BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Word & Google Docs

Writing letters, lists, and documents —
in plain English, one step at a time

A plain-English guide to writing on your computer

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

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What's Inside

This is your writing manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. It covers both Microsoft Word and Google Docs: the writing skills that work in either, then each program step by step, then printing, sharing, and handy extras. Every feature comes with what it actually does *for you* and slow, step-by-step directions anyone can follow. If a screen looks a little different on your computer, the idea is still the same.

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PART 1

The Big Picture

What these two programs are, how they differ, and which one is right for you — plus the single idea (the "cloud") that clears up most of the confusion. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've ever wanted to write a proper letter, type up a recipe to pass down, keep notes for the family, or put together a flyer for the church sale — but weren't quite sure how to begin — this book is for you. Writing on a computer opens a lot of doors, and it's far friendlier than it looks.

I'm Bill. Helping folks feel at home with their technology is what I do every day here in Portage County, and I wrote this the way I'd sit beside you at the kitchen table: slowly, in plain English, no rushing and no fancy words. Whenever I use a term you don't know, I'll stop and explain it right then — you won't have to look anything up.

Two programs, one job

This book covers the two most common programs for writing documents: **Microsoft Word** and **Google Docs**. They do the same basic job — they're like two different cars that both get you to the store. Learn one and the other feels familiar. I'll show you both, point out where they differ, and help you pick the one that suits you.

WHAT THIS DOES FOR YOU

What this does for you

Once you're comfortable writing a document, a world of everyday tasks gets easier: letters to family and businesses, a note for the doctor, lists and labels, a flyer, your memoirs, the holiday newsletter. It's one of those skills that quietly pays off again and again.

You truly can't break anything

Here's the most important promise in the book: **you cannot break the computer, or your document, by exploring.** If you change something and don't like it, there's an **Undo** button that reverses it instantly (we'll meet it soon). Both programs also save your work for you so you won't lose it. Poke around, try things, see what happens — that's exactly how everyone learns.

And I'm a phone call away

This book will carry you a long way. But if you ever get stuck, you're never stuck alone — that's not how I work. Call me at **(330) 200-8042** and we'll sort it out together, patiently and with no judgment. There is no such thing as a silly question.

— Bill

CHAPTER 2

What a Word Processor Actually Is

Before we pick between Word and Google Docs, let's answer the simplest question: what are these things?

A typewriter that fixes its own mistakes

A **word processor** is simply a program for writing on a computer. Think of it as a typewriter that's far more forgiving. You type words onto a page on the screen; but unlike a typewriter, you can fix a mistake with no white-out, move a paragraph without retyping it, make the letters bigger, add a photo, and print as many clean copies as you like — or send it to someone without printing at all.

Word and Google Docs are two brands of the same tool

Microsoft Word is made by Microsoft and has been around for decades — it's the one many people used at work. **Google Docs** is made by Google, is newer, and runs mostly through a web browser. Both let you write, format, save, share, and print documents. The differences are real but modest, and we'll walk through them plainly.

> GOOD TO KNOW
>
> **They can read each other's documents**
>
> A document you write in Word can be opened in Google Docs, and vice versa — with a quick conversion. So you won't be locked out of a file just because a family member used the other program. We cover exactly how in the sharing chapter.

"Document," "file," and other words you'll see

A few plain definitions so nothing trips you up later:

Word	Plain-English meaning
Document	The thing you're writing — a letter, a list, a flyer. One document is one piece of writing.
File	A document saved on the computer or online, with a name, so you can find it again later. "Document" and "file" are often used to mean the same thing.
Format	How the writing *looks* — the size of the letters, bold or not, the spacing. Formatting doesn't change the words, just their appearance.

Word	Plain-English meaning
The cloud	Storing your document on the internet instead of only on your computer, so it's safe and reachable from anywhere. We explain this fully in Chapter 4.

CHAPTER 3

Word vs. Google Docs — Which Is for You?

You do not have to choose forever, and many people end up using both. But if you're wondering where to start, here's the honest comparison in plain terms.

At a glance

	Microsoft Word	Google Docs
Cost	Full version is a paid subscription (Microsoft 365); a free, simpler web version exists	Free to use with a Google account
Where it runs	Installed program on a computer, plus web and phone-app versions	Mainly in a web browser; also phone/tablet apps
Saving	You can save on your computer, or online (OneDrive)	Saves itself automatically, online, as you type
Best known for	The classic, full-featured standard, especially for printed documents	Easy sharing and writing together at the same time
You need	A Microsoft account (and usually a subscription for the full app)	A free Google account (the same one used for Gmail)

A simple way to decide

- **Choose Google Docs if:** you want something free, you already have a Google or Gmail account, you'll write from different devices, or you want to share and collaborate easily. It's the gentlest starting point for most folks.
- **Choose Word if:** you already have it on your computer (many computers come with it), your family or a club uses it, or you do a lot of carefully formatted, printed documents.
- **Honestly?** For a beginner writing letters and lists at home, **Google Docs is free and friendly**, and that's where I'd point most people first. But if Word is already on your machine, it's a fine choice too.

FROM BILL

Don't agonize over the choice

The two are so similar that learning one teaches you most of the other. Pick whichever is already on your computer or whichever your family uses, get comfortable, and don't give the decision another thought. If you'd like help deciding for your situation, that's a perfect thing to call me about — (330) 200-8042.

CHAPTER 4

The "Cloud" — The One Idea That Clears Up the Confusion

If one thing puzzles people about modern writing programs, it's this: *where does my document actually live?* A few minutes here will save you a lot of worry later.

On your computer vs. in the cloud

A document can be stored in two places. **On your computer** means it's saved on the machine in front of you — like a paper in your desk drawer. **In the cloud** means it's saved on the internet, on big secure computers run by Google or Microsoft — like a safe-deposit box you can reach from anywhere.

Google Docs stores your documents **in the cloud** by default. Word lets you choose — on your computer, or in Microsoft's cloud (called **OneDrive**). Neither is better; they're just different drawers.

WHAT THIS DOES FOR YOU

Why the cloud is a friend, not a worry

A document in the cloud is safe even if your computer breaks, gets lost, or spills coffee — it's not *on* the computer, so it survives. You can also open it from your phone, your tablet, or a different computer by signing in. For many people that peace of mind is the cloud's whole appeal.

"Saving" works differently in each

This surprises people, so let's be clear. In **Google Docs**, there is **no Save button** — it saves every few seconds automatically as you type. You genuinely cannot lose your work by forgetting to save. In **Word**, you traditionally press Save (or it saves automatically when your document lives in OneDrive). We'll cover saving in detail for each program.

GOOD TO KNOW

Signing in is what connects you to your documents

Because cloud documents live on the internet, you reach them by **signing in** with your account — your Google account for Docs, your Microsoft account for Word's cloud. Keep that account's email and password somewhere safe; it's the key to your writing. A password notebook kept in a drawer is perfectly sensible.

PART 2

Writing Basics That Work Everywhere

The handful of typing and editing skills that are identical in Word and Google Docs. Master these and you can write anything in either program.

CHAPTER 5

Typing, the Cursor, and the Keyboard

Everything starts with putting words on the page. The good news: it works the same in both programs, and it's gentler than a typewriter in every way.

The blinking line is where your words go

When you open a new document, you'll see a thin **blinking line** near the top-left of the page. That's the **cursor** (also called the insertion point). Whatever you type appears right there. To start writing somewhere else, click where you want and the cursor hops to that spot.

The keys that do more than type letters

Key	What it does
Spacebar	The long key at the bottom — makes a space between words.
Enter / Return	Starts a new line or paragraph. Press it once between paragraphs; the program handles spacing.
Backspace	Erases the letter just *before* the cursor. Hold it and it keeps erasing.
Shift	Hold it while pressing a letter for a CAPITAL letter, or for the symbol on the top of a key.
Caps Lock	Turns on ALL CAPITALS until you press it again. A little light shows when it's on.
Delete	Erases the letter just *after* the cursor (on some keyboards).

TIP

Let the words wrap on their own

You do *not* press Enter at the end of every line like on a typewriter. Just keep typing — when a line fills up, the words automatically drop to the next line by themselves. Only press Enter when you want to start a brand-new paragraph. This trips up almost everyone at first; now you know.

Fixing a typo

See a mistake? Click right after it, press **Backspace** to erase, and retype. Or, as you'll learn next, select the wrong word and type over it. There's no penalty and no mess — fixing mistakes is half of what these programs are for.

CHAPTER 6

Selecting, Copying, and Moving Text

This is the skill that makes a computer so much better than a typewriter: you can grab words you've already typed and change, move, or copy them. Once this clicks, you'll feel genuinely capable.

Selecting (highlighting) text

To do almost anything to some words — make them bold, delete them, move them — you first **select** them, which highlights them in blue. To select:

- **With a mouse:** click just before the first word, hold the button down, drag across the text, and let go. The highlighted part is now selected.
- **A quick trick:** double-click a word to select just that word; triple-click to select a whole paragraph.
- **Select everything:** hold **Ctrl** (or **Command** on a Mac) and press **A** to select the entire document at once.

Copy, Cut, and Paste — the three magic words

Action	What it does / shortcut
Copy	Makes a duplicate of the selected text, leaving the original in place. Ctrl+C (Command+C on Mac).
Cut	Removes the selected text so you can move it elsewhere. Ctrl+X (Command+X).
Paste	Drops whatever you copied or cut at the cursor. Ctrl+V (Command+V).

So to **move** a sentence: select it, **Cut** it, click where you want it, and **Paste**. To **repeat** something: select it, **Copy**, click elsewhere, **Paste**. You can also find Copy, Cut, and Paste by selecting text and **right-clicking** it, which pops up a little menu.

WHAT THIS DOES FOR YOU

Why this matters

Copy and paste save enormous time. Reuse your address at the top of every letter, duplicate a list and tweak it, move a paragraph that reads better lower down — all without retyping a thing. It's the single biggest reason writing on a computer beats paper.

CHAPTER 7

Undo — Your Safety Net

If you remember only one thing from this whole book, make it this: the **Undo** button reverses your last action, as if it never happened. It is the reason you truly cannot break anything.

How to undo

- Press **Ctrl+Z** (hold Ctrl and tap Z). On a Mac, **Command+Z**. Each press undoes one more step, so you can walk backward through several changes.
- Or click the **Undo** button — a curved arrow pointing left — near the top-left of the screen.
- Changed your mind about undoing? **Redo** puts it back: Ctrl+Y, or the curved arrow pointing right.

TIP

When in doubt, undo

Accidentally deleted a paragraph? Made the text a strange color? Something jumped and you don't know why? Just press Ctrl+Z a few times until things look right again. Undo is patient and endlessly forgiving — lean on it freely.

You can't undo your way into trouble

Undo only affects your writing and formatting in the current document. It can't harm the computer or delete anything important elsewhere. So press it as often as you like while you find your footing — it's there precisely so you can experiment without fear.

PART 3

Google Docs, Step by Step

The free, friendly option — from signing in to writing, naming, and finding your documents again. If you're starting fresh, start here.

CHAPTER 8

Getting Into Google Docs

Google Docs is free, and if you have a **Gmail** email address you already have everything you need — that same account unlocks Google Docs. Let's get in.

What you need

- A **Google account** — this is the free account behind Gmail. If you use Gmail, you have one. If not, you can make one for free at **accounts.google.com**, or a family member can help you in a few minutes.
- A **web browser** — the program you use to go on the internet (Chrome, Safari, Edge, etc.). Google Docs works in any of them, though Google's own **Chrome** is the smoothest.
- An **internet connection**.

Opening Google Docs on a computer

1. Open your web browser.
2. In the address bar at the top, type **docs.google.com** and press Enter.
3. If asked, **sign in** with your Google (Gmail) email and password.
4. You'll land on the Google Docs home page, which lists any documents you've made and offers a big **+** (or "Blank document") to start a new one.

> **TIP**
>
> **On a phone or tablet, use the app**
>
> On a phone or tablet, the easiest way is the free **Google Docs** app from the App Store (Apple) or Play Store (Android). Install it once, sign in with your Google account, and your documents are right there. The computer and the app show the very same documents, always up to date.

Making your very first document

1. On the Google Docs home page, click the **Blank document** (the big + with "Blank" under it).
2. A fresh, empty page opens with the blinking cursor ready.
3. Start typing — try "Dear friend," and a sentence or two. Notice there's no Save button to worry about.

That's it — you're writing. Everything you learned in Part 2 (typing, selecting, copy/paste, undo) works right here.

CHAPTER 9

Saving and Naming in Google Docs

Here's the part that relaxes everyone: in Google Docs, **saving takes care of itself**. But you'll still want to give each document a name so you can find it later.

It saves itself — really

As you type, Google Docs saves your work to the cloud every few seconds. Near the top you'll see a little message like "Saving…" then "**All changes saved in Drive**." There is no Save button because you never need one. Close the window, lose power, walk away — your words are safe.

Naming your document

A new document is called "Untitled document" until you name it. To give it a proper name:

1. Click the words **Untitled document** at the very top-left of the page.
2. Type a name that'll make sense to you later — "Letter to Social Security," "Thanksgiving list," "Memoirs."
3. Press Enter. The name is saved instantly.

GOOD TO KNOW

Where your documents live: Google Drive

All your Google Docs are kept in **Google Drive** — think of it as your filing cabinet in the cloud. You can see everything at **drive.google.com** or in the Google Drive app. Your documents also show right on the Google Docs home page, newest first, so most of the time you won't even need to go looking.

Finding a document again later

- Go to **docs.google.com** — your recent documents are listed right there; click one to open it.
- Can't spot it? At the top there's a **search** box — type a word from the document's name or its text and it'll find it.
- Everything is sorted with the most recent at the top, so what you worked on last is easy to grab.

CHAPTER 10

Finding Your Way Around Google Docs

Let's take a calm tour of the screen so nothing feels mysterious. You'll use only a few parts day to day.

The main areas

Area	What it's for
The page	The big white area in the middle — your actual document, shown as it'll look on paper.
The menus	The words along the top: File, Edit, View, Insert, Format, Tools, and so on. Click any to drop down a list of things you can do.
The toolbar	The row of little buttons just below the menus — the quick way to change the font, make text bold, add a list, and more. We'll use these constantly.
The document name	Top-left — click it to rename, as you learned.
The Share button	The blue button top-right, for sending the document to someone (covered later).

The menus vs. the toolbar

Most everyday things live on the **toolbar** (the button row) *and* in the **menus** — two paths to the same place. Buttons are faster once you recognize them; menus spell everything out in words if you'd rather read. Use whichever feels comfortable; there's no wrong path.

TIP

If a button's job isn't obvious, hover over it

On a computer, rest the mouse pointer on any toolbar button without clicking, and after a moment a little label pops up telling you what it does. It's a painless way to learn the buttons — point, read, and you'll know.

Making the page bigger to read

If the text on screen is small, look for the **zoom** box on the toolbar (it shows a percentage like 100%). Click it and choose a larger number — 125% or 150% — to magnify everything on screen. This only changes how big it looks to you; it doesn't change the actual document or how it prints.

PART 4

Making It Look the Way You Want

Fonts, sizes, bold and color, headings, alignment, lists, and spacing — the formatting that turns plain typing into a handsome letter or flyer. Works much the same in both programs.

CHAPTER 11

Fonts, Size, Bold, and Color

"Formatting" just means changing how your words look. The golden rule from Part 2 applies every time: **select the text first, then change it**. Nothing happens to words you haven't selected.

The core buttons

Button	What it does
Font	The *style* of the letters. A box on the toolbar shows the current font's name (like Arial). Click it to pick another. A plain one like Arial or Calibri reads easily.
Size	A small number box (like 11 or 12). Bigger number = bigger letters. For comfortable reading, 12 or 14 is friendly; large print, try 16 or 18.
Bold	A thick **B**. Makes selected text heavy, for emphasis. Click once on, once off.
Italic	A slanted *I*. Makes text slanted, often for titles.
Underline	An underlined U. Draws a line under the text.
Text color	A letter A with a colored bar. Click the little arrow beside it to pick a color for your words.

Let's make a title stand out

1. Type a title, like "Family Recipes."
2. Select it (drag across it so it turns blue).
3. Change the **size** to something larger, say 20.
4. Click **Bold** to thicken it.
5. If you like, click the **text color** arrow and choose a color. Click an empty spot to see your handsome title.

> **TIP**
>
> **Don't overdo it**
>
> A document reads best with one plain font, a sensible size, and bold or color used sparingly for emphasis. Three different fonts and five colors on one page look busy and are harder to read. When in doubt, keep it simple — simple looks professional.

CHAPTER 12

Alignment and Spacing

How your text sits on the page — pushed left, centered, or spread out — is "alignment." How much air is between the lines is "spacing." Both are a click away.

Alignment: left, center, right

Button	What it does
Align left	Text lines up along the left edge. This is normal for letters and most writing.
Center	Text is centered on the page. Lovely for a title, a heading, or an invitation.
Align right	Text lines up along the right edge. Handy for the date at the top of a letter.
Justify	Spreads text to touch both edges evenly, like a newspaper column.

The alignment buttons on the toolbar look like little stacks of lines. Click anywhere in a paragraph (no need to select the whole thing) and click an alignment button to shift it.

Line spacing

Line spacing is the gap between lines. "Single" is tight; "1.5" or "Double" adds breathing room and is easier on the eyes. Look for a **line-spacing** button on the toolbar (lines with up/down arrows), or use the **Format** menu > Line & paragraph spacing. Many people find 1.5 spacing comfortable for letters.

WHAT THIS DOES FOR YOU

Why spacing helps

A little extra space between lines makes a page far easier to read — for you and for whoever receives it. If a letter feels cramped, bump the line spacing to 1.5 and watch it open up and breathe.

CHAPTER 13

Lists: Bullets and Numbers

When you've got a list — groceries, steps, guests, things to pack — a **bulleted** or **numbered** list lays it out neatly, and the program keeps it tidy for you.

Making a list

1. Click where you want the list to start.
2. On the toolbar, click the **bulleted list** button (dots beside lines) or the **numbered list** button (1-2-3 beside lines).
3. Type the first item and press **Enter** — a new bullet or the next number appears automatically.
4. Keep typing items. When you're done, press Enter on an empty line and click the list button again to turn it off.

> TIP
> **Bullets vs. numbers**
> Use **numbers** when order matters (steps in a recipe, directions). Use **bullets** (dots) when it's just a list and the order doesn't matter (a shopping list). Either way, the program lines everything up perfectly without you fussing over spacing.

Indenting

To push a line or paragraph in from the margin, use the **indent** buttons on the toolbar (arrows pointing at lines), or press the **Tab** key at the start of a line. To pull it back out, use the decrease-indent button. This is how you make a sub-point sit underneath a main point.

CHAPTER 14

Headings and a Tidy Structure

For anything longer than a page — a report, your memoirs, a newsletter — **headings** keep it organized and let readers find their place. They're also how you'd build a table of contents later.

Using built-in heading styles

Both programs have a **styles** box (often showing "Normal text" or "Normal") on the toolbar. Instead of just making a title big and bold by hand, you can:

1. Click in the line you want to be a heading.
2. Open the **styles** box and choose **Heading 1** for a big section title, or **Heading 2** for a smaller sub-section.
3. The program formats it handsomely and consistently for you.

> **GOOD TO KNOW**
>
> **Why bother with real headings**
>
> Using proper heading styles (rather than just big bold text) keeps every section looking consistent, lets the program build an automatic table of contents, and helps screen-reading tools for low vision. It's a small habit that makes longer documents much tidier — but for a one-page letter, don't worry about it.

A clean look with almost no effort

If a document ever looks messy and you're not sure why, select the troublesome part and look for **Clear formatting** (often an eraser-over-A button, or Format menu > Clear formatting). It strips the fancy stuff back to plain text so you can start fresh. A handy reset when things get tangled.

PART 5

Microsoft Word, Step by Step

The classic. Which version you have, creating and saving documents, the "ribbon" of buttons, and the one thing that confuses people most — Save vs. AutoSave.

CHAPTER 15

Which Word You Have

"Word" comes in a few forms, and knowing which you have saves confusion. They all write documents the same way; they differ mainly in where they run and what they cost.

The three flavors of Word

Version	What it is
Word on your computer	The full, installed program (part of **Microsoft 365** or a one-time-purchase Office). The most complete version. Usually a paid subscription.
Word on the web	A free, slightly simpler version you use in a web browser at office.com, signed in with a Microsoft account. Good for basic writing at no cost.
Word app	The free app for phones and tablets, from the App Store or Play Store.

GOOD TO KNOW

Do you already have Word?

Many Windows computers come with Word already installed, sometimes as a trial. Look for a blue **W** icon in your programs. If it asks you to "activate" or subscribe, that's the paid part. If you'd rather not pay, the free Word on the web — or free Google Docs — writes documents just fine.

A Microsoft account is your key

To use Word's cloud features and the web version, you sign in with a **Microsoft account** (a free account, often an outlook.com or hotmail.com email, though any email can be used). Keep its email and password safe — it's how Word knows your documents are yours.

CHAPTER 16

Creating and Opening Documents in Word

Let's make a document and learn to find it again. We'll use the installed program; the web version is nearly identical.

Starting a new document

1. Open **Word** (the blue W icon).
2. You'll see a start screen. Click **Blank document** for an empty page, or browse the **templates** (ready-made designs for letters, flyers, and more).
3. A fresh page opens with the cursor ready. Start typing.

Opening a document you saved before

1. In Word, click the **File** menu (top-left), then **Open**.
2. Choose where it's stored — **This PC** (on your computer) or **OneDrive** (Microsoft's cloud).
3. Click the document you want. Recent documents are also listed on Word's start screen for one-click opening.

> TIP
>
> **The Recent list is your shortcut**
>
> Word keeps a **Recent** list of documents you've opened lately, right on the start screen and under File > Open. Most of the time, the document you want is sitting right there — no hunting through folders required.

CHAPTER 17

Saving in Word — and the AutoSave Confusion

Saving is where Word differs most from Google Docs, and where folks get tangled. Let's make it clear once and for all.

The old, reliable way: Save and Save As

Command	What it does
Save	Stores the current document, keeping the same name and place. Press **Ctrl+S**, or File > Save. Do this often while you work.
Save As	Saves a *new copy*, letting you choose a new name or location. Use it the *first* time you save a document (to name it and pick where it goes), or to make a copy without changing the original.

Saving a new document the first time

1. Click **File** > **Save As** (or just press Ctrl+S on a brand-new document).
2. Choose where to keep it: **This PC** (a folder on your computer, like Documents) or **OneDrive** (the cloud).
3. Type a **name** for the document.
4. Click **Save**. From now on, a quick Ctrl+S updates it in that spot.

AutoSave — on only in the cloud

Newer Word has an **AutoSave** switch in the top-left corner. Here's the key fact: AutoSave works **only when your document is saved in OneDrive** (the cloud). Then, like Google Docs, it saves every change automatically and the switch is on. If your document is saved on your computer instead, AutoSave stays off, and you should press **Ctrl+S** now and then yourself.

HEADS UP

The one habit that prevents lost work

If AutoSave is off (meaning your document is on your computer, not OneDrive), get in the gentle habit of pressing **Ctrl+S** every few minutes and before you close. It takes a second and guarantees your work is safe. When in doubt, press Ctrl+S — saving an already-saved document does no harm at all.

Don't fret over the file type

Word documents are normally saved as a **.docx** file — you'll see that on the end of the name. You don't need to think about it; Word picks it automatically. We'll meet .docx again in the chapter on sharing and converting, where it matters a little.

CHAPTER 18

The Ribbon — Word's Button Bar

Word's buttons live on a wide bar across the top called the **ribbon**. It looks busy, but you'll use a small corner of it, and it's organized sensibly once you see the pattern.

Tabs group the buttons

Along the top of the ribbon are words: **Home, Insert, Layout, Review**, and so on. These are **tabs**. Click one and the buttons below change to match. Nearly everything for everyday writing lives on the **Home** tab:

- **Font area:** the font name, size, Bold, Italic, Underline, and text color — just like we covered.
- **Paragraph area:** alignment, line spacing, and bullet/numbered lists.
- **Styles area:** the heading styles (Heading 1, etc.).

> TIP
> **Start and stay on the Home tab**
> For writing letters, lists, and notes, the **Home** tab has almost everything you need. Don't feel you must explore all the other tabs — wander over to Insert when you want to add a picture or page number, and ignore the rest until you're curious. Familiar first; fancy later.

If the ribbon disappears

If your button bar suddenly vanishes, you probably collapsed it by accident. Double-click any tab name (like **Home**) to bring it back. Nothing's broken — the ribbon just tucked itself away, and double-clicking a tab unrolls it again.

PART 6

Adding More Than Words

Pictures, tables, page numbers, and links — the extras that turn a plain letter into a flyer, a recipe card, or a proper report. The steps are nearly identical in both programs.

CHAPTER 19

Inserting a Picture

A photo of the grandkids on the holiday newsletter, a map on the party invitation, your own photo on a flyer — adding a picture is easy, and it's the same idea in Word and Google Docs.

Putting a picture on the page

1. Click where you'd like the picture to go.
2. Open the **Insert** menu (or Insert tab in Word), then choose **Image** (Google Docs) or **Pictures** (Word).
3. Pick where the picture is: **from your computer/device** (a photo you've saved), from your **Photos / Drive**, or from a web search.
4. Choose the picture and click **Insert** (or Open). It drops onto the page.

Resizing and moving it

- **Resize:** click the picture once to select it — little square handles appear at the corners. Drag a **corner** handle to make it bigger or smaller (corners keep the shape; side handles can stretch it oddly).
- **Move:** click and drag the picture to where you want it. You may see options like "wrap text" (text flows around the picture) or "in line" (the picture sits in the line of text) — try each and pick what looks right.
- **Remove:** click the picture once and press **Delete** or **Backspace**.

TIP

Use your own photos freely

Pictures you took yourself are always fine to use. If you pull an image from a web search, it may belong to someone else — fine for a personal note at home, but for anything you'd publish or sell, stick to your own photos or ones clearly marked free to use.

CHAPTER 20

Tables, Page Numbers, and Links

Three more useful extras. You won't need them every day, but they're lovely to have when the moment comes.

A table — rows and columns for tidy information

A **table** is a grid of boxes, perfect for a schedule, a simple budget, or a list with two columns (like name and phone number). To add one:

1. Click where you want it.
2. **Insert** menu > **Table**.
3. Choose how many columns (across) and rows (down) by sliding over the little grid, then click.
4. Click into any box and type. Press **Tab** to hop to the next box.

Page numbers

For anything more than a page or two, numbered pages help. Open **Insert** > **Page numbers** (in Word, Insert tab > Page Number), and choose where they go — usually the bottom. The program numbers every page automatically, even as you add or remove pages.

A clickable link

If your document will be read on a screen (not just printed), you can add a **link** — blue underlined text that opens a website when clicked. Select the words you want to turn into a link, choose **Insert** > **Link**, type or paste the web address, and click Apply.

GOOD TO KNOW

Headers and footers

A **header** is text that repeats at the top of every page; a **footer** repeats at the bottom. Page numbers usually live in the footer. You can add your name or a title to a header so it shows on every page — look under the Insert menu for **Header & footer**. Nice for a long document, skippable for a letter.

CHAPTER 21

Templates — A Head Start

A **template** is a ready-made, professionally designed document you fill in with your own words — a shortcut to a polished result without any design work on your part.

Using a template

- **Google Docs:** on the docs.google.com home page, look at the **Template gallery** across the top — letters, resumes, meeting notes, brochures, and more. Click one and it opens ready to edit.
- **Word:** on the start screen (File > New), browse the **templates** — click one, and it opens as a new document for you to fill in.

Why templates are wonderful for beginners

A template has the spacing, fonts, and layout already handled beautifully. You just click the placeholder text and type your own — a name here, a date there. For a formal letter, a flyer, or a resume, starting from a template saves time and looks far more polished than starting from a blank page.

WHAT THIS DOES FOR YOU

Let the template do the hard part

If the idea of arranging a nice-looking page feels daunting, a template removes that worry entirely. Someone with an eye for design already laid it out; you simply supply the words. It's the easiest route to a document you'll be proud to send or print.

PART 7

Printing, Sharing, and Working Together

Getting your document onto paper, turning it into a PDF, sending it to someone, and even writing together at the same time — plus how Word and Google Docs hand files back and forth.

CHAPTER 22

Printing Your Document

Sometimes paper is exactly what you want — a letter to mail, a recipe for the kitchen, a flyer for the board. Printing works the same way in both programs.

How to print

1. Make sure your printer is on and has paper.
2. Open the **File** menu and choose **Print** (or press **Ctrl+P**).
3. A print window appears showing a **preview** of how the pages will look. Check it over.
4. Pick your **printer** from the list if more than one shows, and how many **copies** you want.
5. Click the **Print** button.

> **TIP**
>
> **Always glance at the preview**
>
> The print preview shows you exactly what will come out before a single sheet is used. Check that nothing's cut off and the page count is what you expect. A ten-second look at the preview saves paper and ink — and the occasional surprise.

If nothing prints

- Check the printer is **on** and connected (a cable, or on the same Wi-Fi).
- Make sure the right **printer** is chosen in the print window — not a "Save as PDF" option by mistake.
- Check for paper and that no jam light is on.
- Still stuck? Printers are famously finicky — this is a perfectly good reason to call me.

CHAPTER 23

Saving as a PDF

A **PDF** is a document frozen into a fixed, final form — it looks the same on everyone's screen and prints identically everywhere. It's the polite way to send a finished document, because the person can't accidentally change it and doesn't need Word or Google Docs to read it.

Making a PDF

- **Google Docs:** File > **Download** > **PDF Document (.pdf)**. It saves a PDF copy to your computer.
- **Word:** File > **Save As** (or Export) and choose **PDF** as the type; or File > Print and pick "Save as PDF" as the printer.

GOOD TO KNOW

When to send a PDF vs. the document itself

Send a **PDF** when the document is finished and you just want them to read or print it (a letter, a flyer, a resume to an employer). Send the **document itself** when you want them to edit it with you. For most things you mail off, a PDF is the clean, professional choice.

CHAPTER 24

Sharing a Google Doc

Here's where Google Docs shines: sending a document to someone — or letting several people work on it together — is wonderfully simple, because it already lives in the cloud.

Sharing with a specific person

1. Open the document and click the blue **Share** button (top-right).
2. Type the person's **email address**.
3. Choose what they can do: **Viewer** (read only), **Commenter** (suggest but not change), or **Editor** (full editing).
4. Click **Send**. They get an email with a link straight to the document.

Sharing by link

Instead of listing emails, you can get a **link** anyone can open: in the Share box, under "General access," switch it to **Anyone with the link**, choose Viewer or Editor, and click **Copy link**. Paste that link into an email, text, or message. Handy for sharing with a group at once.

STAY SAFE

Share thoughtfully

"Anyone with the link can edit" means just that — anyone who gets that link can change your document. For anything personal, share with **specific people** by email instead, and use **Viewer** unless they truly need to edit. You can always open Share again and remove someone's access later.

CHAPTER 25

Writing Together, Comments, and Suggestions

Both programs let more than one person work on the same document — even at the same time. It's a lovely way to plan a family event or let someone help polish your letter.

Everyone sees the same document

When you share a cloud document (a Google Doc, or a Word document in OneDrive) with Editor access, each person opens the *same* living document. You'll see little colored cursors showing where others are typing, and changes appear as they happen. No emailing versions back and forth.

Comments — notes in the margin

A **comment** is a note attached to part of the document, without changing the text — perfect for "shall we add Aunt Ruth here?" Select the text, then click the **Add comment** button (a speech bubble, or Insert > Comment), type your note, and post it. Others can reply, and you tick it **Resolved** when it's handled.

Suggesting (Google Docs) and Track Changes (Word)

When someone helps edit your writing, they can make changes you get to approve — nothing is altered behind your back:

Program	How to suggest edits
Google Docs: Suggesting mode	Top-right, switch the pencil from **Editing** to **Suggesting**. Now edits appear as colored suggestions you can **Accept** or **Reject** one by one.
Word: Track Changes	On the **Review** tab, turn on **Track Changes**. Edits show in color; you Accept or Reject each from the Review tab.

WHAT THIS DOES FOR YOU

Why this is reassuring

Suggesting and Track Changes mean you can hand your draft to a trusted friend or family member and let them mark it up, while *you* stay in charge — you see every proposed change and decide what to keep. Your original words are never lost unless you choose to accept a change.

CHAPTER 26

Moving Between Word and Google Docs

Someone sends you a Word document but you use Google Docs? Or the reverse? No problem — the two translate back and forth with a couple of clicks.

Opening a Word document in Google Docs

1. In Google Drive (drive.google.com), click **New** > **File upload** and pick the Word (.docx) file — or just double-click a .docx already in your Drive.
2. It opens in Google Docs. You can read and edit it right away.
3. To keep it as a proper Google Doc, use File > **Save as Google Docs**.

Sending a Google Doc to someone who uses Word

Open the Google Doc, choose File > **Download** > **Microsoft Word (.docx)**, and send them that file. It'll open perfectly in their Word.

HEADS UP

A little formatting may shift

When a document crosses between the two programs, the words always survive, but very fancy formatting (unusual fonts, intricate layouts) can shift a little. For ordinary letters and lists it's seamless; for a heavily designed document, give it a quick look after converting and tidy anything that moved.

PART 8

Handy Help That Makes Writing Easier

Spell-check, typing with your voice instead of your fingers, recovering an earlier version, bigger text for tired eyes, and writing from your phone. Small features, big comfort.

CHAPTER 27

Spell-Check and Grammar

Both programs quietly watch your spelling and gently flag likely mistakes — a wonderful safety net, especially for a letter you want to look just right.

Reading the colored underlines

- A **red wavy underline** means a word may be misspelled.
- A **blue (or green) wavy underline** usually flags a grammar or word-choice suggestion.
- These underlines are just hints — they show on your screen but **do not print**.

Fixing a flagged word

1. **Right-click** the underlined word (on a touchscreen, tap and hold it).
2. A little menu offers the correct spellings. Click the right one to replace it instantly.
3. If the word is actually fine (a name, say), choose **Ignore** or **Add to dictionary** so it stops flagging it.

> **TIP**
>
> **It's a helper, not a boss**
>
> Spell-check catches typos beautifully, but it isn't always right — it doesn't know names, and it can't tell "their" from "there." Treat its suggestions as friendly advice and trust your own eyes too. A final read-through aloud catches what the computer misses.

CHAPTER 28

Typing With Your Voice

If typing is slow going or your hands tire, you can **speak** and have your words appear on the page. It's genuinely useful, and a little magical the first time.

Voice typing in Google Docs

1. Use Google Docs in the **Chrome** web browser on a computer (this feature needs Chrome or Edge, not the phone app).
2. Open the **Tools** menu and choose **Voice typing**. A microphone box appears.
3. Click the microphone (allow it to use your microphone the first time), then speak clearly and steadily.
4. Your words appear as you talk. Say "period," "comma," or "new paragraph" for punctuation. Click the microphone again to stop.

Dictating in Word

Word has a **Dictate** button (a microphone) on the Home tab of recent versions. Click it, allow the microphone, and speak — Word types what it hears. The same spoken punctuation words work.

On a phone or tablet

On a phone or tablet, you don't need a special feature — tap into the document, then tap the little **microphone** on the on-screen keyboard and speak. Your words type themselves. This works in almost any app, not just writing programs.

WHAT THIS DOES FOR YOU

What this does for you

Voice typing lets you write a long letter, your memoirs, or a quick note without a single keystroke — a real gift if typing is tiring or arthritis makes it hard. Speak at an easy, steady pace, and fix any stray words afterward. Many people find they write more, and more naturally, by voice.

CHAPTER 29

Version History — Going Back in Time

Ever wish you could see an earlier draft, or undo changes from yesterday that Undo won't reach? Both cloud programs quietly keep a **history** of your document, so you can look back — and even restore an older version.

Viewing earlier versions

- **Google Docs:** File > **Version history** > **See version history**. A list of dated versions appears on the right; click any to view it, and **Restore this version** to bring it back.
- **Word (in OneDrive):** File > **Info** > **Version History**, or click the document title at the top and choose Version History. Pick a past version to view or restore.

GOOD TO KNOW

A safety net beyond Undo

Undo only reaches back through your current session. Version history reaches back *days or weeks* — so if you realize a document was better before last week's edits, you can recover that earlier version. It's quietly saving these the whole time, at no effort from you. Reassuring to know it's there.

CHAPTER 30

Bigger Text and Writing on a Phone

A couple of comfort features to finish: making everything easier to see, and writing when you're away from the computer.

Making things easier to see

- **Zoom the view:** as covered, use the zoom box (a percentage) to magnify the page on screen without changing the document.
- **Bigger letters in the document:** select your text and raise the font size (14, 16, or 18) for a large-print letter that's easier for you and your reader.
- **Whole-screen magnifier:** your computer, phone, and tablet each have built-in accessibility settings to enlarge everything system-wide — a fine thing to have me set up to your comfort.

Writing on a phone or tablet

The free **Google Docs** and **Microsoft Word** apps let you write on a phone or tablet, with the same documents as your computer. The screen is smaller, so it's best for quick edits or jotting an idea, but it's there whenever inspiration strikes away from your desk. Everything syncs automatically — start on the phone, finish on the computer.

> TIP
>
> **A tablet is a comfortable middle ground**
>
> If a computer feels like too much but a phone screen is too small, a **tablet** (like an iPad) with a writing app — and, if you like, a little add-on keyboard — makes a roomy, approachable place to write. Big enough to see, simple enough to relax with.

PART 9

Putting It All Together

Real things you'll actually make — a proper letter, an envelope, a simple flyer, a one-page resume — and how to keep all your documents tidy and easy to find.

CHAPTER 31

Writing a Proper Letter, Start to Finish

Let's put the pieces together and write a real letter — the kind you'd mail to a business, a doctor's office, or a government agency. Follow along and you'll have a handsome, correct letter you can reuse forever.

The parts of a formal letter

1. **Your address and the date** at the top. Type your name and address, press Enter a couple of times, then the date. (You can align these to the right if you like, using the align-right button.)
2. **The recipient's name and address** below that, aligned left.
3. **A greeting:** "Dear Mr. Smith," or "To Whom It May Concern," followed by a blank line.
4. **The body** — your message, in short paragraphs, with a blank line between each.
5. **A closing:** "Sincerely," then a few blank lines (room for your signature if you'll print and sign), then your typed name.

Make it look polished

- Use a plain font at size 12, with **1.5 line spacing** for easy reading.
- Keep paragraphs short — three or four sentences each.
- Read it through once (aloud helps) and let spell-check catch any typos.

> **TIP**
>
> **Save it as a reusable starting point**
>
> Once you have a letter laid out the way you like, save a copy to reuse. Next time, open it, change the date, the recipient, and the message, and you're most of the way done. In Google Docs, use File > **Make a copy**; in Word, File > Save As with a new name. Your own personal template.

Printing and signing

When it reads well, print it (Ctrl+P, check the preview, Print), sign it by hand in the space you left above your typed name, and it's ready for the envelope. Or save it as a PDF to email instead — both are perfectly proper.

CHAPTER 32

Addressing an Envelope

Both programs can print an envelope, so the address looks crisp and typed. It's a small thing that makes mail look professional — handy for cards, bills, and formal letters.

Printing an envelope in Word

1. Go to the **Mailings** tab and click **Envelopes**.
2. Type the **delivery address** (where it's going) and the **return address** (yours).
3. Put an envelope in your printer the way it shows on screen.
4. Click **Print**.

In Google Docs

Google Docs doesn't print envelopes on its own, but a free add-on (look under **Extensions** > Add-ons) can do it, or you can simply set up a new document at envelope size. Honestly, for the occasional envelope, Word is simpler — or a handwritten address is always just fine.

GOOD TO KNOW

Printing many at once: mail merge

If you ever need to send the *same* letter to a whole list of people — a holiday newsletter, a reunion invitation — there's a feature called **mail merge** that prints each one personalized with its own name and address from a list. It's a bit advanced, so it's a perfect thing to set up together the first time. Call me and we'll make your mailing list sing.

CHAPTER 33

Making a Simple Flyer

A flyer for a yard sale, a lost pet, a church event, or a club meeting is one of the most satisfying things to make — and you already know every skill it needs.

A flyer, step by step

1. Start a new document. Consider a **template** (both programs have flyer templates) for an instant head start.
2. Type a big, bold **headline** at the top — select it, size 36 or larger, bold, and **centered**.
3. Add the key details below in a comfortable size: what, when, where, and a phone number.
4. Insert a **picture** if you have a good one (Insert > Image/Pictures), and resize it from a corner.
5. Add a little **color** to the headline to catch the eye — but keep the body plain and readable.

WHAT THIS DOES FOR YOU

What this does for you

A clean, typed flyer gets noticed and taken seriously in a way a hand-scrawled note doesn't. With a template and the handful of formatting tricks you've learned, you can make one in fifteen minutes and print a stack — or email the PDF to the neighborhood group.

Tear-off phone number tabs

Want those little tear-off strips with your phone number at the bottom? Make a **table** with several narrow columns across the bottom of the page, type your number in each box, and it prints as a neat row of tabs people can tear off. A clever use of the table feature from Chapter 20.

CHAPTER 34

A One-Page Resume or Summary

Whether for a part-time job, volunteering, or simply to have your history in one tidy place, a one-page summary of your experience is easy to make — and templates do most of the work.

The easy route: a template

1. In the **Template gallery** (Google Docs) or **New** templates (Word), pick a **resume** design you like.
2. Click each placeholder and type your own details over it: your name, contact information, work history, and any skills or volunteering.
3. Keep it to **one page** — trim older or less relevant items so it stays clean.
4. Save it, and download a **PDF** to send to an employer (a PDF keeps your careful layout intact).

TIP

List things newest-first

On a resume, list jobs and activities with the **most recent at the top**. Include the years, the place, and a short line about what you did. You don't need fancy wording — clear and honest reads best. And a trusted friend's second look never hurts.

CHAPTER 35

Keeping Your Documents Organized

As you write more, a little tidiness keeps everything easy to find. A few gentle habits are all it takes — no filing system to maintain.

Good names are half the battle

The simplest organizing trick is giving each document a clear **name** when you make it: "Letter to Dr. Jones Oct 2026," not "Untitled." A descriptive name means you'll recognize it in a list months later without opening it.

Folders keep related documents together

- **Google Drive:** at drive.google.com, click **New** > **Folder**, name it ("Letters," "Recipes," "Medical"), and drag documents into it.
- **Word / your computer:** documents saved on your computer live in folders too — the **Documents** folder is the usual home. You can make new folders inside it to sort things.

GOOD TO KNOW

Search beats filing, if you'd rather not bother

Don't enjoy organizing? You don't have to. Both Google Drive and your computer have a **search** box — type a word from the name or even the text inside, and it finds the document. Many people never make a single folder and just search. Whatever's easier for you is the right way.

A word on backups

Documents kept in the cloud (Google Docs, or Word saved in OneDrive) are automatically safe — they survive even if your computer doesn't. If you keep documents only *on* your computer, it's wise to have a backup (an external drive, or the cloud). That's a good thing to set up together once, so your writing is never at risk.

CHAPTER 36

Common Frustrations and Quick Fixes

Everyone hits these little snags. None means anything is broken, and each has a simple answer. Keep this chapter handy for the moments when the page does something you didn't expect.

"Everything I type REPLACES what's there!"

You've bumped the **Insert** key and turned on "overtype," where new letters eat the ones ahead of them. Press the **Insert** key once more to turn it off, and normal typing returns. A classic surprise with an instant fix.

"My text is a weird color / size and I don't know why"

Formatting carried over from a spot where your cursor was. Select the troublesome text and either set it right by hand (plain color, normal size) or use **Clear formatting** (the eraser-over-A button, or Format > Clear formatting) to reset it to plain text.

"There's a big gap I can't get rid of"

You may have extra blank lines (press **Backspace** to remove them), or a **page break** pushing text to the next page (click just above it and press Backspace/Delete). Turning on the "show formatting marks" button (a ¶ symbol) reveals these hidden spaces so you can see what to remove.

"The words are underlined in red — did I do something wrong?"

No — that's just spell-check flagging a possible typo, and it **doesn't print**. Right-click the word to fix it or tell it to ignore. Harmless hints, nothing more.

"It closed and I'm afraid I lost everything"

- **Google Docs:** you lost nothing — it saved automatically. Reopen it from docs.google.com.
- **Word:** reopen Word; it usually offers to recover the document under **Document Recovery**, or check File > Open > Recent. If it was in OneDrive with AutoSave, it's safe and current.

TIP

When a snag won't budge, Undo and restart

Press **Ctrl+Z** a few times to walk back whatever happened. Still tangled? Close the document (it's saved) and open it fresh. A clean restart clears up a surprising number of mysteries — the same trick that fixes so much else with computers.

CHAPTER 37

A Lovely Project: Writing With Family

One of the most rewarding things you can do with these programs is write something *together* with the people you love — across the room or across the country. Here are a few projects worth the effort.

A shared family recipe book

Start a Google Doc, share it with your children and grandchildren as **Editors**, and invite everyone to add a cherished recipe. Because it's in the cloud, each person types theirs in from their own home, and it all gathers in one growing document. Add photos, a note about who it came from, and in time you'll have a keepsake to print and hand down.

Your memories and life story

Writing down your memories is a gift your family will treasure. You don't have to do it all at once — open a document, give it a name like "My Story," and add a little whenever the mood strikes. **Voice typing** (Chapter 28) makes it easy to simply *talk* your memories onto the page. Share it with a grandchild who can help tidy and organize it as it grows.

WHAT THIS DOES FOR YOU

What this does for you

A shared document turns writing from a solitary task into something that connects the generations. A grandchild three states away can read your story as you write it, add a comment, or help with the typing — and you've created something lasting together, no postage or travel required.

A running family newsletter

Keep a document going through the year — birthdays, news, photos — and each holiday season, polish it, add a cheerful headline, save it as a **PDF**, and email it round or print copies for cards. Templates make it look festive with no design work. A warm tradition the whole family can look forward to.

FROM BILL

I'm glad to help you start one

If a project like this appeals to you but getting it set up — the sharing, the folders, teaching a grandchild's part — feels like a hurdle, call me. Helping someone get their family recipes or their life story down on the page is some of the most meaningful work I do. **(330) 200-8042.**

PART 10

Staying Safe · Your Cheat-Sheet · When to Call Bill

A couple of document scams to recognize, the one-page reminders to keep by your desk, and an honest word about when a call to me is the right move. You're ready.

CHAPTER 38

Document Scams to Recognize

Writing documents is perfectly safe. The thing to watch for isn't the programs — it's a trick that arrives by email, dressed up to look like a shared document. Know the pattern and you'll spot it every time.

SCAM ALERT

The fake "someone shared a document with you" email

You get an email that looks like a Google Docs or Word sharing notice — "So-and-so has shared a document with you" — with a button to **open** it. But it's a fake: the button leads to a bogus sign-in page built to steal your email password, or to a harmful file. If you weren't expecting a document from that person, **don't click**. Check with them first through a number or address you already have.

How to tell a real share from a fake

- **Were you expecting it?** A document out of the blue — especially from a stranger, or with an urgent "review immediately" tone — deserves suspicion.
- **Check the sender's real address**, not just the display name. Fakes often come from odd addresses that don't match the company they claim to be.
- **Never type your password** into a page you reached by clicking an email link. Real Google and Microsoft sign-ins live at google.com and microsoft.com — go there yourself by typing the address if you're unsure.
- **Hover before you click:** on a computer, rest the pointer over the button to see the real web address it leads to. If it's not a google.com or microsoft.com address, be wary.

STAY SAFE

When in doubt, don't click — ask

No real document will be ruined by waiting ten minutes while you check. If an email, link, or "shared file" makes you the least bit uneasy, stop and ask a trusted family member — or call me *before* you click: **(330) 200-8042**. Those "is this real?" calls are never a bother; they're exactly what I'm here for, and there's never a charge for asking.

Your writing itself is safe

Setting the scam emails aside, the documents you write and store in Google Docs or Word are private to you and safe in the cloud. No one sees them unless *you* share them. Write your letters, your lists, and your memories with a light heart.

CHAPTER 39

The Everyday Cheat-Sheet

Tear this out and keep it by your desk. It's the handful of things you'll reach for most, in both programs.

The keyboard shortcuts worth knowing

To do this	Press this
Undo	Ctrl+Z (Command+Z on a Mac) — reverses your last action. Your safety net.
Save (Word)	Ctrl+S — saves your document. Google Docs saves itself.
Copy / Cut / Paste	Ctrl+C / Ctrl+X / Ctrl+V — duplicate, remove, and drop text.
Select all	Ctrl+A — selects the whole document.
Print	Ctrl+P — opens the print window.
Bold / Italic / Underline	Ctrl+B / Ctrl+I / Ctrl+U on selected text.

The golden rules

- **Select first, then change.** Highlight the words before making them bold, bigger, or a new color.
- **When in doubt, Undo.** Ctrl+Z fixes almost any mistake.
- **Google Docs saves itself; in Word, press Ctrl+S often** (unless AutoSave is on).
- **Name your document** something you'll recognize, so you can find it later.
- **Send a PDF** for a finished document; send the document itself when you want someone to edit with you.

Where things live

I want to…	Go here
New document	Google Docs: the Blank document at docs.google.com. Word: File > New > Blank document.
Make text look different	The toolbar (Google Docs) or the Home tab / ribbon (Word).
Add a picture or table	The Insert menu (both).
Share it	The blue Share button (Google Docs) or File > Share (Word).
Make a PDF	File > Download > PDF (Google Docs); File > Save As > PDF (Word).

CHAPTER 40

When to Call Bill

This book will carry you a long way, and most days you won't need anyone's help at all. But you're never stuck alone — that's simply not how I do things. Here's an honest word about when picking up the phone is the right move, so you never feel you're imposing.

Good reasons to call — none of them silly

- You want help **choosing and setting up** Word or Google Docs on your computer, and getting your account and password squared away.
- You're trying to **print** and nothing comes out — printers are famously stubborn, and this is a very common, very fixable call.
- A document **looks wrong** and you can't tell why, or formatting has gone haywire and Undo isn't enough.
- You got an email with a **"shared document"** or link that felt off — always call me *before* you click.
- You simply want someone to **sit with you**, in plain English and no rushing, while you write your first real letter or get the hang of it. That's the whole job, and I enjoy it.

How to reach me

I'm Bill, and I run **Bill's Home Tech** right here in Portage County, Ohio. I've spent 30+ years helping people feel at ease with their technology, and helping folks put their words on the page — a letter, a list, a lifetime of memories — is some of my favorite work.

Phone	(330) 200-8042 — call or text. If I can't pick up, leave a message and I'll call you back.
Book a visit online	billshometech.com/book
Where I work	Portage County, Ohio, and the nearby communities.
If you visit the website	You may chat with Sophie, my friendly assistant on the site, who can help you book a time to talk.

FROM BILL

My standing offer

If anything in this book — or anything Word or Google Docs does — ever puzzles you, pick up the phone. No question is too small and no problem too silly. I'll come out, or talk you through it, as plainly and patiently as it takes. Helping someone print their first letter, or finally get their memories down on the page, never gets old. That's why I do this.

— Bill · Bill's Home Tech · (330) 200-8042 · BillsHomeTech.com

A few parting words

Here's the truth to carry away from all these pages: **there is no such thing as a dumb question.** The folks I help are smart, capable people who simply weren't handed a manual that spoke plainly. Now you have one.

Don't feel you must learn it all at once — you never will, and you don't need to. Write one small thing this week: a short letter, a grocery list, a note to a grandchild. Next week, make the title bold and add a photo. Before long it's second nature, and you'll have a tool for putting anything you please onto the page — and into the hands of the people you care about. **You're going to do just fine.**

— Bill