ILTA 2010 Strategic Unity

12 Things Users Struggle to do in Word 2007

# 12 Things Users Struggle to do in Word 2007

Introduction

Below is a list of the 12 things users struggle to do with their recent migration to Word 2007.

The list was compiled by Intelliteach, a legal-specific helpdesk outsourcing company, and included requests from over **8,000 law firm end-users** across a variety of firms, sizes, locations, and hardware configurations for the period of January 1 – June 30, 2010.

Convert Text to Table and Vice-Versa

- Previously all table options were on the Table menu. Now the option to convert text to a table is on one tab and the option to convert a table to text is on another.

- *To convert text to a table*, select text and click **Insert** tab. In the **Tables** group, select the **Table** button and **Convert Text To Table** from drop-down.

- *To convert a table to text*, select the table or table rows that you want to convert and click the **Layout** tab. In the **Data** group, select the **Convert To Text** button.
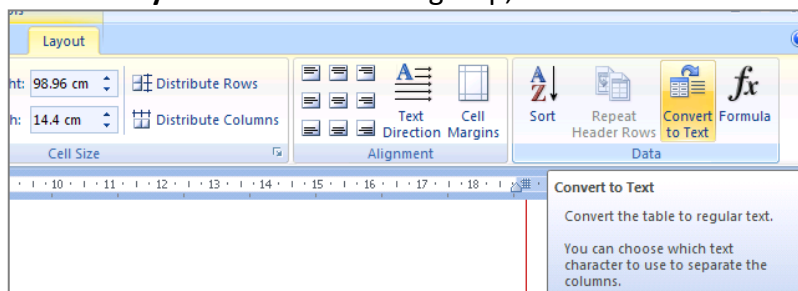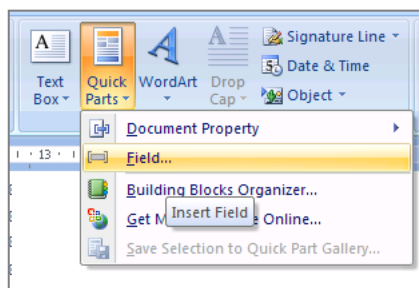

Insert a comment

- The **Insert** tab covers many options e.g. tables, bookmarks, footers etc however to insert a comment, you need to use the **Review** tab. Click the **New Comment** button on the **Comments** group.
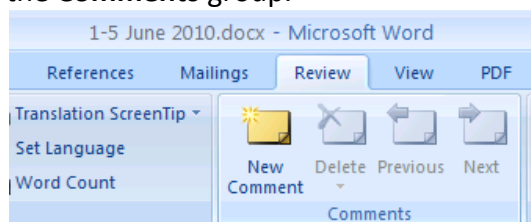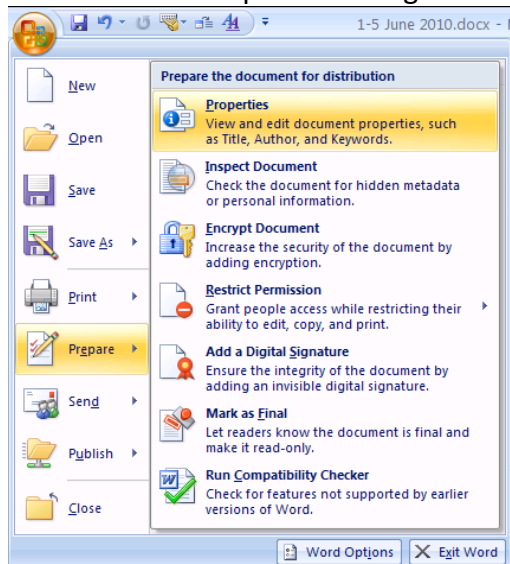

Insert a field

- Yes this is on the **Insert** tab - click **Quick Parts** dropdown in the **Text** group.

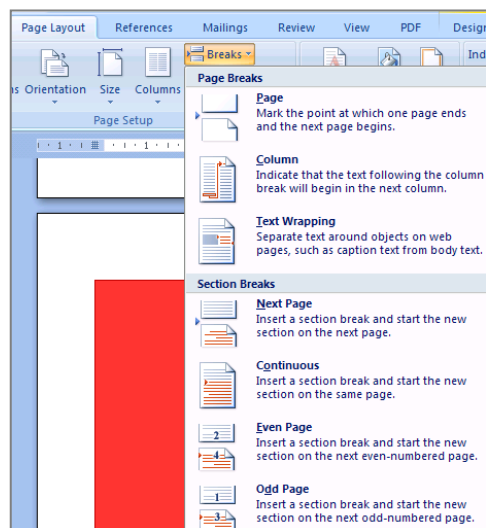# 12 Things Users Struggle to do in Word 2007

Access document properties

- Document properties are now available when you click the **Office** button and choose Prepare. Click the **Document Properties** dropdown and **Advanced Properties** to open the Document Properties dialog box.
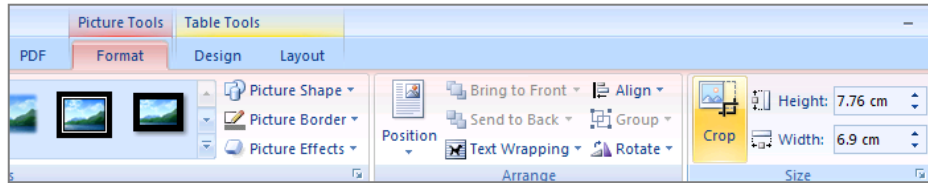

Insert a section break

- Select the **Page Layout** tab and then the **Breaks** dropdown on the **Page Setup** group.
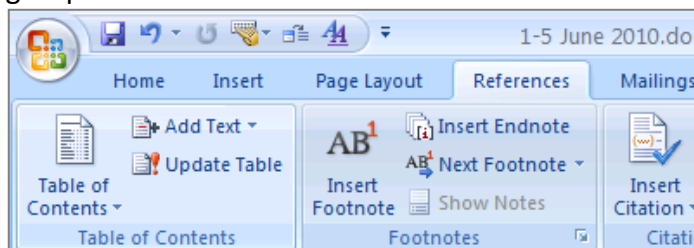
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Crop a picture

- First select the picture and then select the **Picture Tools** tab. **Crop** is in the **Size** group.
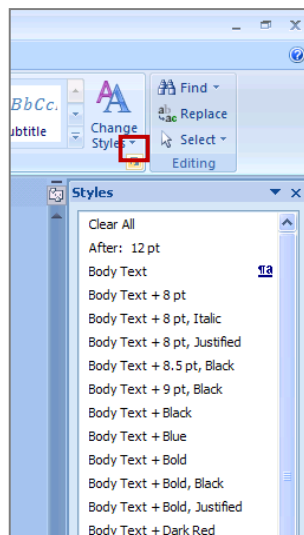
Insert TOC

- Many of our clients have a macro or customized functionality to insert a Table of Contents however if a user is looking to use native Word 2007 functionality …

- Select the **References** tab and the **Table of Contents** button is in the **Table of Contents** group:
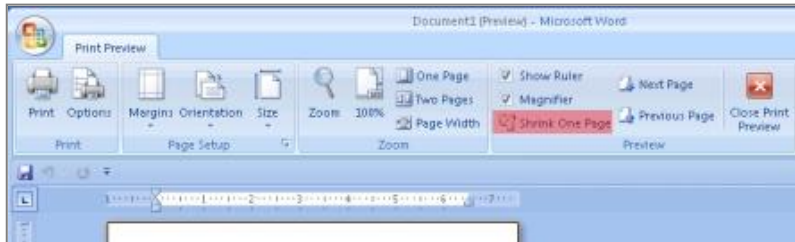
View the styles list

- To view the styles list, select the **Page Layout** tab. The **Styles** list is available when you click on the arrow in bottom right of the **Styles** group:
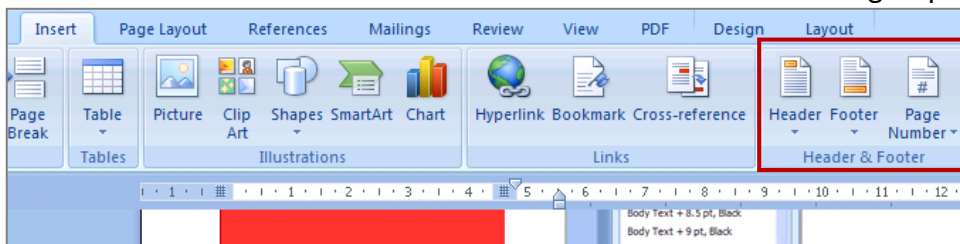
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Shrink to fit to one page

- The option to shrink to fit to one page is now available from **Print | Print Preview**:
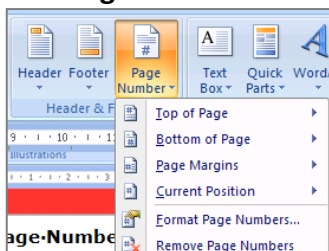

Insert headers and footers

- Headers and Footers are on the **Insert** tab in the **Header & Footer** group:

Insert and format page numbers

- Page number options are available on the Insert tab, in the **Header & Footer** group and click **Page Number**:

Link to previous for headers and footers

- As with other Office 2007 functionality, first select the item that you want to edit first. Select or put your cursor in the header (or footer) and a new **Design** tab appears with options to **Go To Header**, **Previous Section** and **Next Section,** and **Link to Previous** in the **Navigation** group.
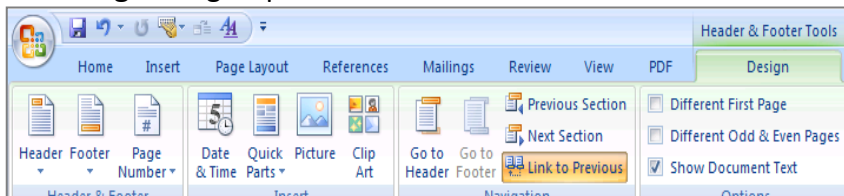
About the Author

Sherry Bevan is the Business Manager for the London office of Intelliteach. She is responsible for the day-to-day management of operations including recruitment, staffing, liaising with Intelliteach's global headquarters in Atlanta, and serves as the lead contact on all UK client accounts. She has over 20 years of experience in the legal service and technology support arena and has held senior service management roles within the global law firm, financial, and management consulting areas. Prior to joining Intelliteach, she spent 10 years with McDermott Will & Emery UK LLP, a 2,300 user Global 100 law firm, fulfilling various IT management and service positions. Before McDermott, she was Arthur Andersen's UK Tax & Legal Technology Support Manager, responsible for all aspects of IT services for the chartered accountants' UK Tax & Legal Practice. Sherry has been a regular speaker at legal conferences and IT events, and was a founding member of the UK Document Excellence Group (UKDEG), a not-for-profit user group established in 2004 by like-minded individuals working for law firms challenged with document production issues.

Intelliteach specializes in legal-specific helpdesk outsourcing since 1998 and as such has collected massive amounts of ticketing data and helpdesk reporting metrics. Staffed with over 110 law firm specific helpdesk specialists, Intelliteach currently supports over 80,000 law firm users, handling over 50,000 legal support questions each month. Intelliteach clients are comprised of firms with as few as 25 attorneys to over 2,000+ attorneys including over 30% of the AmLaw 200. With offices in Atlanta, Georgia and London, England, Intelliteach provides support to over 400 law firm locations in 20+ countries around the globe, 24/7. To find out more about Intelliteach or its services please visit their website at www.Intelliteach.com.