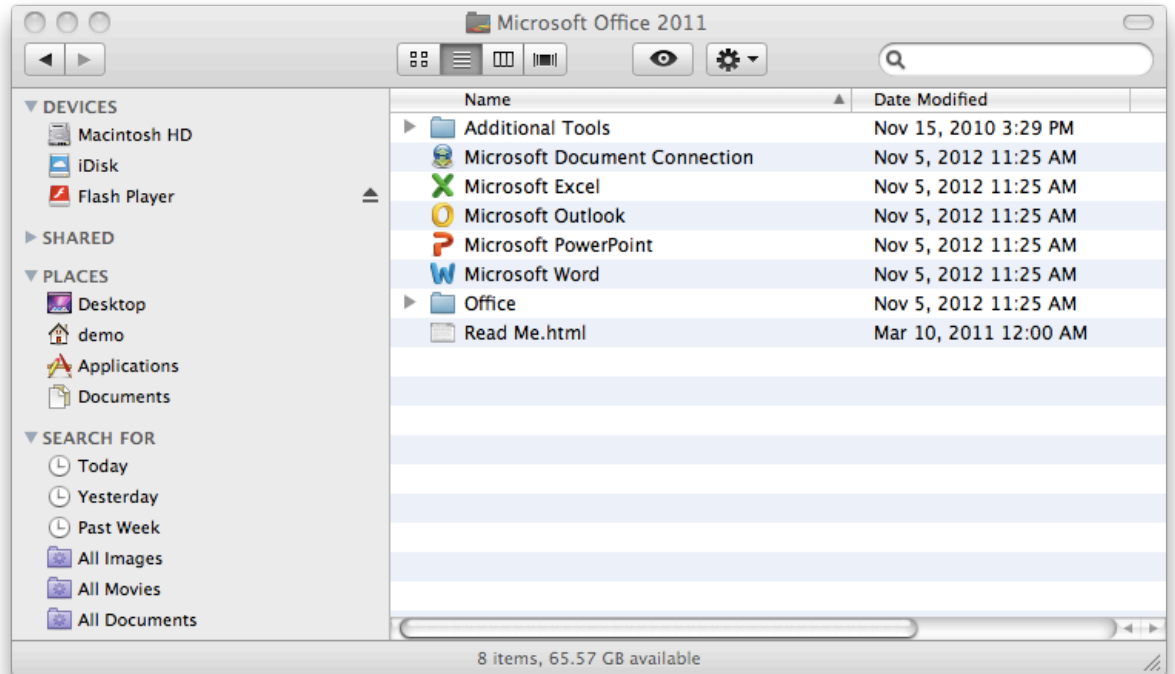
Component	Minimum requirement
Processor	Intel only
Operating System	10.5.8 or later
Memory	At least 1 GB of RAM
Hard Disk	2.5 GB available space
External Disk Drive	DVD drive (or connection to a local area network if you are installing over a network)
Display	1280 x 800 pixel or higher resolution
MS Exchange Server	Connectivity to Microsoft Exchange Server 2007 Service Pack 1 with Update Rollup 4 (KB952580) or later
Additional Requirements	<ul style="list-style-type: none"><li>• Certain online functionality requires a Microsoft account</li><li>• Access to files stored on a SharePoint server requires connectivity to Microsoft Windows SharePoint Services 3.0 or later.</li><li>• Safari 5 or later (recommended)</li><li>• Disable anti-virus software</li><li>• Quit all other running applications</li></ul>

# Installation

What is installed, and where?

Microsoft Office 2011 folder  
(in the Applications folder)

- Microsoft Document Connection
- Office applications (Word, Excel, etc.)
- Additional Tools
  - Microsoft Language Register
  - Microsoft® Silverlight™
  - Windows Media® Components for QuickTime
- The Office folder

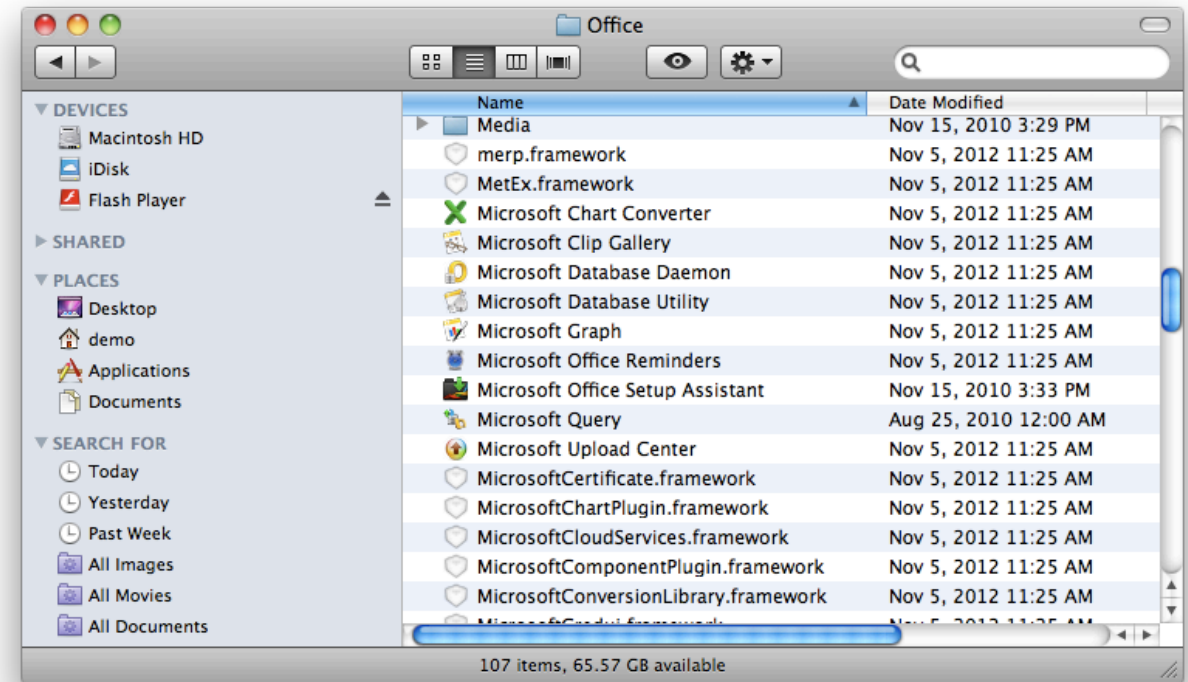


# Installation

What is installed, and where?

## The Office folder

- Add-ins
- *Many* shared frameworks
- Help files
- Auxiliary apps (e.g. Office Reminders and Setup Assistant)
- Media (e.g. Border Art, Clipart, and Document Elements)



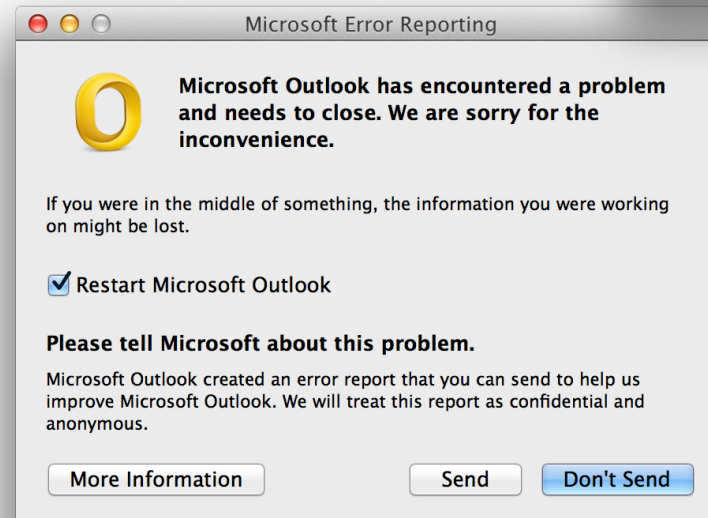
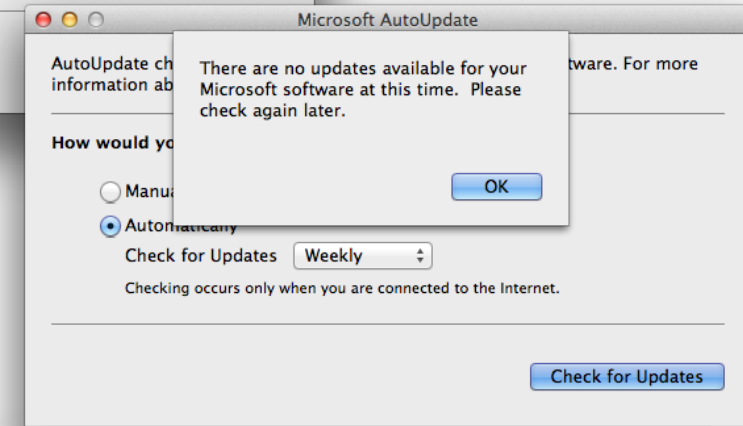
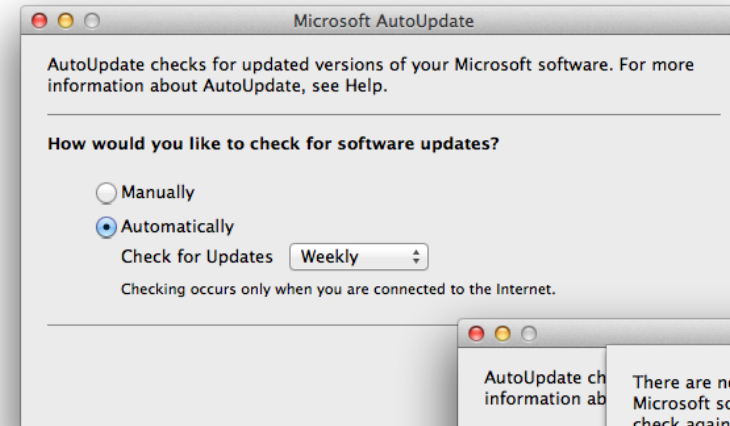
# Installation

What is installed, and where?

Some auxiliary apps here: /Library/  
Application Support/Microsoft

Including:

- Microsoft AutoUpdate
- Microsoft Error Reporting for Mac



# Installation

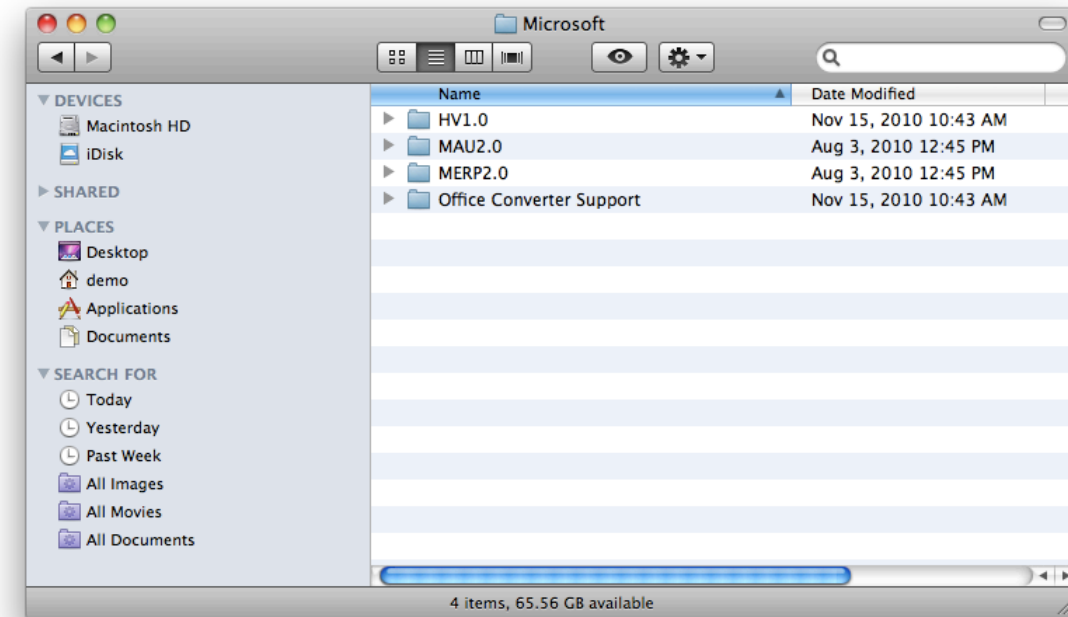
What is installed, and where?

Preferences in several locations

Suite prefs: /Library/Preferences

User prefs: /Library/Application Support/Microsoft

Communicator prefs: /Library/Application Support/Microsoft/Communicator



# Installation

## What is installed, and where?

Product key and other licensing info in three locations:

- /Library/LaunchDaemons/com.microsoft.office.licensing.helper.plist
- /Library/PrivilegedHelperTools/com.microsoft.office.licensing.helper
- /Library/Preferences/com.microsoft.office.licensing.plist

## Fonts in two locations:

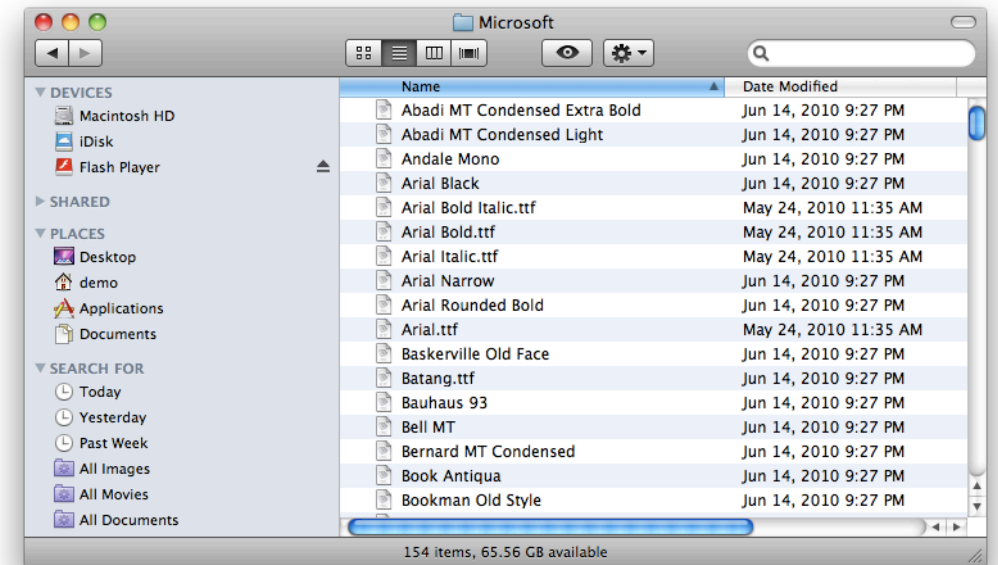
- Microsoft fonts folder at /Library/Fonts/Microsoft
- Font collection “Windows Office Compatible” in /Library/FontCollections

## User data:

- /Documents/Microsoft User Data

## Outlook data (email, attachments, etc.):

- /Documents/Microsoft User Data/Office 2011/Main Identity



# Uninstall Office

## What to remove

<http://support.microsoft.com/kb/2398768>

## Remove Office tool no longer ships with 2011

## Diane Ross' site - Remove Office 2011 options

Downloadable uninstaller:

[http://www.officeformachelp.com/wp-content/uploads/2011/01/Remove-Office-2011-Uninstaller.pkg\\_.zip](http://www.officeformachelp.com/wp-content/uploads/2011/01/Remove-Office-2011-Uninstaller.pkg_.zip)

Instructions for scripted removal

## Change license key by removing just licensing files



# Deployment options

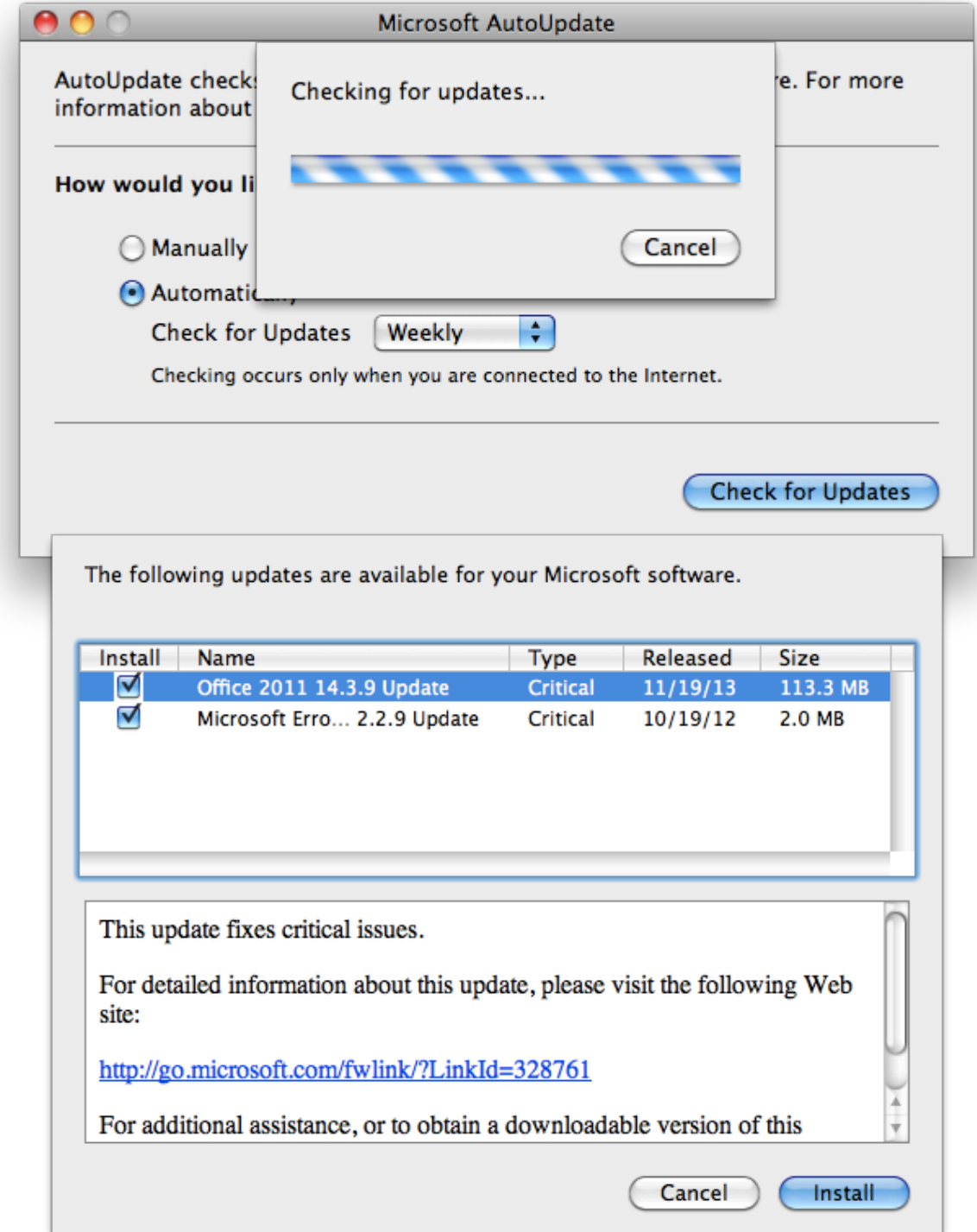
- Individual (less than 5 users)
- Volume license
- Mass deployment





# AutoUpdate

- Automatically launches after install
- AutoUpdate may need to quit in order to install downloaded updates for itself
- Server environments may choose to manage Office updates for users
- Keep checking for updates until no more are available



# Mass deployment of updates

1. Create network installation point
2. Install latest updates
3. Package the new image
4. Copy the new image to a shared location
5. Deploy updated image of Office for Mac 2011

<http://tinyurl.com/ofmupdates>

# Break

# Top Tips for Office for Mac 2011

# Word for Mac 2011



## Viewing Documents

### **Print Layout (default)**

Actual print appearance

### **Draft**

Format text quickly in simple layout

Use for style troubleshooting

### **Web Layout**

Approximate appearance of a doc on web

### **Outline**

Rearrange text easily, change levels, etc.

### **Notebook Layout**

Organize by tabs

Voice recording

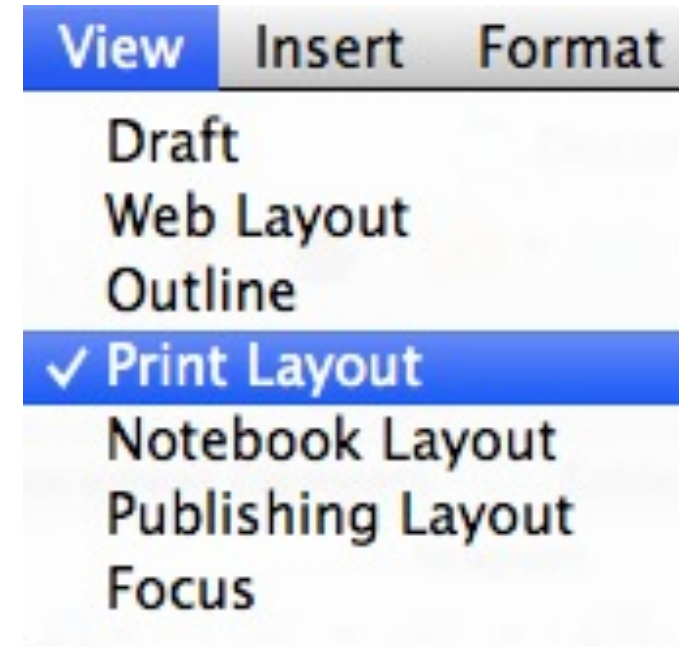
### **Publishing Layout**

Design format-rich documents like newsletters, brochures

Manipulate overlapping objects

### **Focus**

Full screen with selected options for enhanced overview



# Word Preferences



Just a sample of important preferences:

Use the Search field to find a preference while troubleshooting.

**General:** Increase recently opened documents in Open Recent.

**General:** WYSIWYG fonts and styles.

**View:** Controls what you see on the screen. For troubleshooting, make sure All is checked under Nonprinting characters.

**Styles:** To see styles applied in a document, set Window → Style area width to at 1". Creates a gutter for viewing styles in Draft and Outline view, useful in troubleshooting.

**Edit:** When selecting, automatically select entire word may drive users crazy. Show Paste Options and Use smart cut and paste provide more options for formatting of pasted text.

**Security:** when sharing a document, set the privacy options in Security by checking *Remove personal information from this file* on save and *Warn before printing, saving or sending a file that has tracked changes or comments*.

# Styles



Styles layer on top of templates

Most efficient method of formatting

Benefits of consistency, easy updating

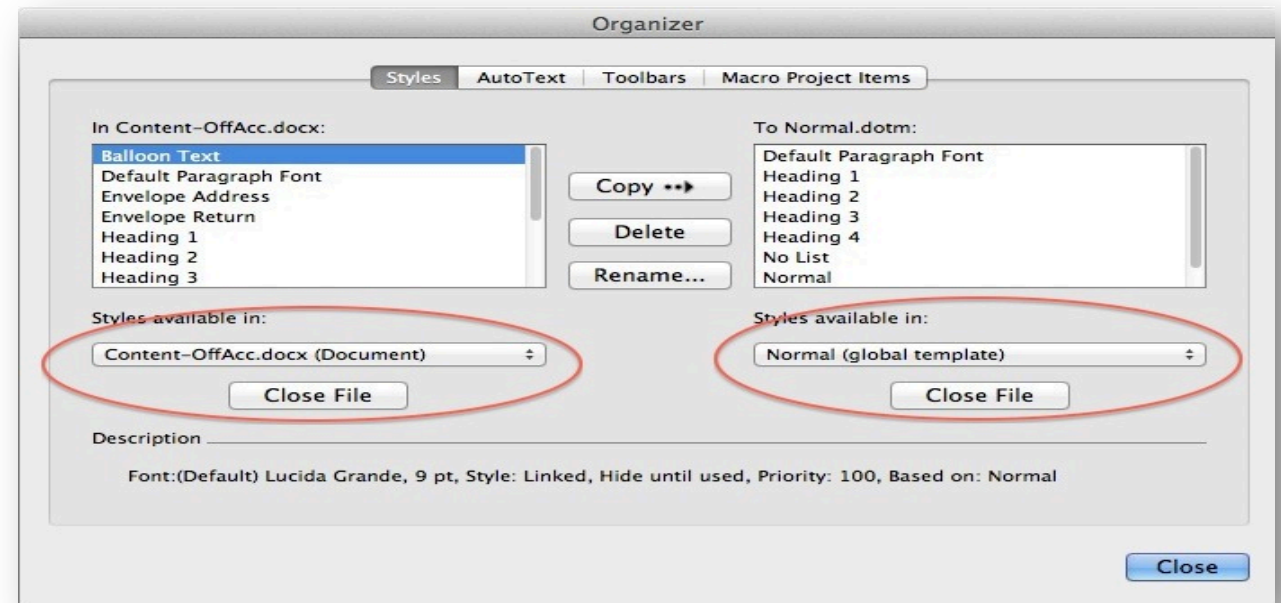
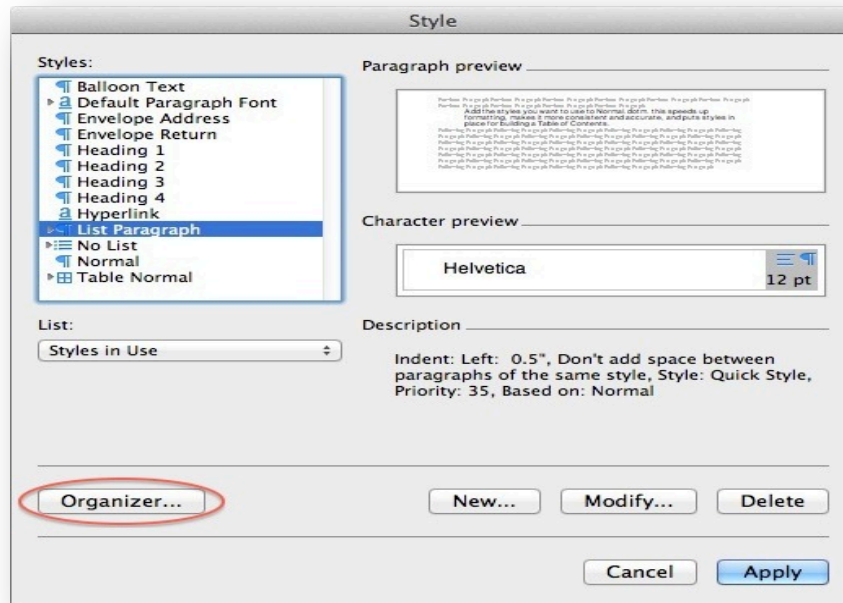
Used to build tables of contents

Direct editing is time consuming and to be avoided

Base document structure on sections and styles.

# Style Organizer

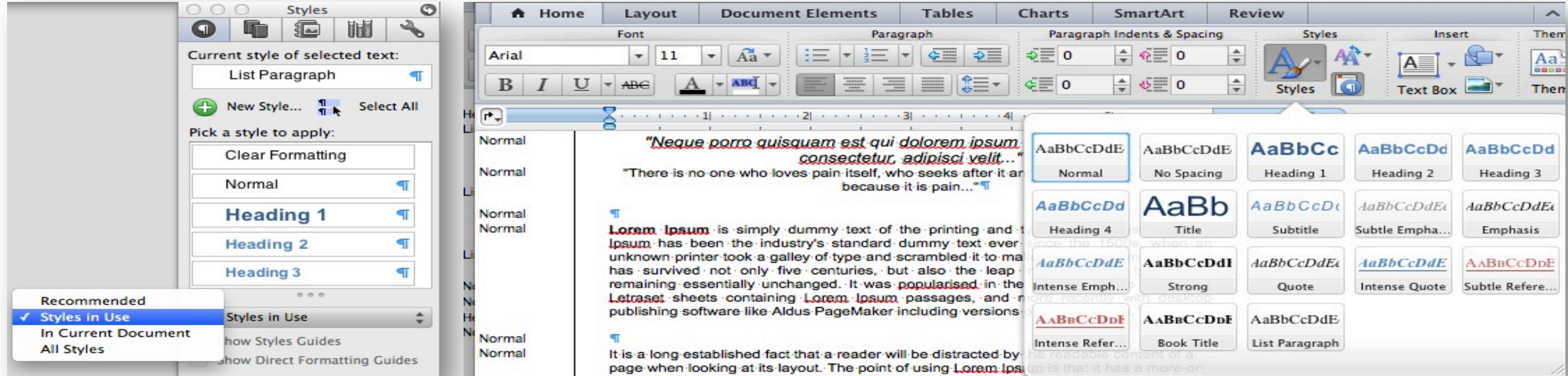
## Format → Style → Organizer



Add styles to documents  
Remove styles from documents



# Style Palette/Style Ribbon



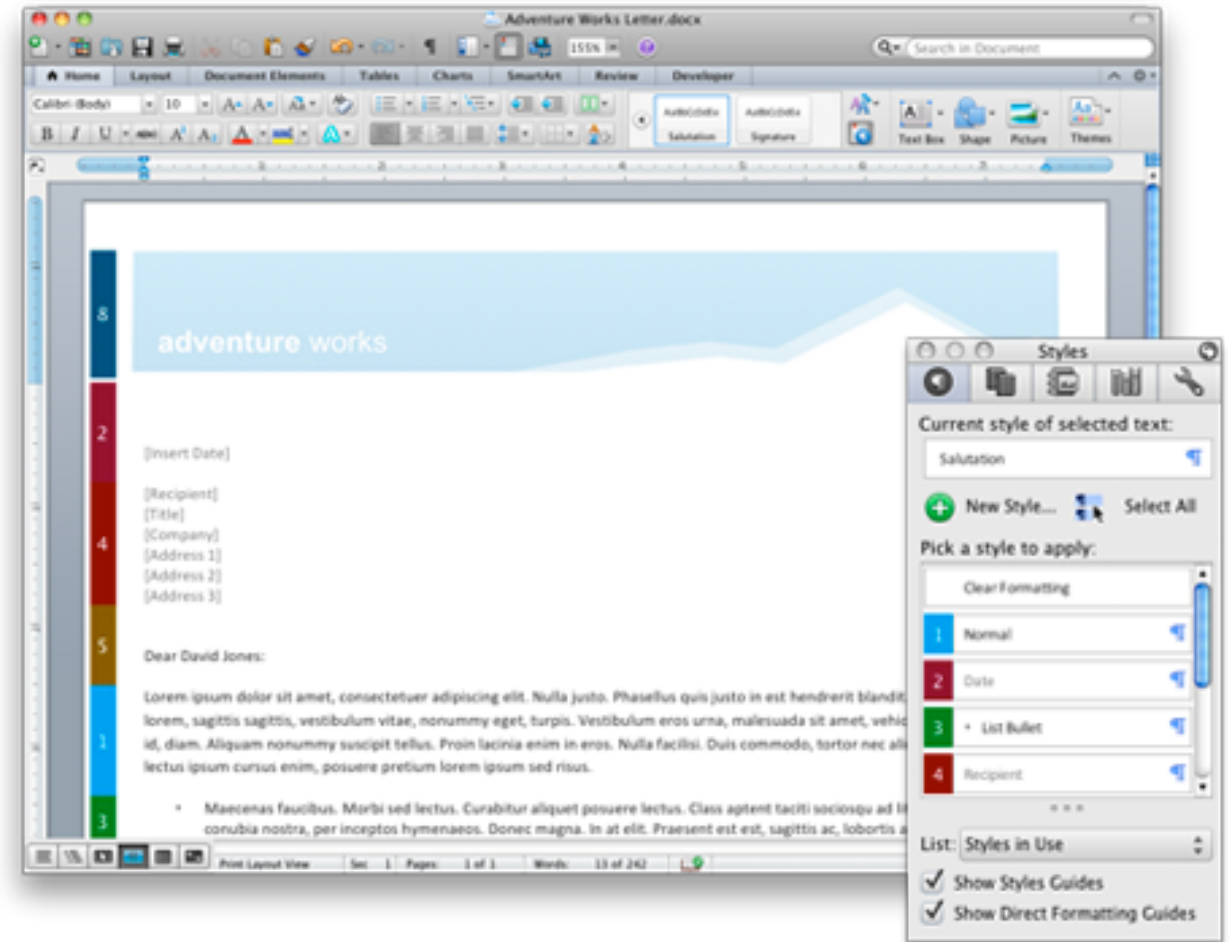
Multiple ways to access styles: know how to show your customers the one they will find most useful

# Word for Mac 2011



## Visual Styles

- Easier and more reliable than ever
- Instantly see the Styles applied in your document
- Styles Visual Aids
- One-click checking for potential errors



# Troubleshoot Styles

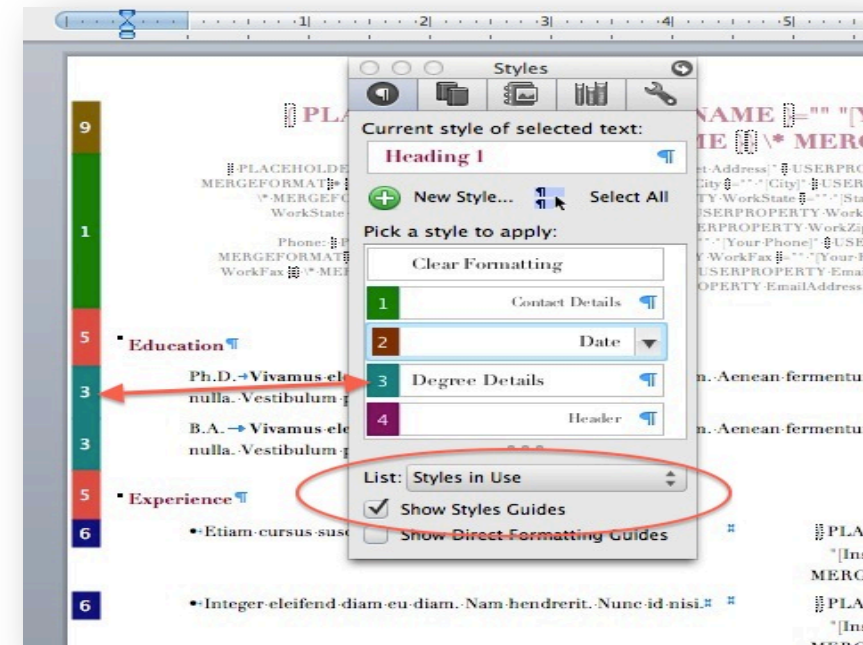
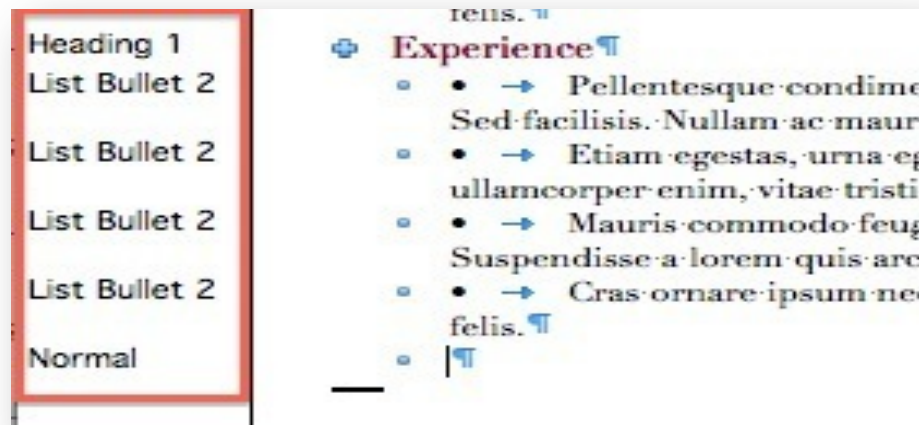


How can I see that the right style is applied?  
Two ways to view styles

View the Style area (set width to 1" in preferences)

Or, Show Style Guides

View → Toolbox—Styles, check box

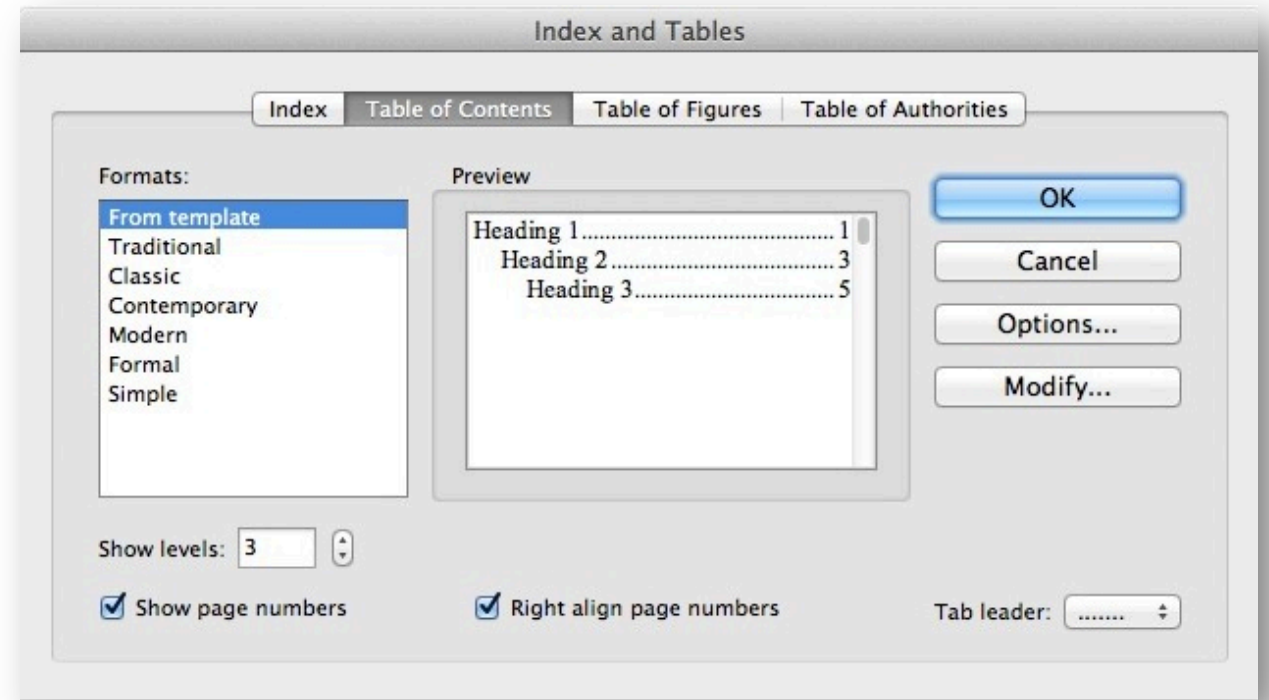


# Word for Mac 2011



## Table of Contents

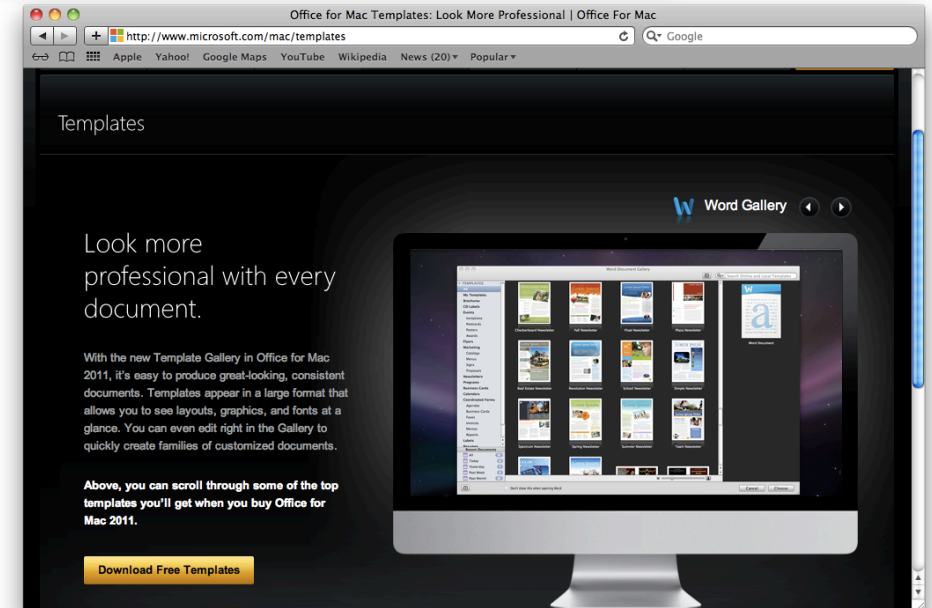
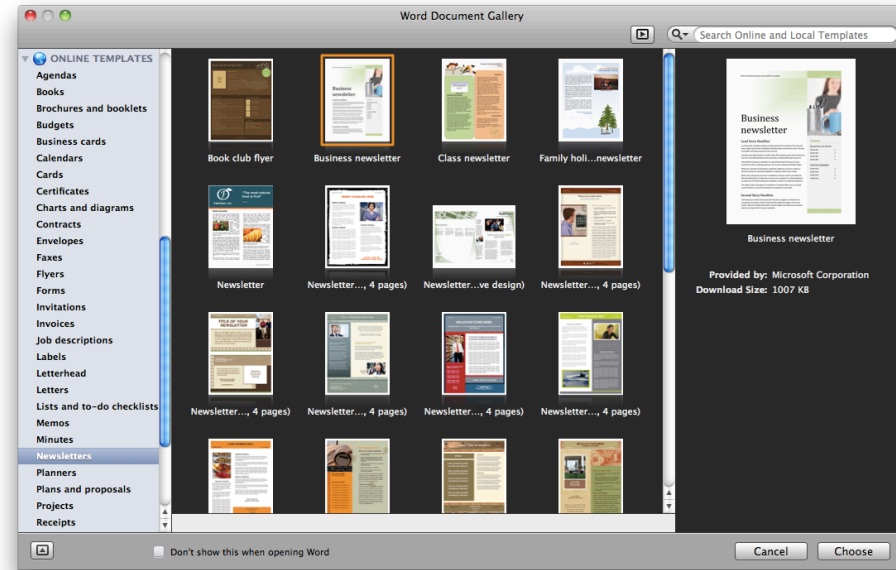
- Insert → Index and Tables
- Built from assigned styles
- Assign styles with an eye to Table of Content creation



# Word for Mac 2011

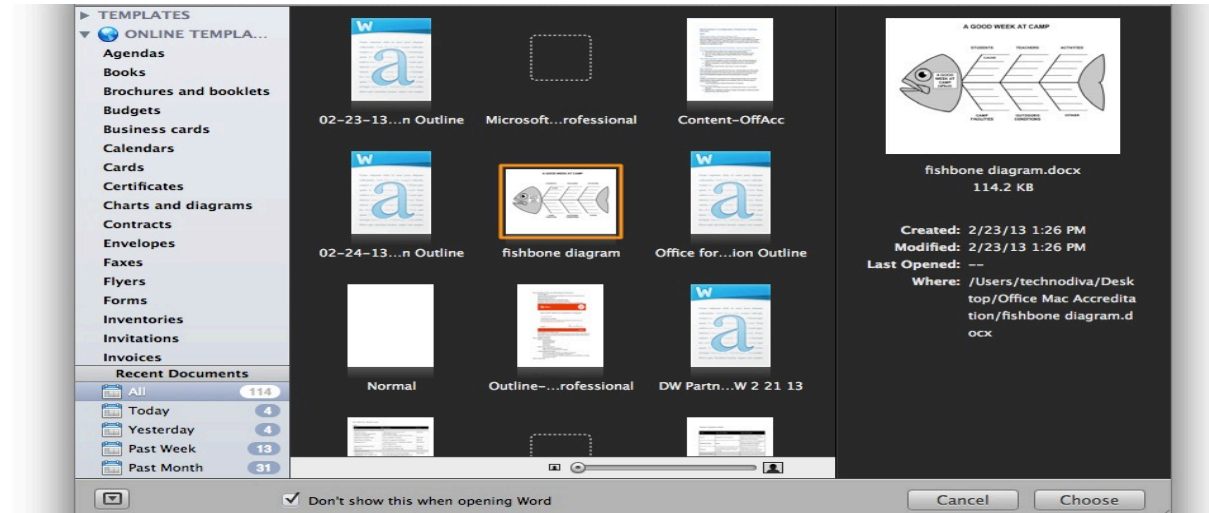
## Using Templates

- Design professional-looking documents
- All the formatting is complete
- E.g. resumes, invitations, and newsletters
- Get more at:  
[www.microsoft.com/mac/templates](http://www.microsoft.com/mac/templates)





# Use Online Templates in Document Gallery



In the Document Gallery, scroll to the bottom, then click the disclosure triangle next to Online Templates to display the list of online templates.

Click on a template to see a larger thumbnail and who provided the template.

Click Choose to open the file

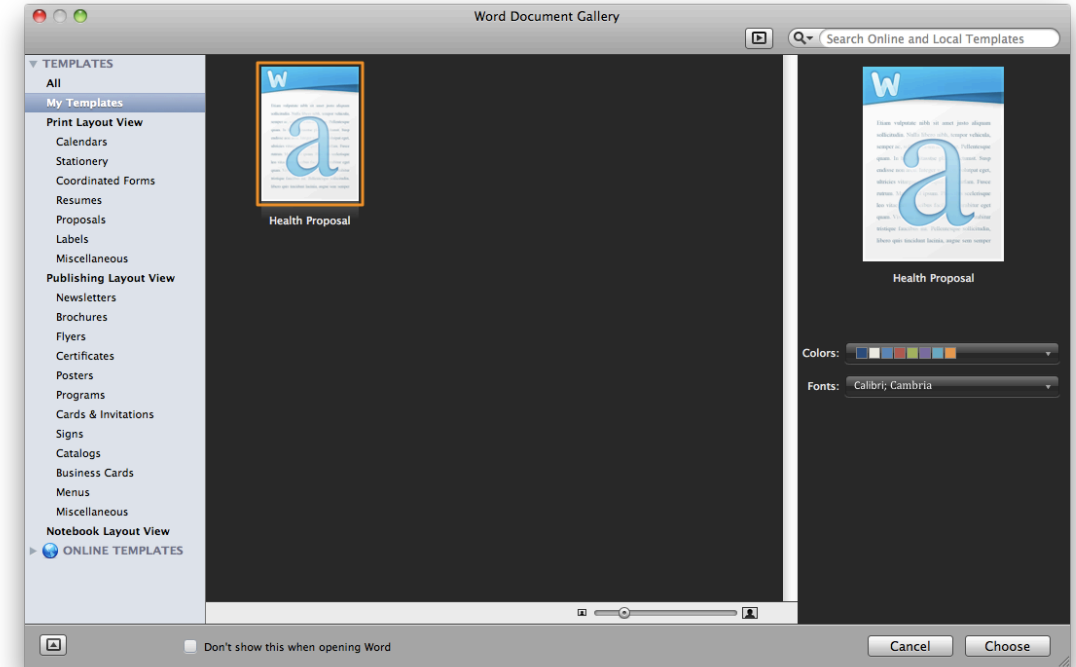
The file will not download, it must be saved via the Save dialog

# Word for Mac 2011



## Creating Templates

- Start with new blank document or existing document
- Add/remove formatting
- Save as Document Template (.dotx)



# Word for Mac 2011



## Sharing Templates within workgroups

- Network location with limited permissions to preserve templates
- Mount at user login – always available to Office apps
- Set location in **Preferences/File Locations**
- Shows in alpha order in Document Gallery





# Templates vs. Save As

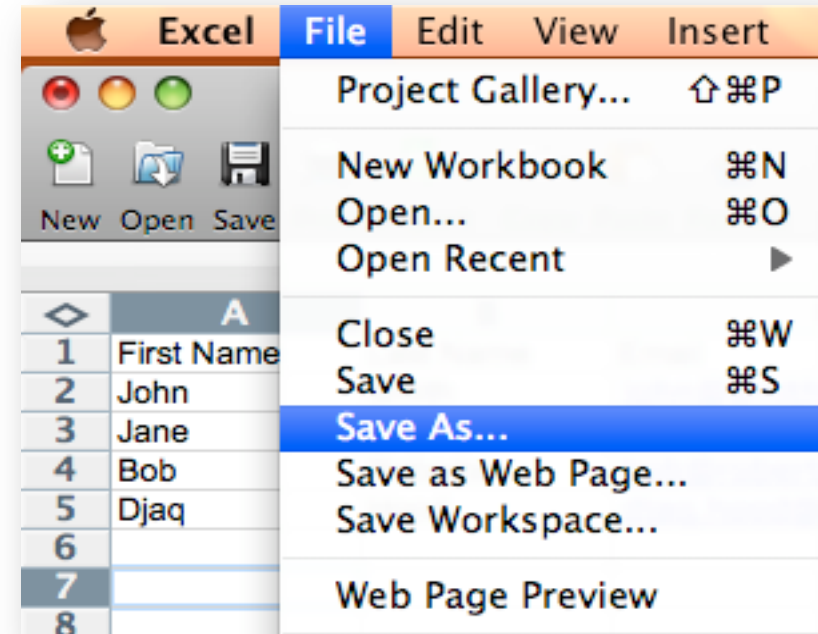


## Problems with reused documents:

- Pasted formatting metadata builds up
- Different versions of Office
- Shared between Win & Mac versions
- Word crashing, document corruption

## Benefit to templates:

- Fresh document each time
- Paste unformatted
- Paste using destination styles



# Start with Normal

~/Library/Application Support/Office/User Templates



## Stored in Normal.dotm:

Default fonts

Default styles

Toolbar customizations

## Customize fonts and styles

Change the Normal style

Add styles to Normal with the Style Organizer

Customize toolbars

Add any formatting users typically do multiple times.

Format once, reuse

# Backup Your Normal



## Back up Normal.dotm

Copy to same directory

~/Library/Application Support/Microsoft/Office/User Templates

## Troubleshooting

Quit Word

Make a copy prior to restoring

Move current Normal to Desktop

Rename Normal backup

Relaunch Word

# Word for Mac 2011



## Keyboard Shortcuts

To	Press
Undo the last action	⌘ + Z or F1
Cut text or graphics	⌘ + X or F2
Copy text or graphics	⌘ + C or F3
Paste the Clipboard contents	⌘ + V or F4
Choose the <b>Save As</b> command ( <b>File</b> menu).	⌘ + SHIFT + S
Go to the next window	⌘ + F6
Expand or minimize the ribbon	OPTION + ⌘ + R
Go to the previous window	⌘ + SHIFT + F6
Run a macro	OPTION + F8
Copy a style	⌘ + SHIFT + C
Paste a style	⌘ + SHIFT + V

# Word for Mac 2011



## Keyboard Shortcuts (cont.)

To	Press
Center a paragraph	⌘ + E
Justify a paragraph	⌘ + J
Left align a paragraph	⌘ + L
Right align a paragraph	⌘ + R
Create a hanging indent	⌘ + T
Remove a hanging indent	⌘ + SHIFT + T
Change the font	⌘ + SHIFT + F
Increase the font size	⌘ + SHIFT + >
Decrease the font size	⌘ + SHIFT + <
Increase the font size by 1 point	⌘ + ]
Decrease the font size by 1 point	⌘ + [
Change the case of letters	SHIFT + F3
Format in all capital letters	⌘ + SHIFT + A

# Word for Mac 2011



## Keyboard Shortcuts (cont.)

To	Press
Apply bold formatting	⌘ + B
Apply an underline	⌘ + U
Underline words but not spaces	⌘ + SHIFT + W
Apply italic formatting	⌘ + I
Format in all small capital letters	⌘ + SHIFT + K
Apply subscript formatting (automatic spacing)	⌘ + =
Apply superscript formatting (automatic spacing)	⌘ + SHIFT + '+'
Apply strike-through formatting	⌘ + SHIFT + X
The copyright symbol	OPTION + G
The registered trademark symbol	OPTION + R
The trademark symbol	OPTION + 2
An ellipsis	OPTION + SEMICOLON

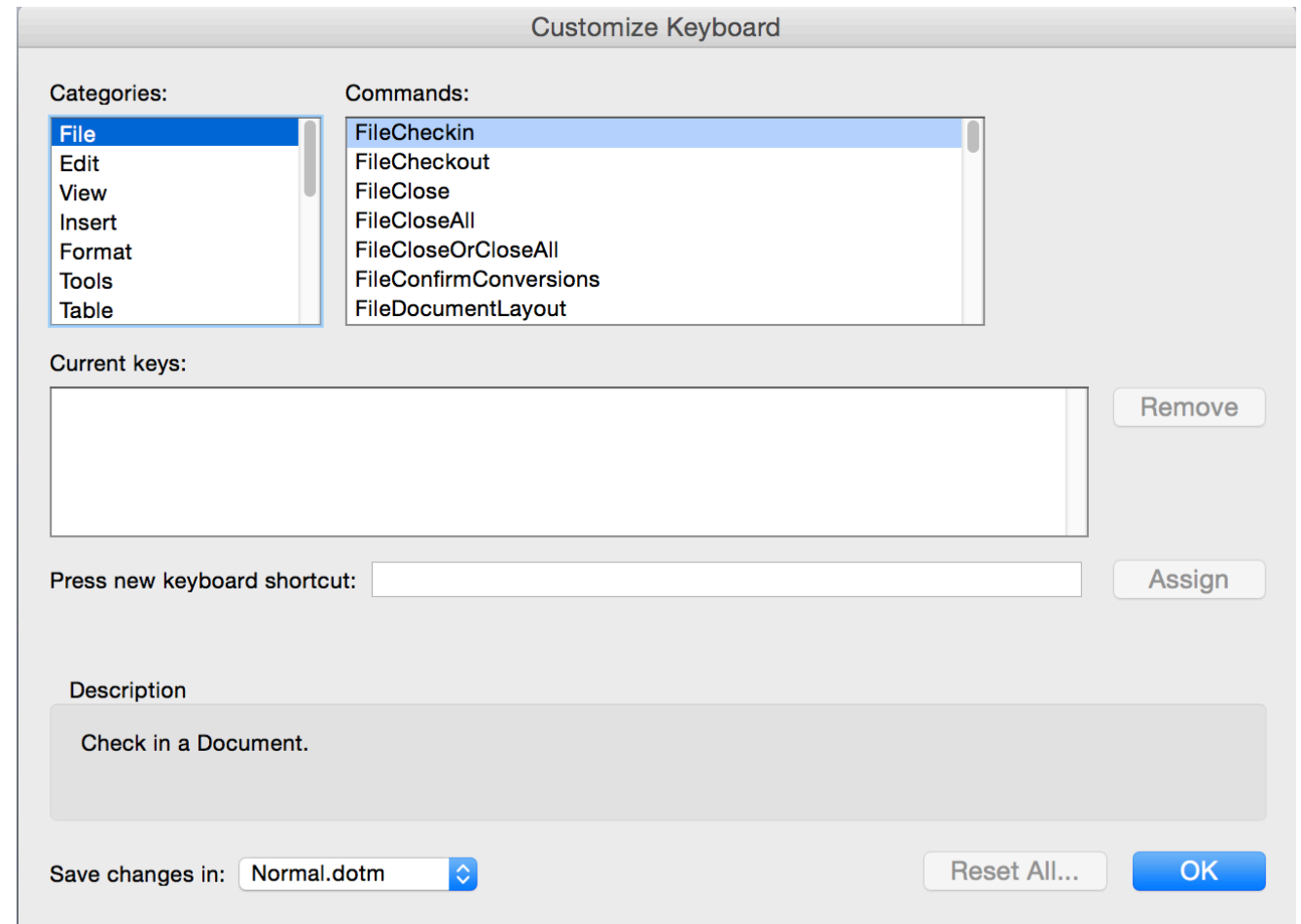
# Word for Mac 2011



## Customizing menus and keyboard equivalents

### Customize Keyboard

- Create your own keyboard shortcuts or override expected ones
- Tools → Customize Keyboard



# Find Keyboard Shortcuts

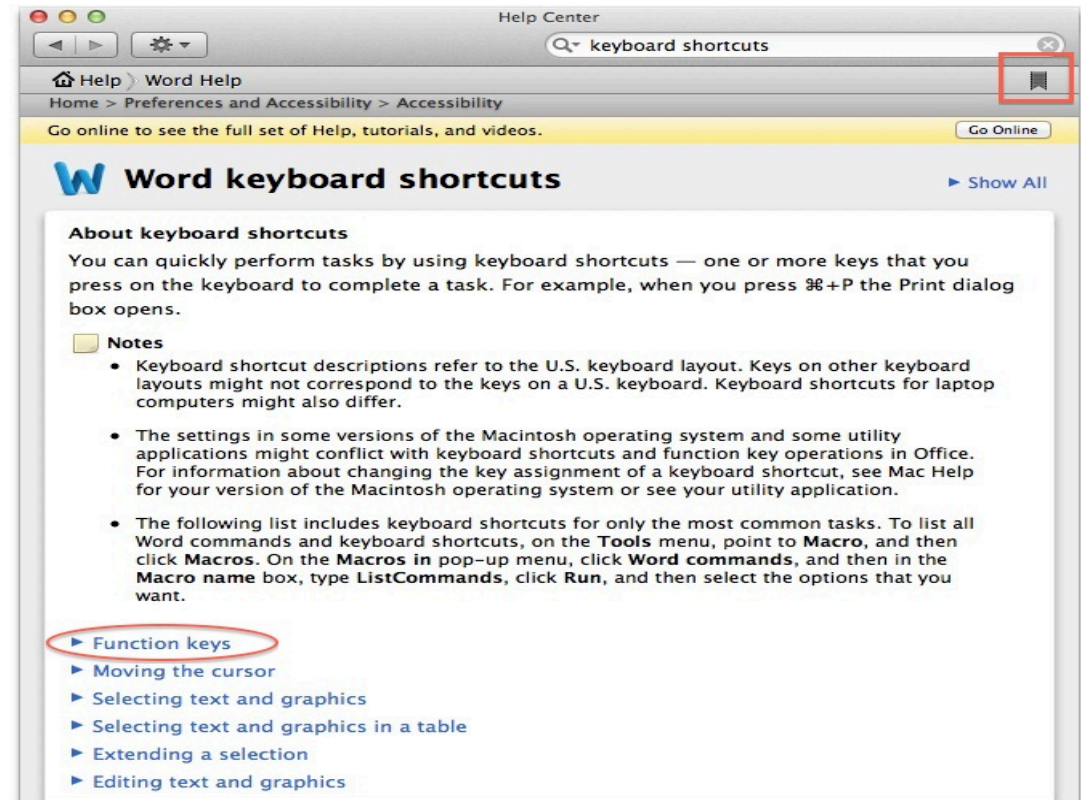


Search for keyboard shortcuts by application in Application Help

Use the bookmark tool at upper right to save

Disclose triangles to see specific shortcuts

Review helpful troubleshooting notes

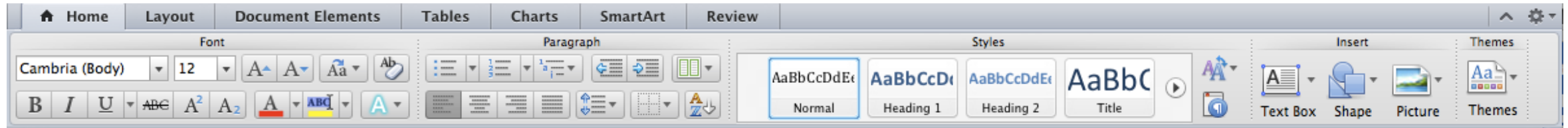




# Word for Mac 2011



## Customizing the ribbon



- Rearrange tabs
- Hide tabs
- Show hidden tabs
- Show or hide groups on a tab
- Reset the ribbon tab order to default settings
- Hide or show group titles in the ribbon
- Minimize or expand the ribbon
- Turn off or turn on the ribbon

# Toolbars



Customize early

Right-click end of the toolbar

Go to View → Toolbars → Customize

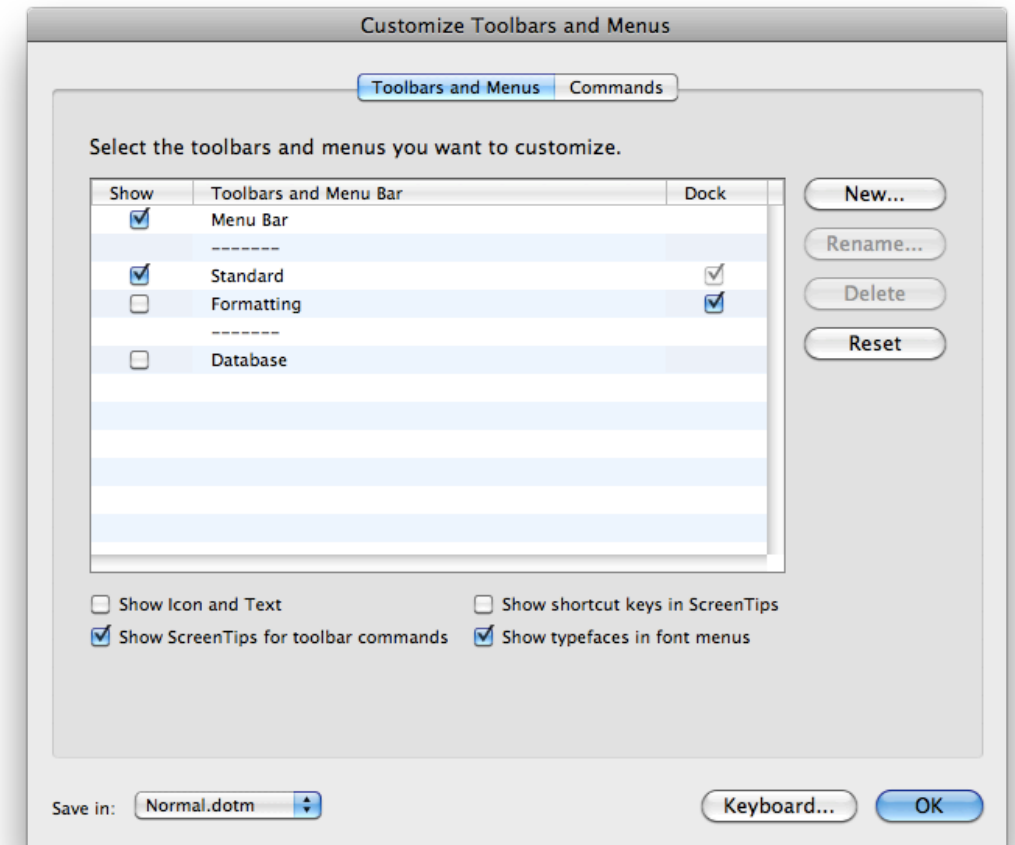
Backup up Normal after customization

Can save in Normal.dotm or the current document

Create a new toolbar

Known issues

If Word 2008 and 2011 are both installed on the same computer, customizations made in 2011 will overwrite those for 2008.



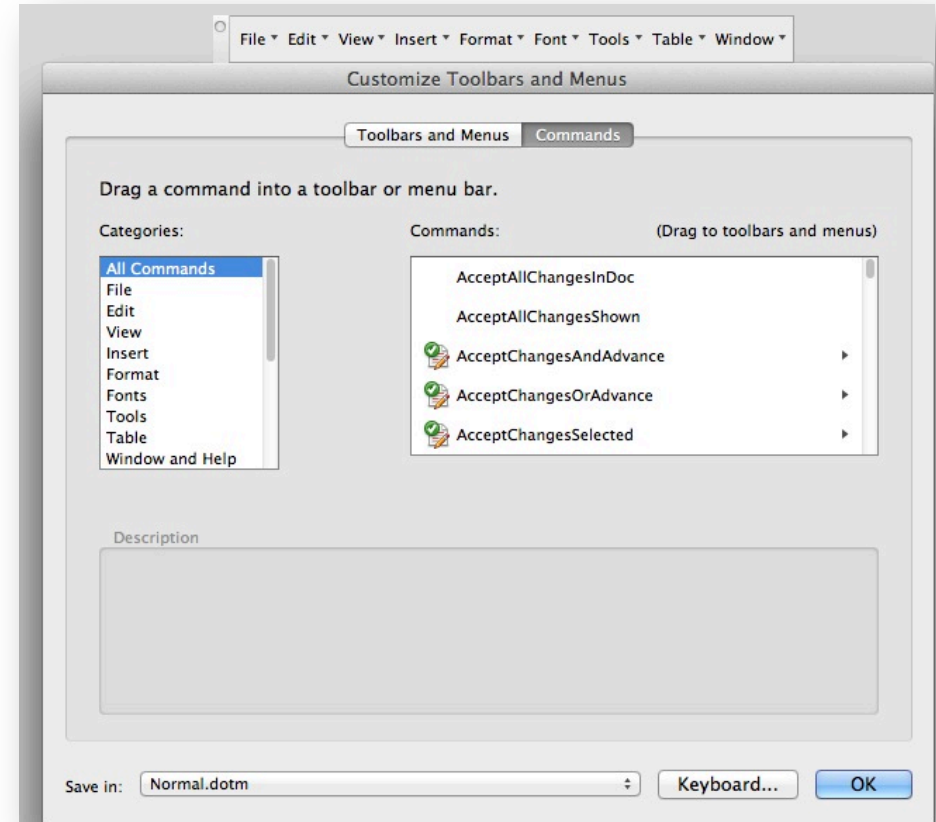
# Drop Down Menus



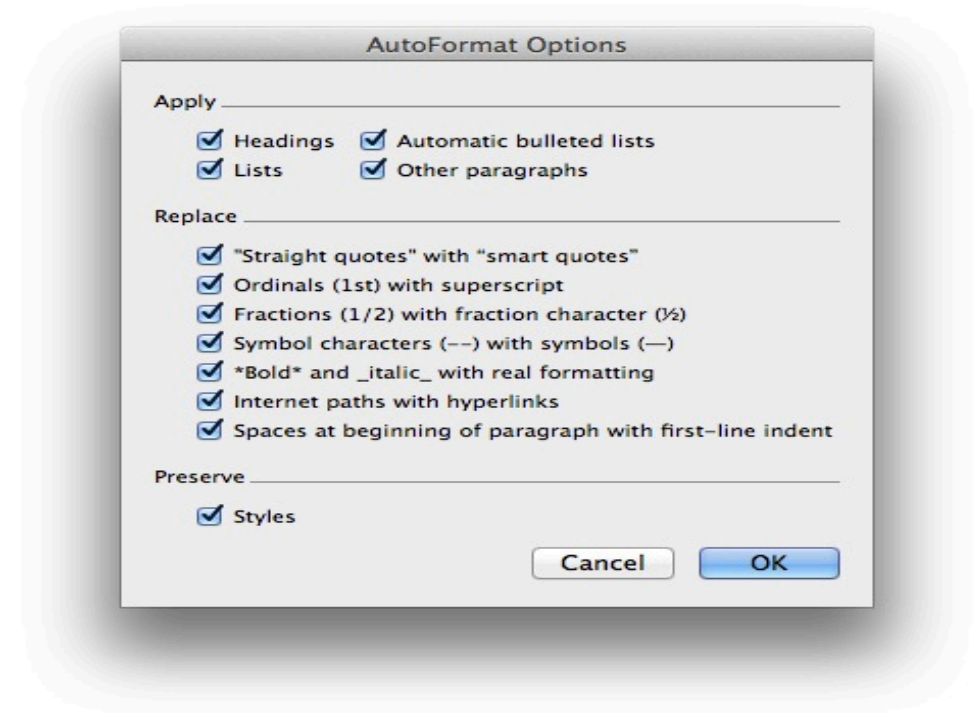
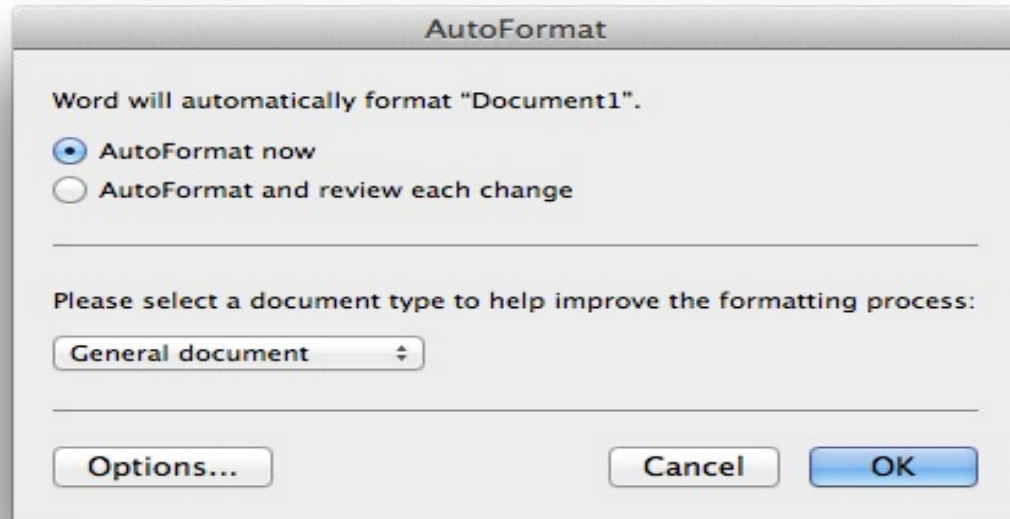
Drag commands to menus

Use caution when altering  
the default menus

Always backup  
Normal.dotm



# AutoFormat Options



From the Format → Autoformat Menu

# AutoCorrect Options



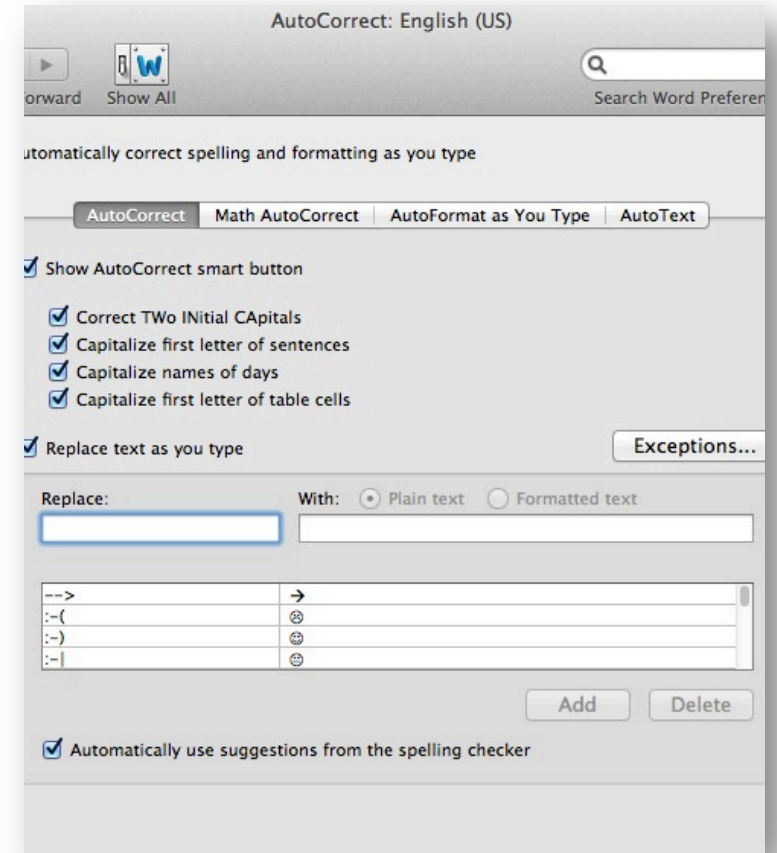
Tools → AutoCorrect

A wide array of options

Math AutoCorrect

Replace as you type for common phrases

E.G., fmp to FileMaker Pro



# Excel for Mac 2011



## Three essential components:

Functions (the calculation or operation to be performed), ex. SUM, COUNT, AVERAGE

- Can also be an operator like + or \*

Arguments (the cell contents operated on), ex. a cell or range of cells, containing text or numbers

Syntax (the structure required for the formula to function), ex. =SUM(A6:C12)

Each function has its own requirements for syntax

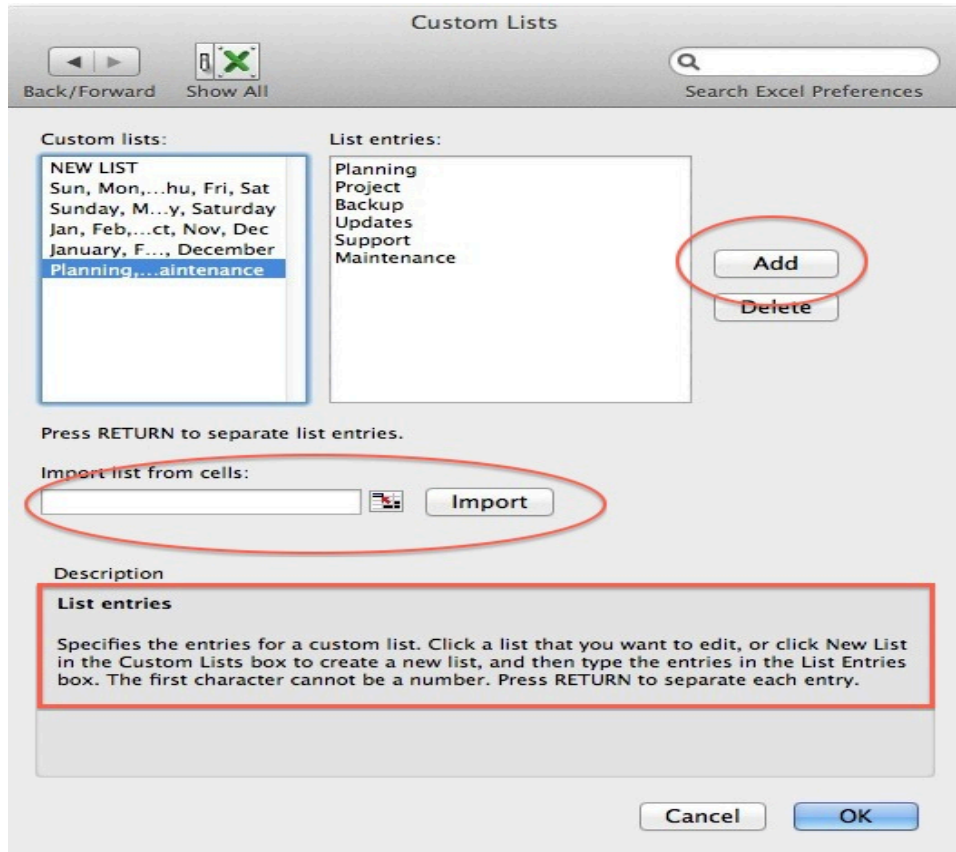
All elements must be correct

**All formulas start with =**

# Excel for Mac 2011



## Best Practices



## Watch over selecting

Improve performance & time to calculate

Go to last cell = control+end

(Fn + Ctrl + Right arrow on a laptop)

## Avoid links between workbooks

Easily broken, slow, not easy to fix

When needed, open linked workbooks prior to use

Try larger workbooks instead

## Custom lists

Based on existing sheets and/or lists

Create lists in Preferences

# Excel for Mac 2011



## Best Practices

### Templates

Create your own default workbook template

*Ex: Change font*

*Ex. Change Page Setup to landscape*

Store in /Applications/Microsoft Office 2011/Office/Startup/Excel

Remove filename extension

### Styles

Don't overload formatting by formatting empty cells

Set Normal style for new workbooks

Set standard font & size in Preferences

Watch selecting entire rows & columns for formatting

Use Style button in ribbon to apply & create styles



# Excel for Mac 2011



## Automatic calculation

The image shows the 'Calculation' preferences window in Excel for Mac 2011. At the top, there are navigation buttons for 'Back/Forward' and 'Show All', and a search bar labeled 'Search Excel Preferences'. The main section is titled 'Calculate sheets' and contains three radio button options: 'Automatically' (selected), 'Automatically except for data tables', and 'Manually'. To the right of these are two buttons: 'Calc Now (Cmd+=)' and 'Calc Sheet'. Below the radio buttons is a checked checkbox labeled 'Always calculate before saving workbook'. The bottom section is divided into two panels. The left panel, titled 'Iteration', has a 'Limit iteration' checkbox (unchecked) and two input fields: 'Maximum iterations' set to '100' and 'Maximum change' set to '0.001'. The right panel, titled 'Workbook options', has three checkboxes: 'Set precision as displayed' (unchecked), 'Use the 1904 date system' (unchecked and highlighted with a red rectangle), and 'Save external link values' (checked).

- When not set to *Automatically*, working with large spreadsheets with lots of complicated formulas can be faster and easier.
- If you turn **off** Excel's automatic calculation capability, you need to turn it back on again or Excel's formulas won't calculate.
- This is especially important if you turn off automatic calculation using a macro.

# Excel for Mac 2011



## Date format settings

- Verify unchecked
- Increases compatibility with rest of Excel world

Calculation

Back/Forward Show All Search Excel Preferences

Calculate sheets

☒ Automatically ☐ Automatically except for data tables ☐ Manually

☒ Always calculate before saving workbook

Calc Now (Cmd+=) Calc Sheet

Iteration

☐ Limit iteration

Maximum iterations: 100

Maximum change: 0.001

Workbook options

☐ Set precision as displayed

☐ Use the 1904 date system

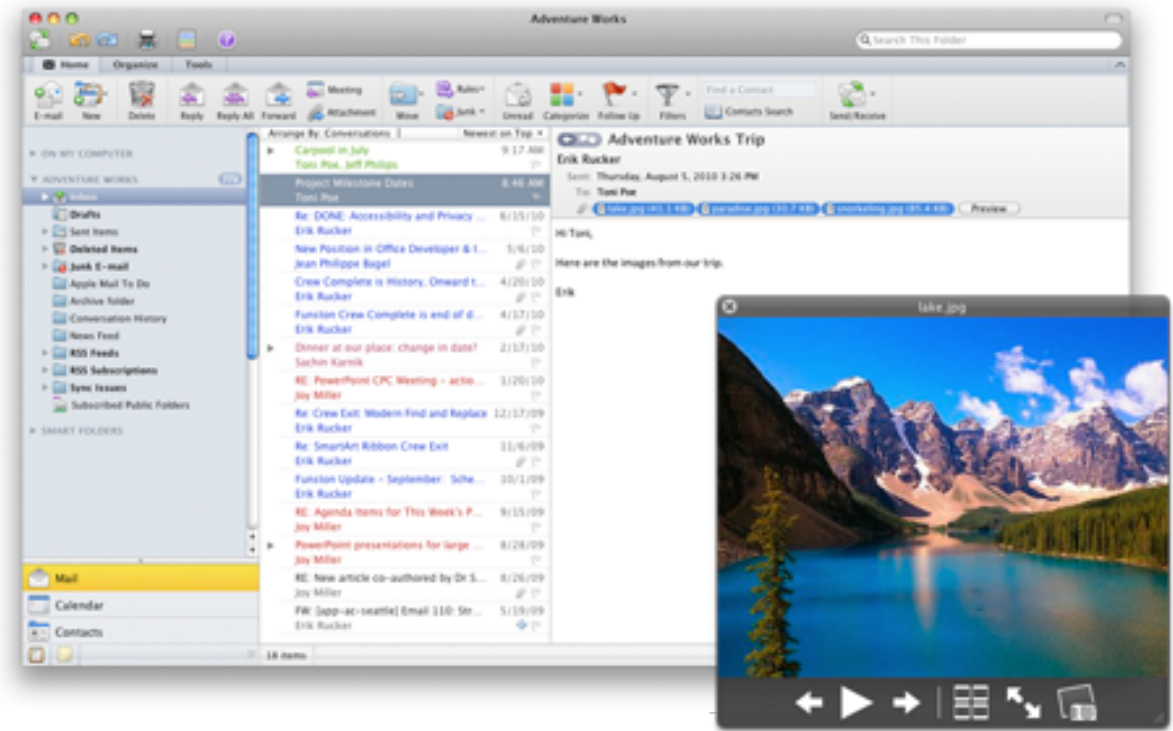
☒ Save external link values

# Outlook for Mac 2011



## Seamless Integration

- Works together with favorite features of Mac OS X (e.g. Quick Look for attachments)
- Use Time Machine to back up your Outlook data
- Messages database is Spotlight searchable

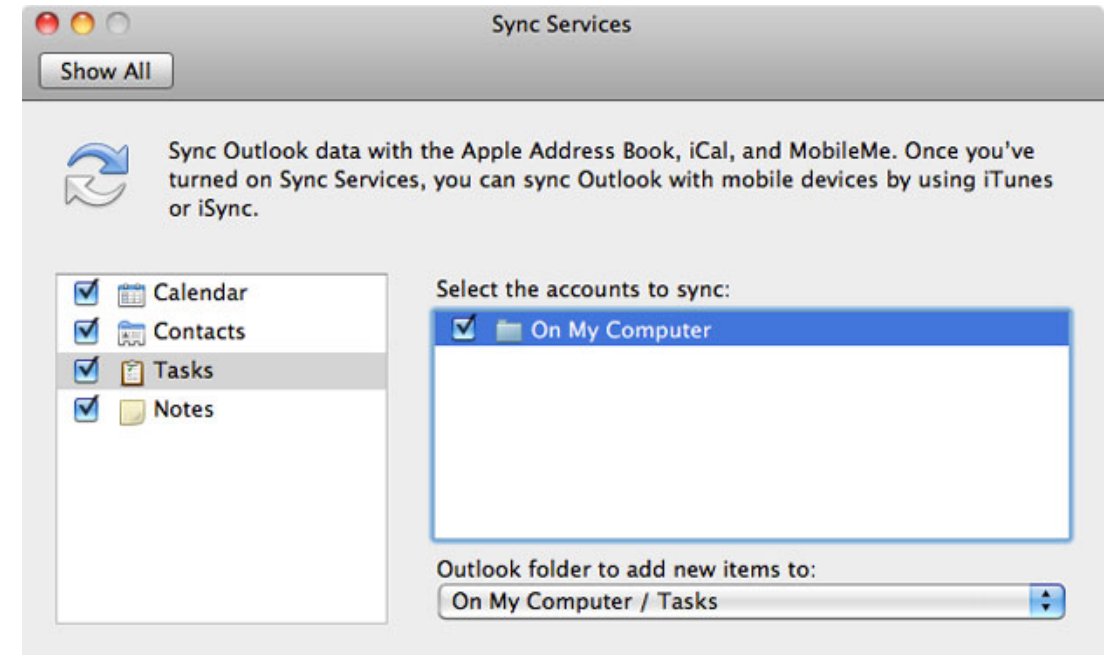


# Outlook for Mac 2011



## Configuration

- Exchange Compatibility
- No integration with Apple Contacts
- Sync Services – Don't do it

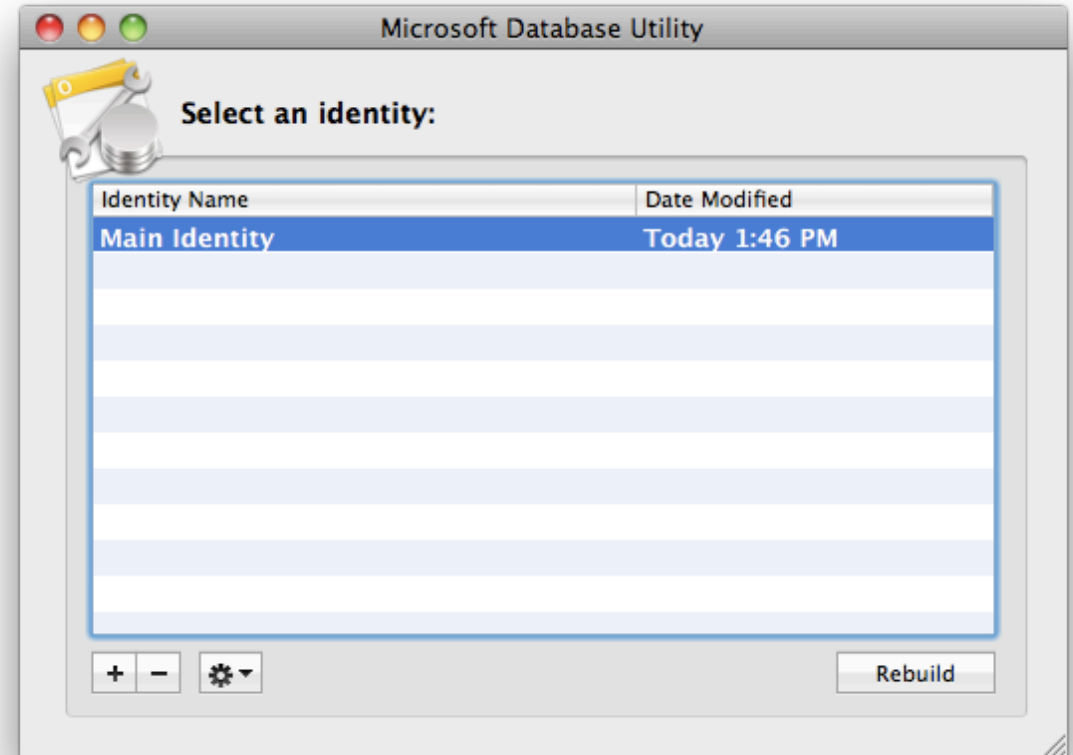


# Outlook for Mac 2011



## Database

- Message storage
- Database Utility
- Identities
  - Switch users instead

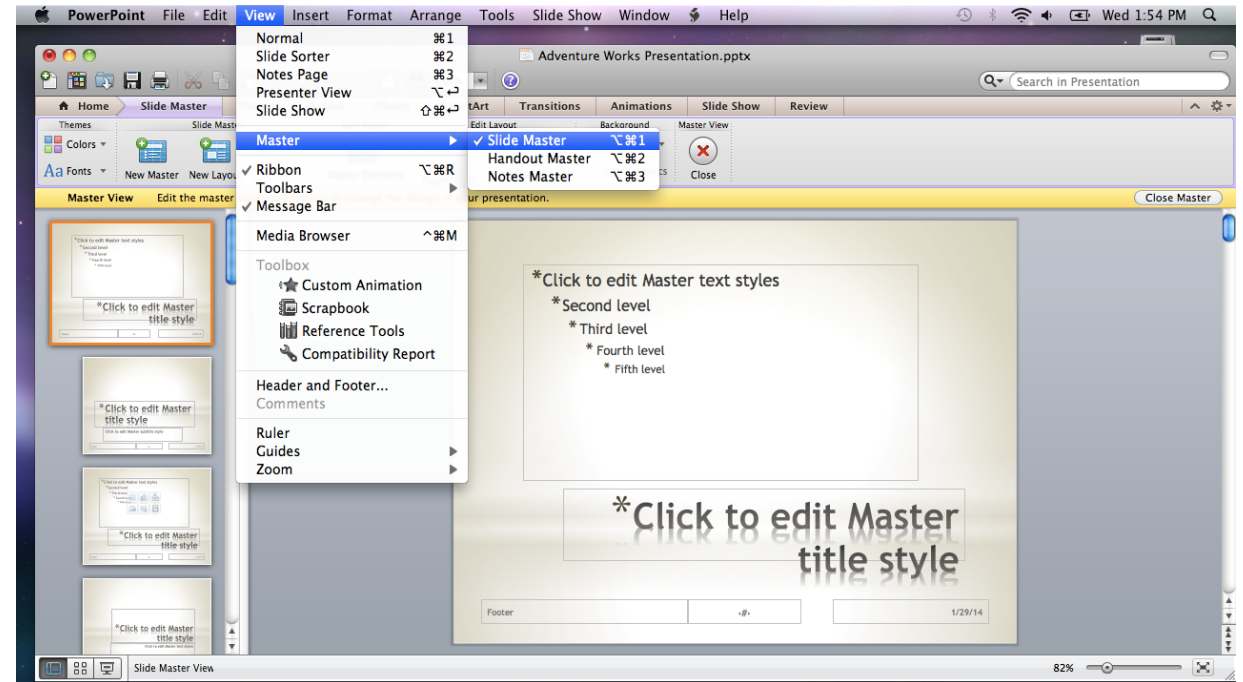


# PowerPoint for Mac 2011



## Master slides

- Set elements in one location
- Repeated on each slide
- Can't edit an element? May be on a master slide

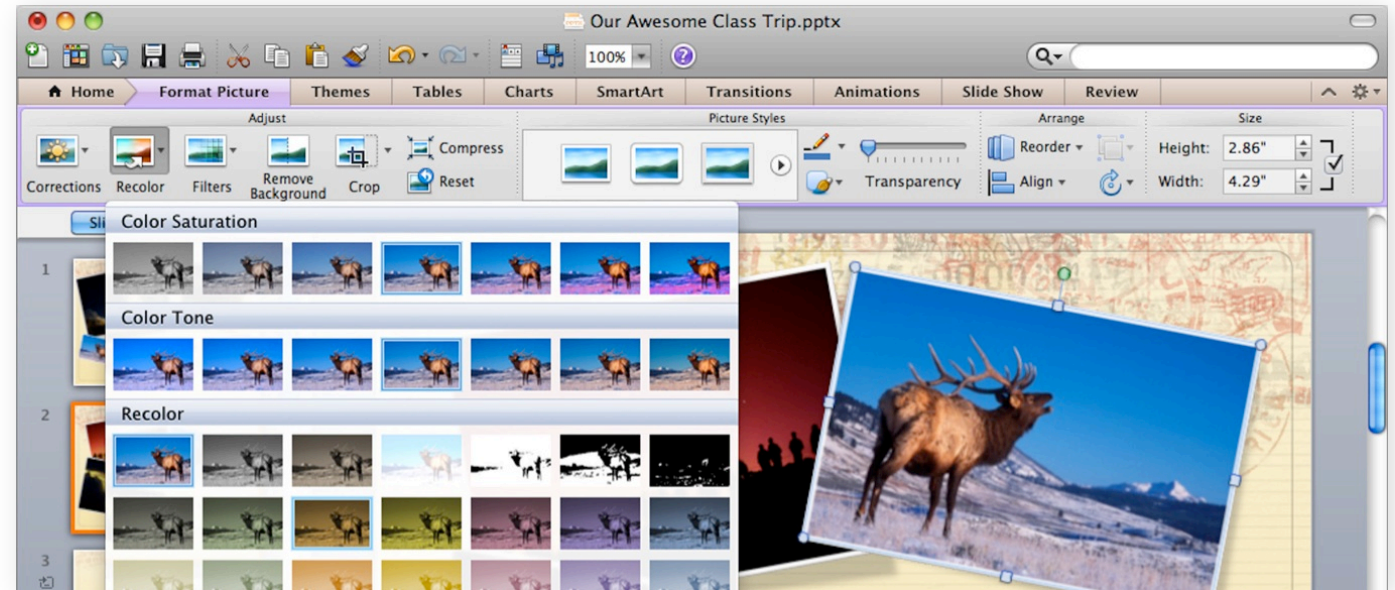


# PowerPoint for Mac 2011



## Photo Editing

- Adjust exposure
- Add color
- Special artistic filters
- Crop
- Remove background
- Compress photos

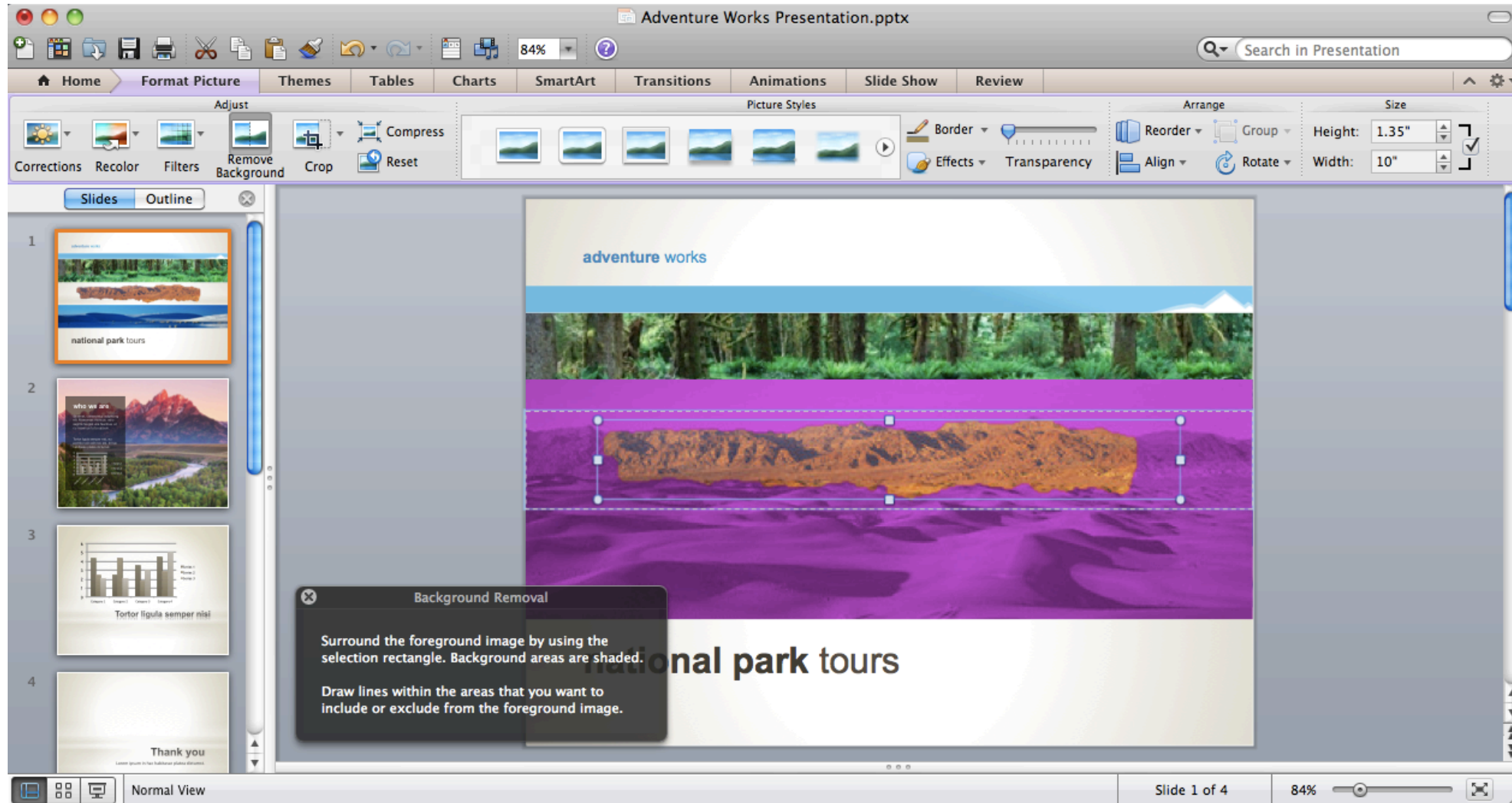




# PowerPoint for Mac 2011



## Remove Background

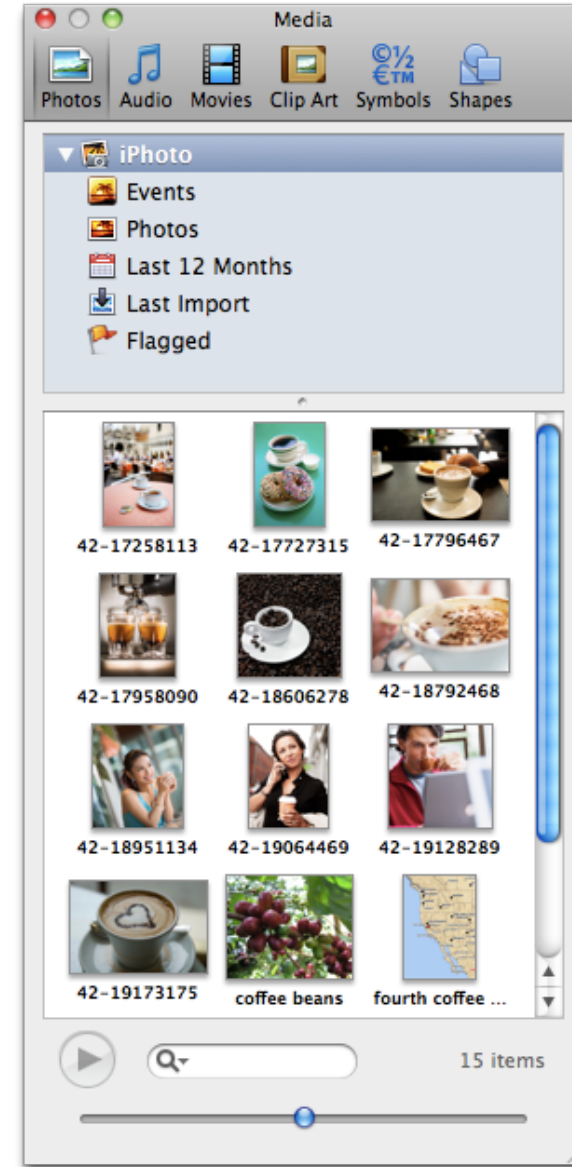




# PowerPoint for Mac 2011

## Media Browser

- For iPhoto, movies, audio, and more
- Know which movie & image formats are cross-platform
- Always preview projection

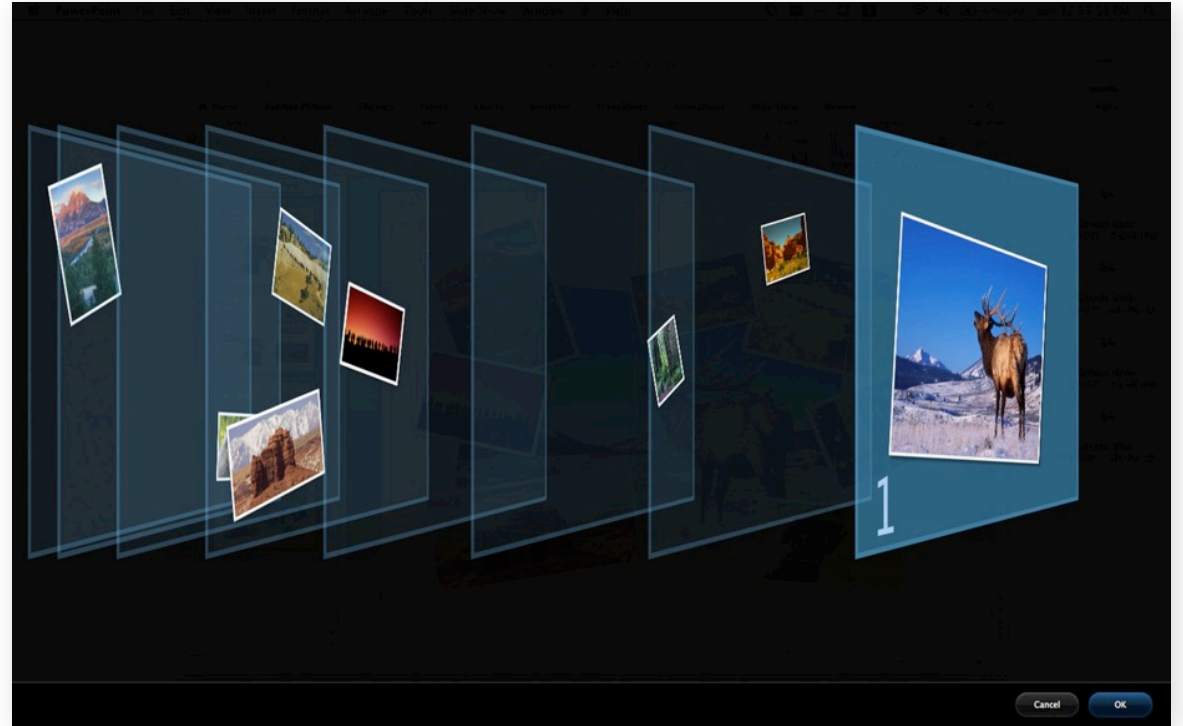


# PowerPoint for Mac 2011



Dynamic reordering

Reshuffle the order of objects on your slide simply by dragging the layers.



# PowerPoint for Mac 2011



What if someone doesn't have PowerPoint?

- Broadcast Slide Show
- Office Online



# Introducing OneNote for Mac

- Freeform organization of your notes, lists, tables, websites, images, and more.
- Sync automatically with OneNote on iOS and Windows devices
- Share Notebooks with ease



# OneNote for Mac

- Save website from within Safari with OneNote Clipper
- OneNote speaks to:



brother



**EPSON**<sup>®</sup>  
EXCEED YOUR VISION



doxie

 **neat**<sup>®</sup>



 **Office**

# OneNote for Mac Demo

# Break

# PROFESSIONAL LOOKING DOCUMENTS



# Mail Merge

Mail Merge: #1 issue on support calls

Understand the workflow of a merge

Use Mail Merge Manager palette as guide

# Merge Document

Placeholders must match header file in data source

Let Word create the document based on type

Convert existing document to merge doc

Duplicate to preserve original prior to conversion

If a document is open, it may be converted to merge document unintentionally

Use Restore to normal Word document to break link



# Data Source

Office and Apple contact lists

FileMaker Pro data (if you have FileMaker installed)

A separate file with header row and data separated by commas

Excel file in .csv format

Be sure the correct worksheet/range is selected

Consider using text formats for zip codes

Input menu created in the data merge process

Additional data entered as the result of using advanced field codes such as Ask, If, etc.

# Data Source issues

## Address books

- Groups not created in Apple Contacts

  - Create groups and assign contacts prior to merge

- Categories empty or missing in Outlook

  - Create categories and assign to contacts prior to merge

- Data must be edited in the contact source

Any spaces or characters in the data will be inserted in the file

Spelling and capitalization errors

Edit data button only available if data file created within palette or separate file

# Insert <Placeholders>

Placeholders based on data source

Save time if possible

Full name vs First Name, Last Name

Address vs Street, City, State, Zip

Additional placeholders can query the user

Insert custom data

Data matching If-Then statements

# Filtering

Apply groups or categories before merging

Filtering options will vary depending on data source

Ex: Apple Contacts will only show groups as filter options

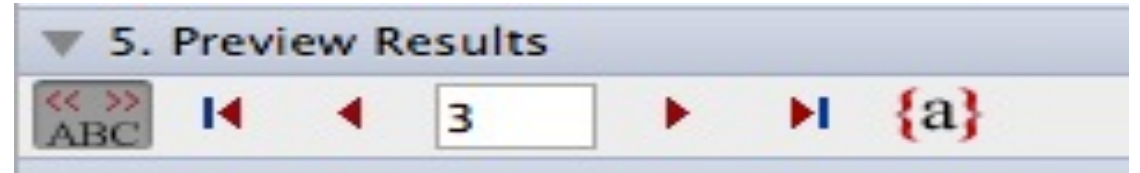
Ex: Filter to show only results where state is WA

Sort results based on output

Ex: name badges sorted by last name

Incorrect query options can filter out needed data results

# Edit Before Merging



Use Preview results on palette

Edit data in source

Insert or remove spaces, stray characters, etc.  
in document

Move placeholders around

Use Edit Data Source button on palette

# Merge Options

## Merge to email

- Limited or no ability to preview and correct
- Mail.app may send immediately

## Merge to printer

- Limited or no ability to preview and correct
- Know how to print specific sections only

## Merge to document

- Best results for preview & correct
- Ability to easily select output
- Merge and save for later



# Troubleshooting

This article references Word 2003, but is generally useful:

<http://tinyurl.com/lf9r3t2>

Check header record

Quit other running apps when data sources are large

# Troubleshooting (cont.)

## Problems with data

- Incomplete or incorrect data

- Format numbers as text in Excel to retain format

- Note the location of your Excel data file

- Be sure to close Excel file prior to merge

- Each column must have a label in header row

- No blank rows or columns in Excel

## Problems with merge docs

- Placement of placeholder fields

- Correct spacing and punctuation

- Don't rely on spell check

- Format using field codes in document if necessary

# Office for Mac 2011 vs. Office 2013

## Important Note

Note that with only two exceptions, documents created in Office 2013 and 2010 **will display and function correctly** in Office for Mac 2011 even when certain features and functions differ between the two.

## The Exceptions:

- Voting Buttons – will not display in Outlook for Mac 2011
- PivotCharts – no interaction in Excel for Mac 2011

# Office for Mac 2011 vs. Office 2013

Features in Office 2013 *not* in Office for Mac 2011.

## Office Applications

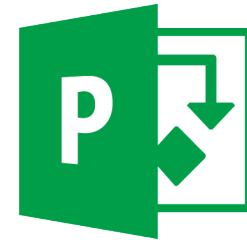
- Access
- Publisher
- Visio
- Project



Publisher



Access



Project



Visio

# Office for Mac 2011 vs. Office 2013

Features in Office 2013 *not* in Office for Mac 2011.

## Suite-wide features

- Some Visual Basic function
- Support for ActiveX
- Right-to-left language support (i.e. Arabic)
- Support for ODF and XPF file formats
- Backstage
- Accessibility Checker



# Office for Mac 2011 vs. Office 2013

Features in Office 2013 *not* in Office for Mac 2011.







None of the new features in Office 2013, such as Read Mode in Word 2013 and Quick Analysis in Excel 2013.

## Office 365 features

- Office Roaming and Office on Demand
- Performance monitoring





# Office for Mac 2011 vs. Office 2013

Features in Office 2013 *not* in Office for Mac 2011.

 Word	 Excel	 PowerPoint	 Outlook	 Lync	 SharePoint
<ul style="list-style-type: none"><li>• Open and Repair</li><li>• Embed fonts</li><li>• Book Fold (booklet printing)</li><li>• Blog creation and publishing</li><li>• Digital Ink</li></ul>	<ul style="list-style-type: none"><li>• PivotCharts</li><li>• Analysis Toolpak UI</li><li>• Equations (typographically correct equations)</li><li>• High-end features of PivotTables (e.g. Slicers)</li></ul>	<ul style="list-style-type: none"><li>• Animation Painter</li><li>• Video trimming</li><li>• Video / Animation triggers</li><li>• Privacy feature</li></ul>	<ul style="list-style-type: none"><li>• Side-by side calendars</li><li>• Support for <u>all</u> Exchange Server versions</li><li>• Conversation actions (Ignore and Clean Up)</li></ul>	<ul style="list-style-type: none"><li>• Tag contacts for status change alerts</li><li>• Share the desktop</li><li>• Conduct polls</li><li>• Display recent contacts group</li></ul>	<ul style="list-style-type: none"><li>• Track document versions from within Office documents.</li><li>• Keep synchronized copies of SharePoint Calendars, Tasks, and Contacts in Outlook.</li></ul>

# Office for Mac 2011 vs. Office 2013

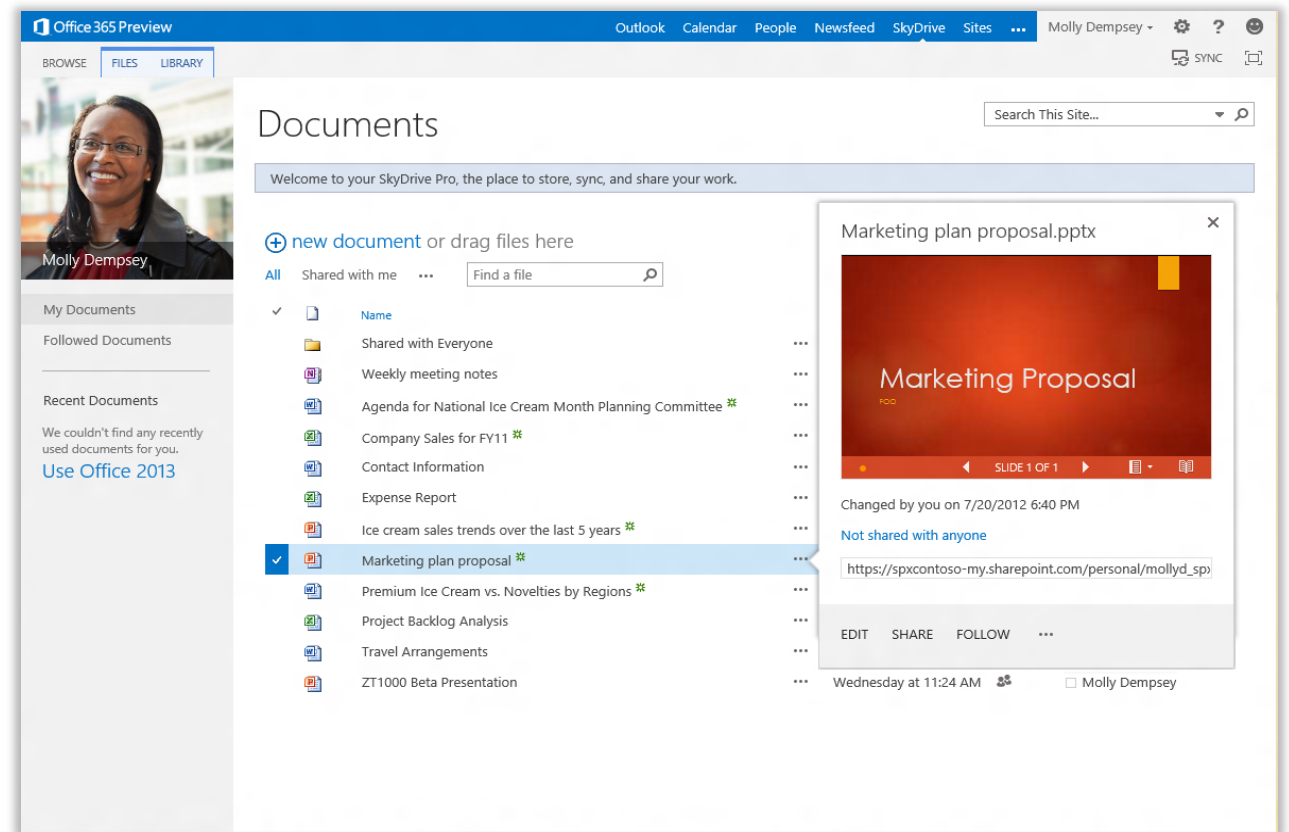
Features in Office for Mac 2011 *not* in Office 2013.

			
<ul style="list-style-type: none"><li>• Publishing Layout View</li><li>• Dynamic Reorder</li><li>• Visual Styles</li></ul>	<ul style="list-style-type: none"><li>• Automatic creation of a PivotTable</li></ul>	<ul style="list-style-type: none"><li>• Dynamic Reorder</li><li>• Some aspects of Presenter View</li></ul>	<ul style="list-style-type: none"><li>• Automatically CC: or BCC: yourself</li><li>• Unified Inbox preference</li><li>• My Day</li></ul>



# Sharing Documents

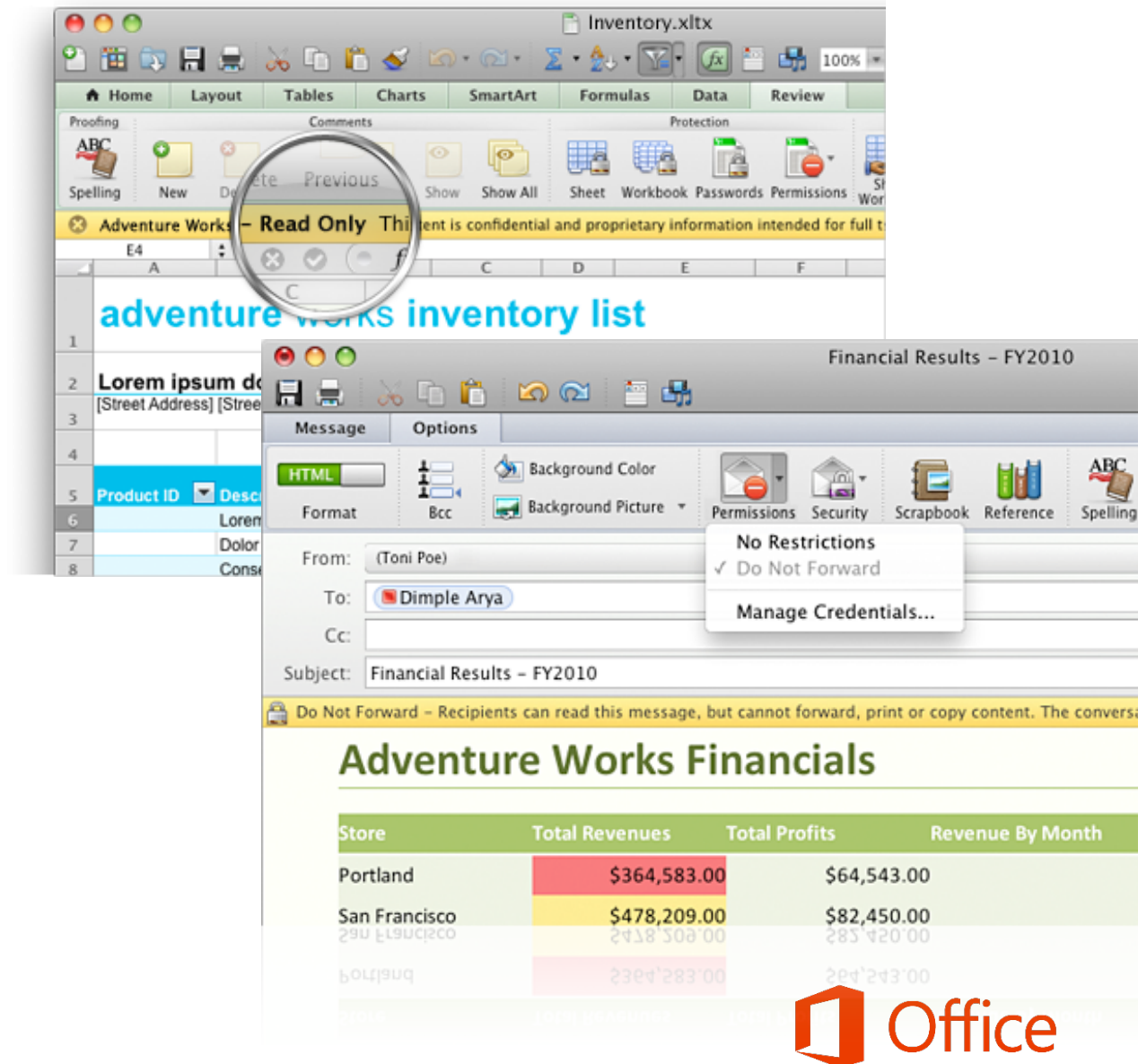
- OneDrive & OneDrive for Business
- SharePoint
- Microsoft Document Connection



WORKING BETTER TOGETHER

# Information Rights Management

- Control access or use of email content after it leaves the author's machine.
- *Reading* IRM content is fully compatible with Office for Mac 2011
- *Creating* IRM content is only compatible with Office for Mac 2011 Enterprise
- Requires a Windows Server infrastructure – Office 365



# IRM Resources

IRM Deployment Guide for Office for Mac 2011:

[microsoft.com/en-us/download/details.aspx?id=20825](http://microsoft.com/en-us/download/details.aspx?id=20825)

File formats that can be IRM protected: (all the XML-based format, the older Office 2003 formats, and many others)

[microsoft.com/en-us/mac-excel-help/file-formats-that-work-with-irm-HA102927341.aspx](http://microsoft.com/en-us/mac-excel-help/file-formats-that-work-with-irm-HA102927341.aspx)

# Troubleshooting & Common Questions

# Troubleshooting tips

Determine circumstances when issues arise

Can issues be replicated?

Examine logs

- By application
- By crash or hang report



Common issue: Office applications silently hang

# Troubleshooting tips

- Isolate the issue to
  - Document/file
  - User
  - Application
- Make sure your troubleshooting addresses the isolated issue
- Take steps one at time
- Document your steps

# Troubleshooting tips: Document or file issue

- Does the application hang or crash when a particular file is opened by any user?
  - If any file crashes the application, it may not be a corrupt file
  - Use /Users/Shared to share suspect files
  - Open suspect files in another user account
- Did the issue begin after a file was shared with the user?
  - File may be corrupted
  - Corrupted font may have been used; try clearing formatting



# Troubleshooting tips: Document or file issue

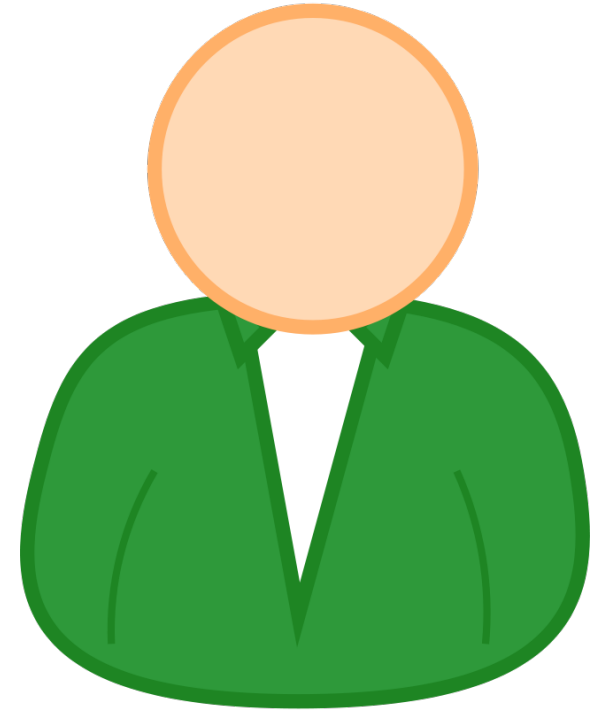
- Can the file be opened with an application that shares that file type?
  - If it can, the issue may be with the Office application
  - If not, the file may be corrupted
- Attempt to extract data from the file
- Corrupt files may have to be deleted
- Restore from a known good backup

# Troubleshooting tips: Issue with user

- Create a second user account with same rights
- Open the same files
  - If issues disappear, suspect user account
- Clear ~/Library/Caches
- If an app unexpectedly quit, then hangs at relaunch:
  - Move AutoRecover files from ~/Library/Application Support/Microsoft/Office
- Shift-launch the problem application
  - If it works properly, suspect preferences or Normal

# Troubleshooting tips: Issue with user

- Normal corruption
  - Move Normal.dotm to Desktop
  - Restore from a known good backup of Normal
- Move user preferences
  - ~/Library Preferences
  - ~/Library Preferences/Microsoft



# Troubleshooting tips: Issue with user

## Issues affecting all users

- Fully update Office
- Repair permissions
- Verify hard drive
  - Rare, but sometimes the culprit
- Troubleshoot font issues
- Uninstall Office
- Reinstall Office
  - Fully update Office prior to opening documents
- Verify Mac OS compatibility and install requirements are met

# Troubleshooting: Fonts

- Always install the fonts that ship with Office for Mac 2011
- Validate fonts in Font Book
- Check for duplicates in Font Book
  - Office 2011 may disable some system fonts, or show them as duplicates
- Never disable or remove fonts in /System/Library
- Clear font caches for all users
  - Safe boot
  - Terminal: `sudo atsutil databases –remove`

# Office for Mac adds fonts?

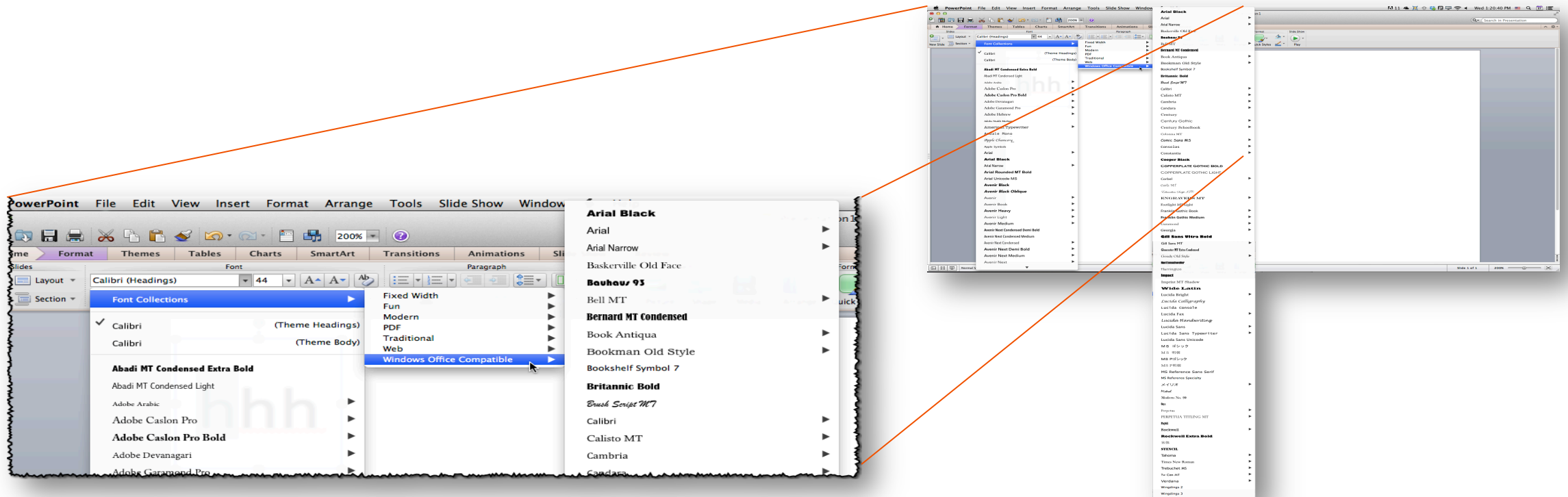
MacOffice adds all the fonts available in Win Office to the Mac.  
Increases document visual fidelity between MacOffice and WinOffice renderings.

This includes the new **Microsoft ClearType Font Collection:**  
Calibri, Cambria, Candara, Consolas, Constantia, Corbel, and  
メイリオ (Meiryo).

**ClearType is an integrated font collection in Windows Compatible Fonts, even though they are also Windows Compatible Fonts**

# WinOffice Compatible Fonts

# Windows Font Collection: new, easy to find



# Troubleshooting: Preferences

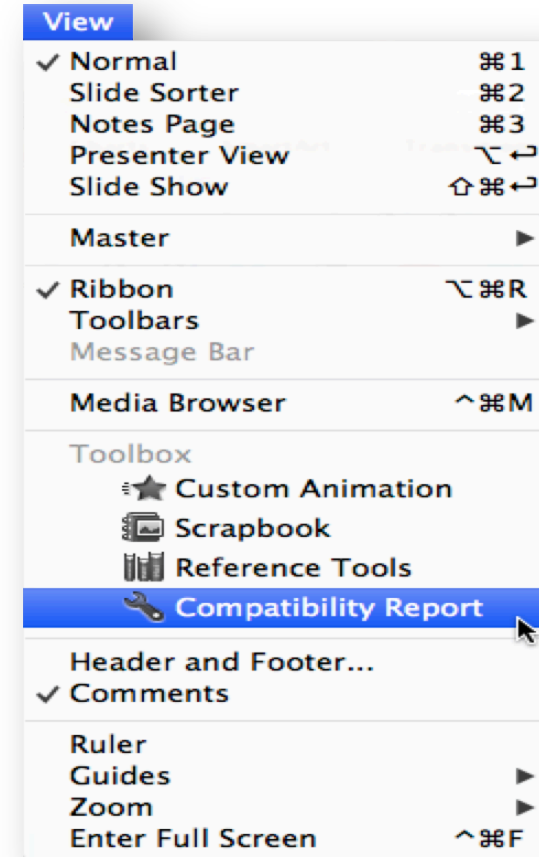
- Be familiar with preferences
  - To configure for most usability
  - Customize to make more suitable for users
  - To quickly troubleshoot issues resolved by adjusting preferences
- Set key preferences at install
  - Set by user
  - Many can be managed via server



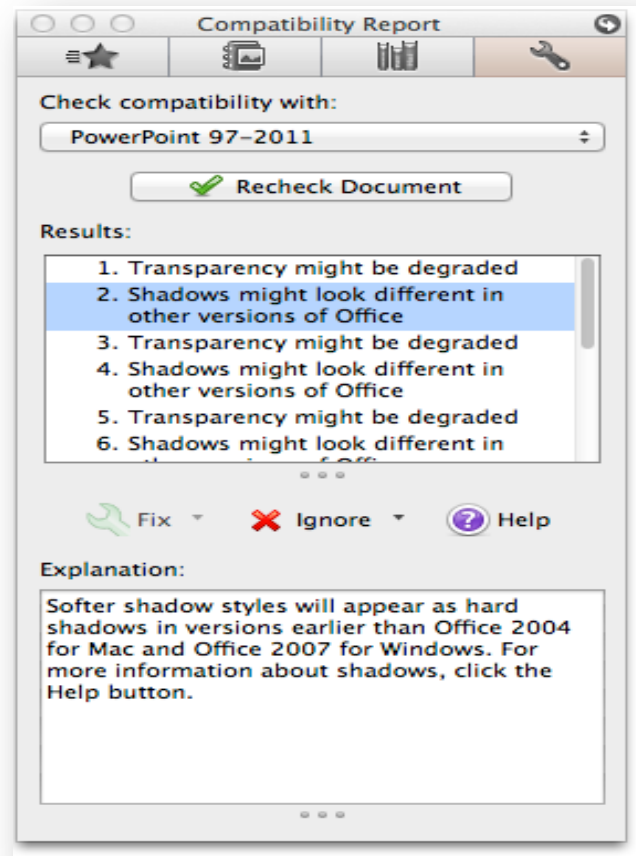
# Compatibility Report

One item that can greatly assist your client (and indirectly, you) is to check for compatibility issues before shipping an Office doc to a someone else.

A tool in Word, Excel, and PPT that will help with this task is the **Compatibility Report**.



# Compatibility Report (cont.)

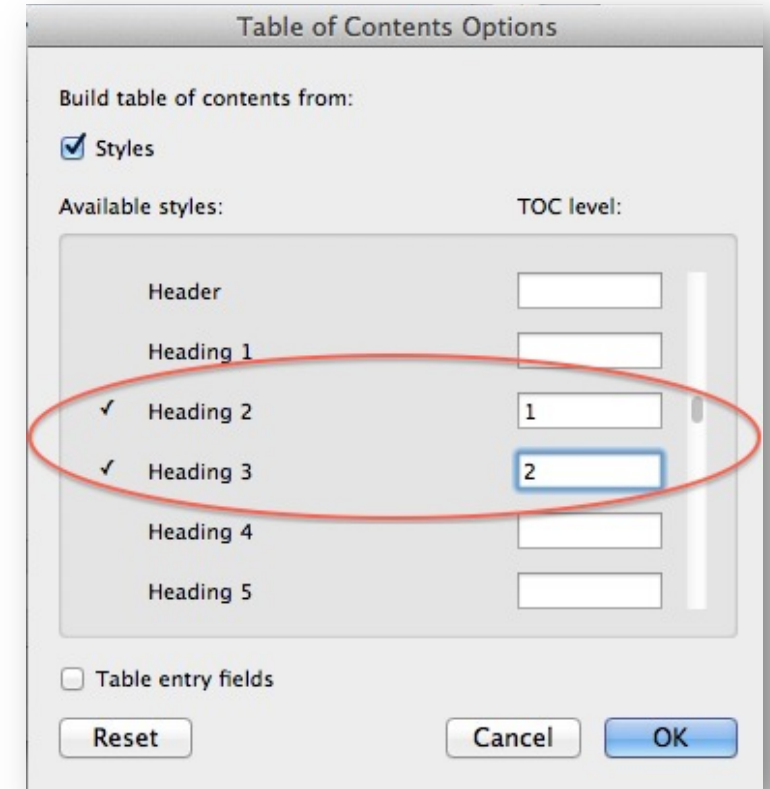


In addition to finding potential compatibility issues, the report can sometimes fix the issue for the user.

# Troubleshooting: Word for Mac 2011

## Table of Contents

- Assign levels properly
  - E.g. Heading 2 may be level 1, Heading 4 may be level 2.
- Wrong format
  - Use Insert > Index & Tables > Modify to change style formats
- TOC won't update
  - Insert cursor in TOC before updating
- Print issues
  - Set preferences to update field before printing



# Troubleshooting: Excel for Mac 2011

- Excel unexpectedly quits

- Move preferences to Desktop from ~/Library/Preferences/Microsoft
- Move Microsoft Excel Toolbars from ~/Library/Preferences/Microsoft/Office 2011 to a different location

- Excel hangs after unexpected quit

- Corrupted auto recovery files
- Shift-launch to bypass
- New location for auto recovery files
  - ~/Library/Application Support/Microsoft/Office/

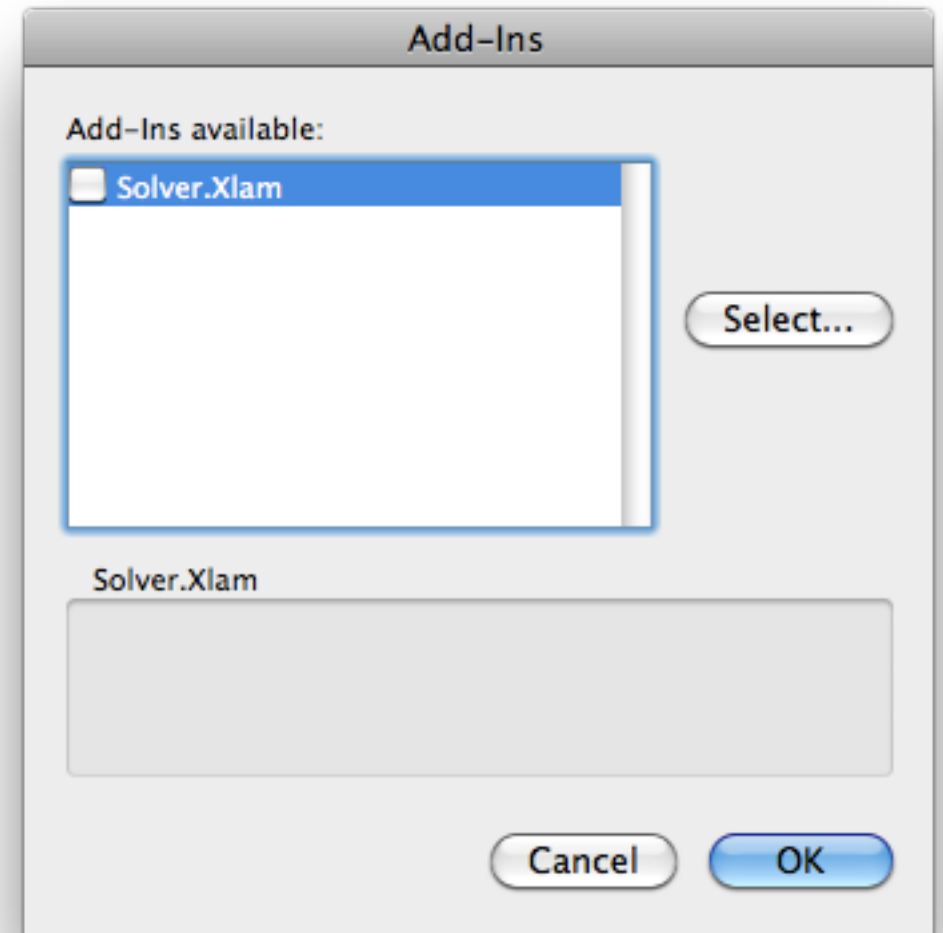
# Troubleshooting: Excel for Mac 2011

## What happened to Solver?

- Solver returned in Excel 2011
- Tools > Add-ins, check box for Solver.Xlam

## What about VBA?

- VBA returned to Excel 2011
- AppleScript an option
- MacTech's VBA to AppleScript Transition Guide



# Troubleshooting: PowerPoint for Mac 2011

## Application Preferences

Increase recently opened documents

Increase number of undo's

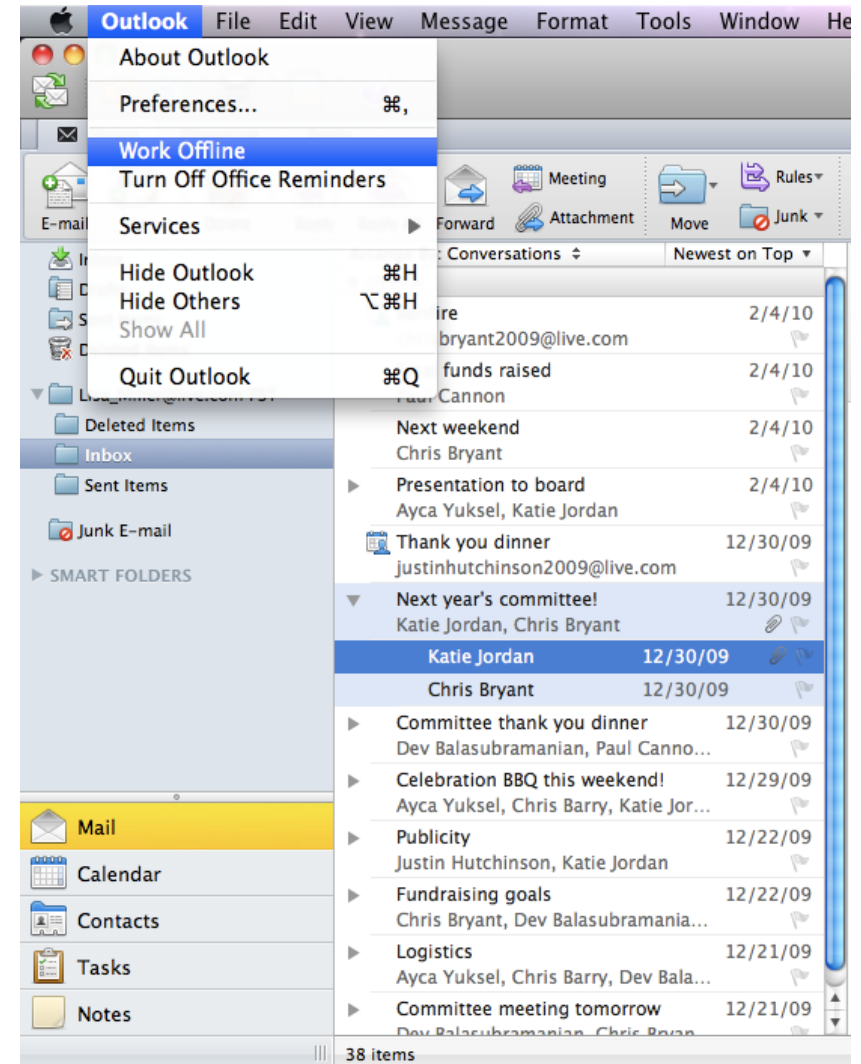
Uncheck 'automatically select entire word'

If you're planning a movie, set your movie options first

End with black slide

# Troubleshooting: Outlook for Mac 2011

- Consultants should already have experience configuring email accounts
- Gather all the data needed to set up an account first
- Know the account type (*Exchange, IMAP, POP*)
- Check the host's website for any application-specific notes
- Have a backup
- Set client expectations properly



# Troubleshooting: Outlook for Mac 2011

## Application Preferences

Folder display

Folder grouping (like Mail.app)

Folders by account

Hide on My Computer

Configure categories

Configure AutoCorrect/AutoFormat

Outlook has it's own list

Smart folders = Smart mailboxes



# Troubleshooting: Outlook for Mac 2011

## Mail Account Preferences

Map server folders to Outlook folders

Junk = Junk E-mail

Trash = Deleted Items

### Security

When to download pictures

### Signatures

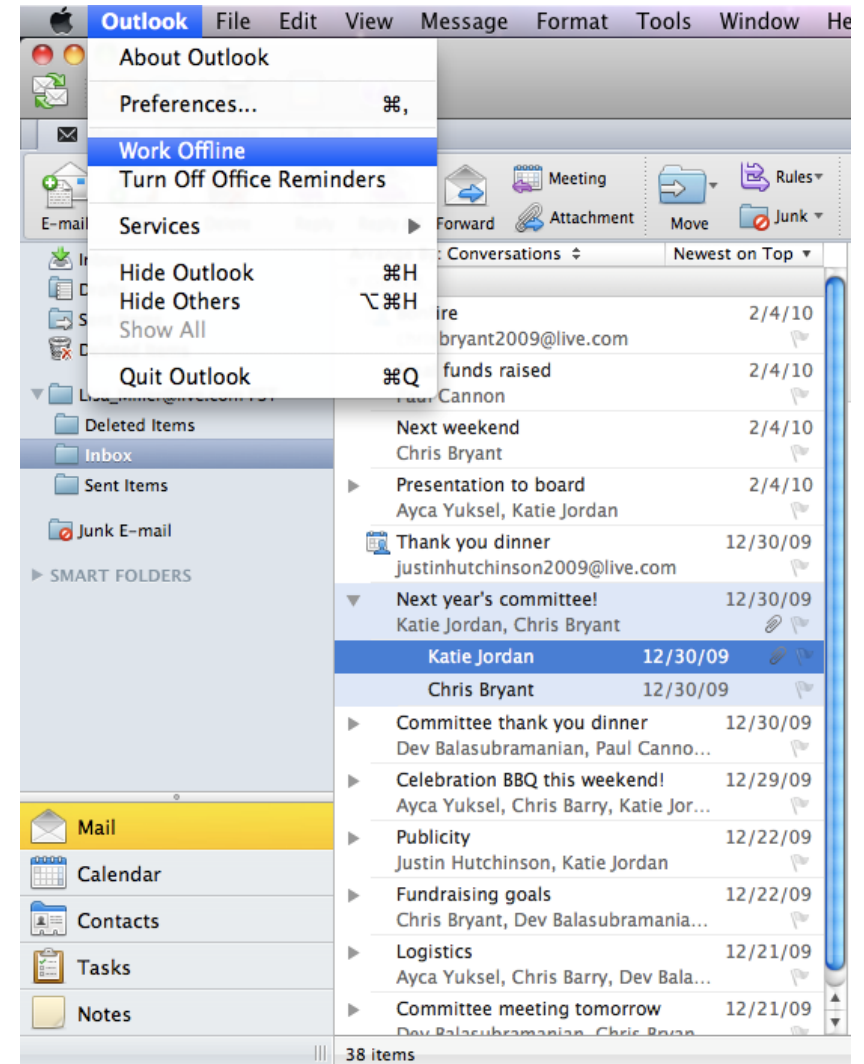
Able to use 'random' signatures

Certain Entourage 'mark as read' preferences no longer available

Color of unread messages

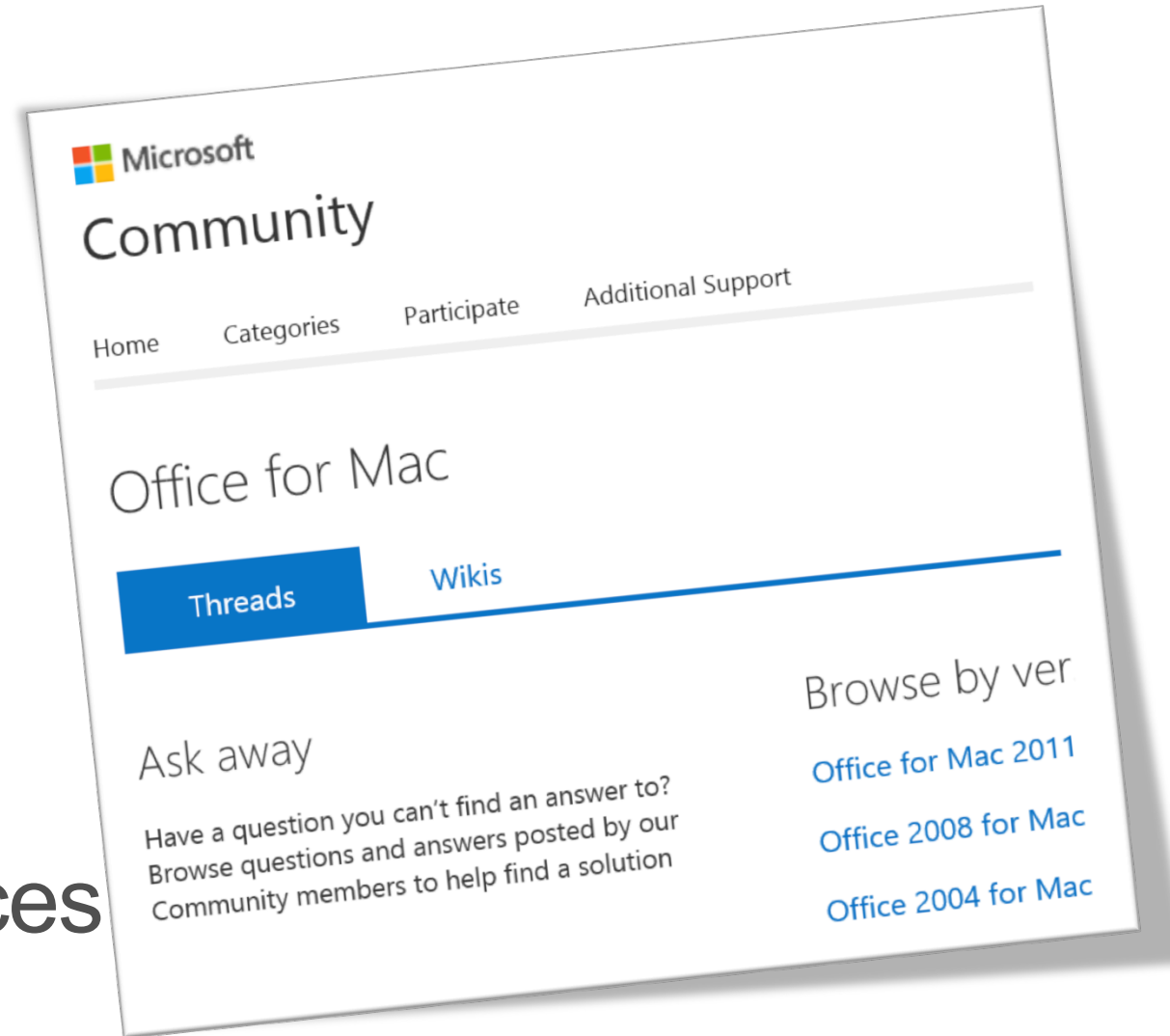
# Troubleshooting: Outlook for Mac 2011

- Keep Outlook offline for troubleshooting
  - Select Work offline
    - May take longer to quit normally
  - **Shift + launch**
    - Will not attempt to run schedules or connect to mail server



# Support and resources

- Office for Mac Blog
- Deployment Guides
- Office for Mac help
- Knowledge Base
- Office for Mac Forums
  - <http://answers.microsoft.com/en-us/mac>
- Training videos and resources
- Getting Technical Support





## **Best Practices For Working With Windows:**

<http://office.microsoft.com/en-us/mac-powerpoint-help/best-practices-for-working-with-windows-HA102927242.aspx#BMwd>

## **Microsoft support site:**

<https://support.microsoft.com/find-solutions/office/office-for-mac-2011>  
<http://www.microsoft.com/mac/support>

## **Deployment Guides:**

<http://www.microsoft.com/mac/support>

## **Office for Mac Training:**

<http://www.microsoft.com/mac/how-to>  
<http://www.microsoft.com/mac/how-to/training>

## **Built-in application help**



# Communities

## **Office for Mac Forums**

<http://www.officeformac.com/productforums>

## **MVPs Most Valuable Professionals**

<http://www.office.mvps.org>

<http://word.mvps.org/Mac/>

## **Diane Ross' site (private MVP site)**

<http://officeformachelp.com>

## **Google groups (monitored by a few MVPs):**

<https://groups.google.com/group/microsoft.public.mac.office>

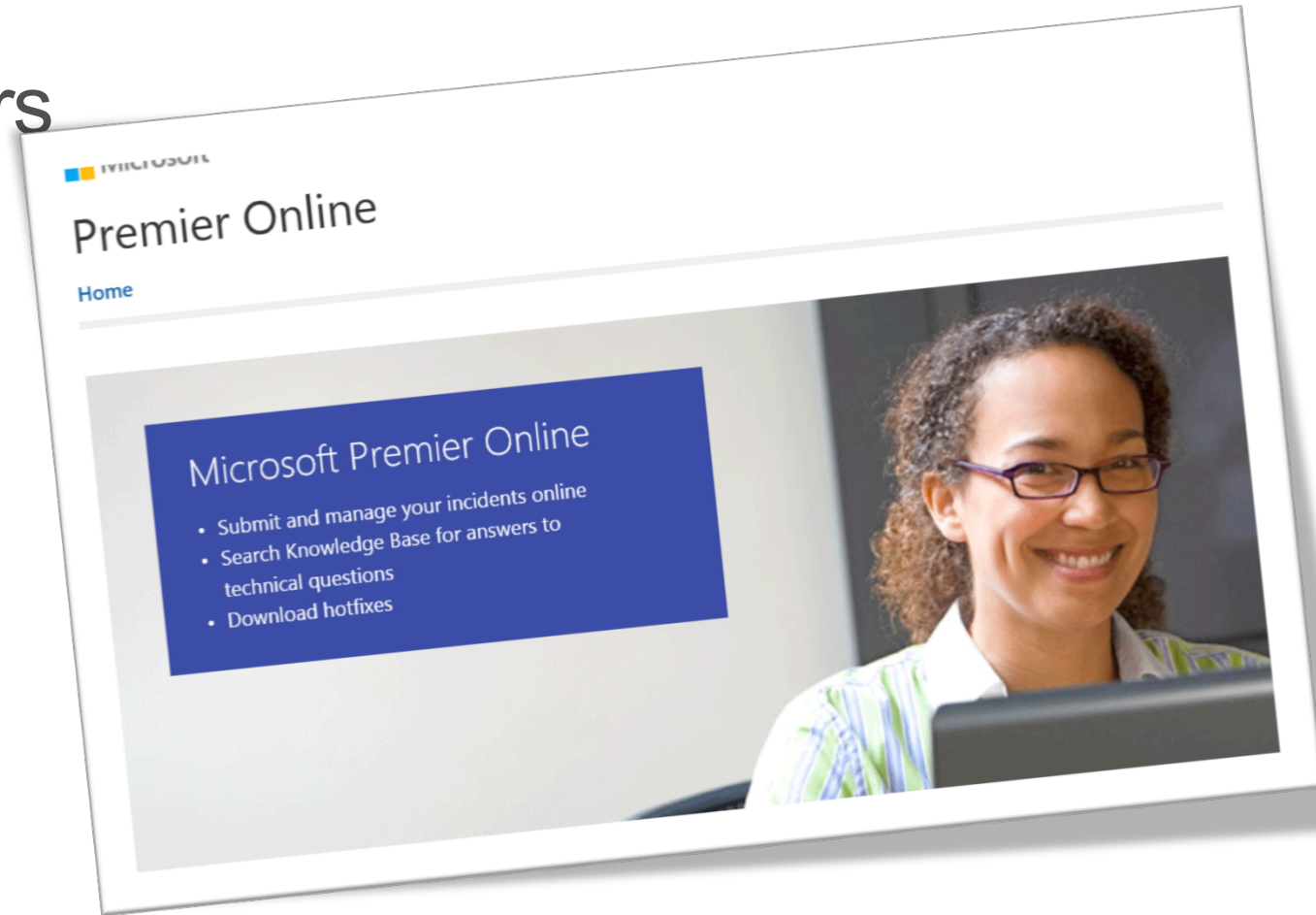
# Business Customers

## **Microsoft Premier Support**

[http://www.microsoft.com/en-us/microsoftservices/premier\\_support.aspx](http://www.microsoft.com/en-us/microsoftservices/premier_support.aspx)

# Support for small business

- Microsoft Premier Customers
- Microsoft Premier Online
- Microsoft Partner Network





# Today we covered

Meet the new  
Office

Using Office



Top Tips for  
Office for Mac  
2011

Trouble-  
shooting &  
Common  
Questions





# Short break

# Exam

<http://aka.ms/mactech>

Please select *Post-event exam & survey*

You may leave when you are done.

MacTech BootCamp tomorrow.  
Registration at 8:30am

# Thank You!

