



Create™ FAQs

Candidate Handouts

July 2010



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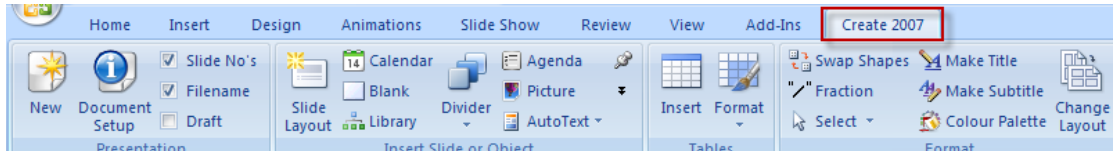
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1. Create™ Registration

1. Once the Setup file is installed, open PowerPoint.

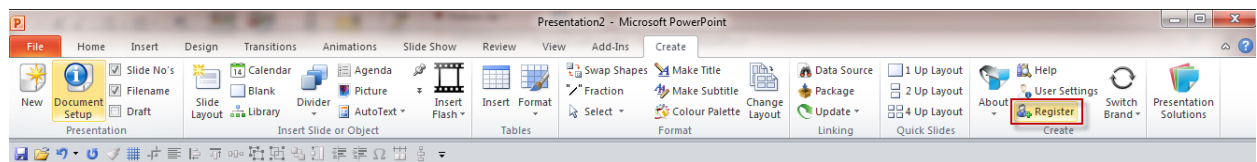
In Create 2007

There will be a new tab on the ribbon called “**Create 2007**”. To activate Create 2007, select **New** on this tab.



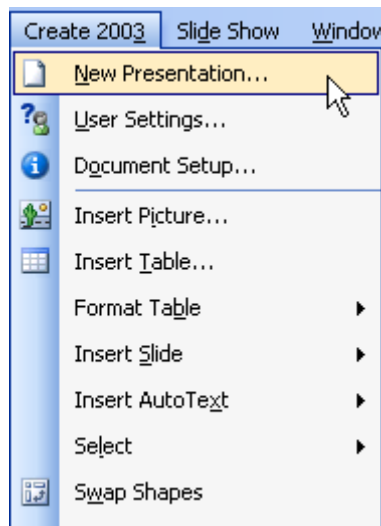
In Create V8.0 (the multi-Office version which works on both Office 2007 or 2010)

There will be a new tab on the ribbon called “**Create**”. To activate Create 8.0, select **Regisier** on this tab.



In Create 2003

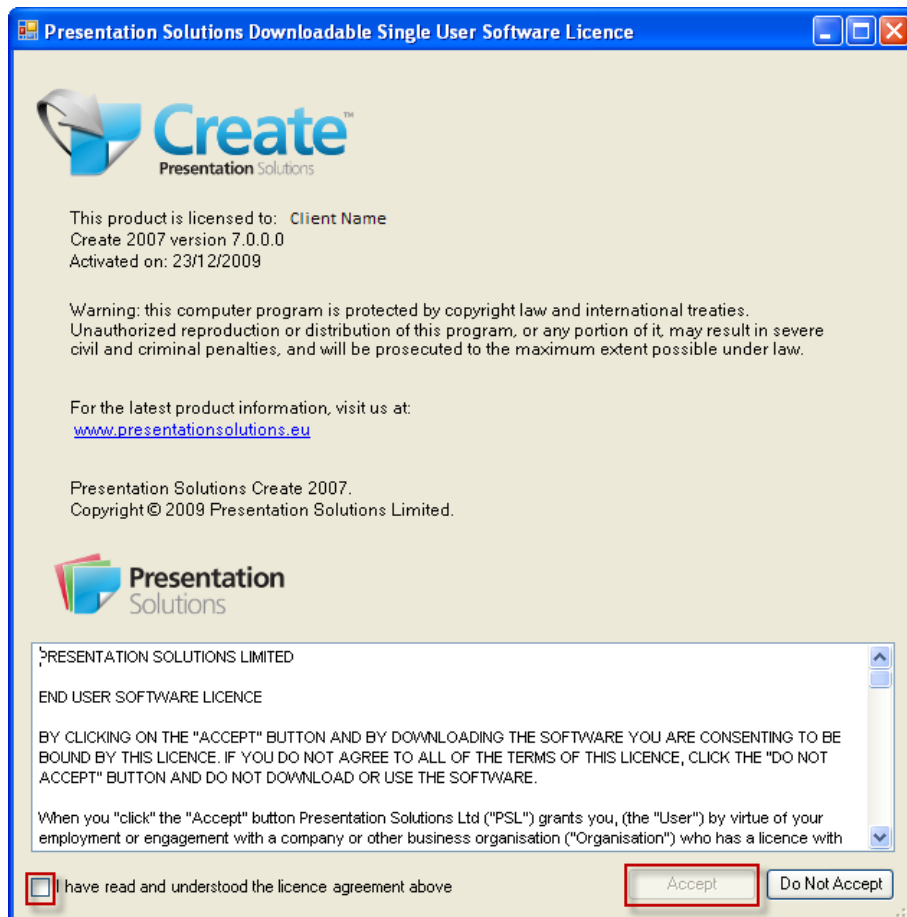
There will be a new dropdown on the menu called “**Create 2003**”. To activate Create 2003, select **New Presentation** from the Create 2003 dropdown menu.



2. If this is the first time that Create has been installed on the machine, the licence agreement will appear. Please read the licence terms before you check the box adjacent to “***I have read and***

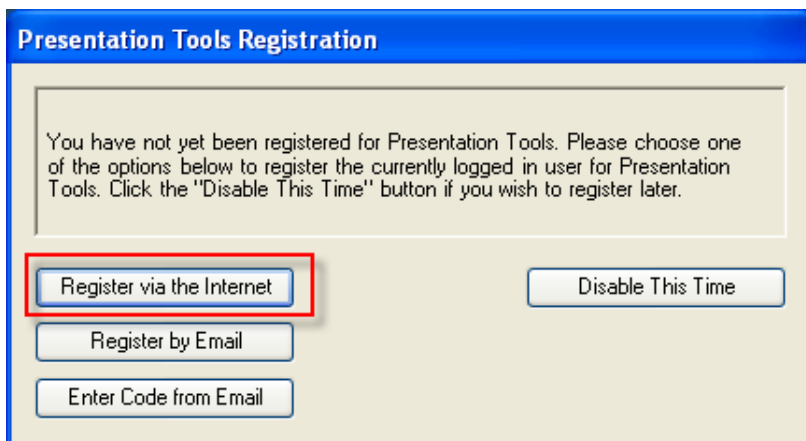
understood the licence agreement above” (please note that terms & conditions have already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.

3. If this is not the first time that Create has been installed on the machine, the following dialogue box will appear – select “**Register via the Internet**” to register the product automatically. If you select **Disable This Time**, this will halt the installation process.

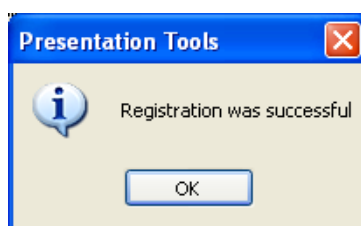


Note: see the end of this document for instructions to Register by Email, disable this time and Enter Code from Email

4. After selecting **Register Via the Internet**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to **“I have read and understood the licence agreement above”** (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.



5. Once the previous steps have been completed, the dialogue box below will appear:



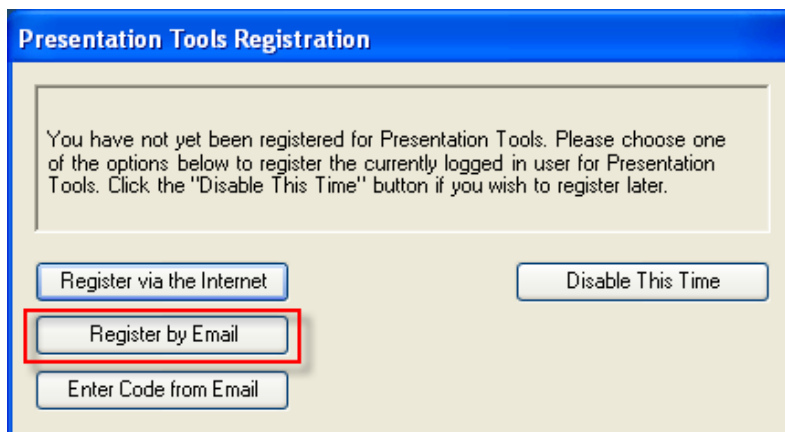
6. Once you select the **OK** button, Create will be activated. In the case of PowerPoint, the Document Setup dialogue box will appear, and once you click **OK** your default presentation should appear (customised to your corporate branding).

Additional Information for your IT Department

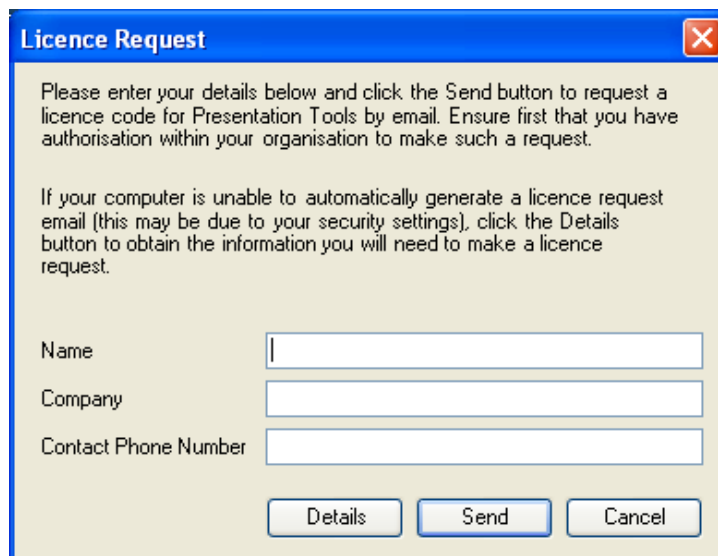
- The product is set to install automatically on the “Current User” profile (you will not see this prompt during installation) so the tools are saved locally to your PC. This means that anyone who logs onto the same PC or Laptop will have to register to access the software.
- The registration process accesses the Presentation Solutions Website (www.presentationolutions.eu) and grants a license to a user, sending back the license key which is stored in the registry editor *HK Current User/Software/PresentationSolutions*.

Registration via email

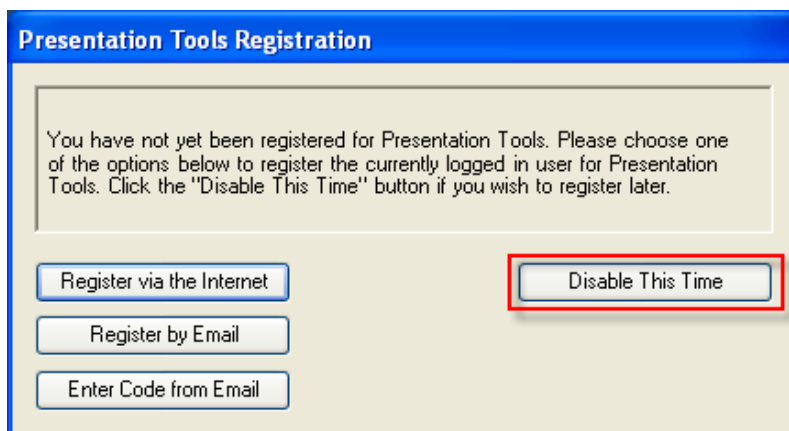
1. If you do not have a valid internet setting or the tools did not immediately register via email, then you may need to request a license key via email. Select the button **Register by Email** and complete the items in the window that appears



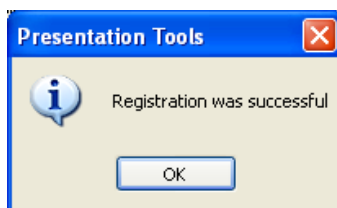
2. Complete the items in the window that appears and choose **Send**



3. Within 24 hours (not instantly) you will receive the code via an email. To continue working normally, choose the button **Disable this Time**.



4. When you have received the license code via email, copy the code from the email. Open PPT and select **New** from the **Create** ribbon to prompt the registration window to appear and select the button **Enter Code from Email** and paste the key into the field and select **OK**.



5. Click **OK** to the window that acknowledges successful registration.
6. Once you select the **OK** button, Create will be activated. In the case of PowerPoint, the Document Setup dialog box will appear, and once you click **OK** your default presentation should appear (customised to your corporate branding).

2. FAQs

PowerPoint

Toolbars not showing

In Create 2007 or 2010

If the Create™ tab is not showing on the PowerPoint ribbon, complete the following steps:

1. Go to disabled items – **Home button, PowerPoint options, Add-ins, Disabled Add-ins**
2. If Create™ is showing in the list make sure it is ticked and click OK
3. Close down and restart all Office programs (including Outlook)

In Create 2003

If the Create™ 2003 Toolbar is not showing, complete the following steps:

4. Check if the toolbar is listed by right clicking on the toolbar area
5. If the Create toolbar is listed, but not checked, click on it to display it
6. If the Create toolbar is not listed, go to disabled items – **Help, About Microsoft Office PowerPoint, Disabled Items**
7. If Create 2003 is listed, make sure it is ticked and click OK
8. Close down and restart all Office programs (including Outlook)

Slides not inserting

- Make sure you are clicked onto a slide before inserting a new one

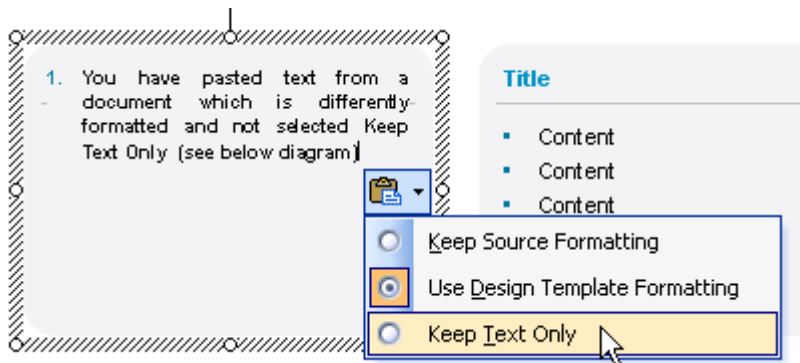
Missing Document Setup items

- Have you deleted anything from the cover slide?
 - If you delete things such as the Title and Subtitle from the cover slide, the link between these items and the Document Setup box will be lost. You should not delete any items from the cover slide, but if you do, either undo the action, or create a new document and copy in the body slides from your old presentation. This way the new presentation will have a cover slide that links to the Document Setup dialogue correctly
- Have you copied and pasted anything onto the cover slide?
 - If you copy items from body slides onto the cover slides, such as placeholders with titles and subtitles, you may break the link between the cover slide items and the Document Setup box. You should not copy anything onto the cover slide, but if you do, you should delete them to re-enable the Document Setup link
- Have you saved as an older version of Office?
 - In Office 2007 and 2010 there are some cases where the native compatibility mode will disable certain items. If you save your presentation as a 2007 or 2010 version (i.e. .pptx) then this problem will not occur

Bullets not applying / formatting

If your bullets are not correctly formatting or applying within a placeholder, it may be for one of the following reasons:

1. You have not used a Create placeholder to insert your text and bullets, but have drawn a native text box
2. You have used the Bullet button to turn on your bullets. You should use the Increase List Level button on the Home tab on the ribbon to turn your bullets on and also to promote the bullet level, and the Decrease List Level button to demote the bullet level / turn the bullets off
3. You have inserted a slide which is pre-populated with text and/or bullets. Due to the native of Office 2007 or 2010, bullets will not promote within these placeholders. You should insert a new placeholder, copy the text into it using Keep Text Only, and then use the Increase List Level button to turn on the bullet and promote the bullet levels
4. You have pasted text from a document which is differently formatted and not selected Keep Text Only (see below diagram)



- You can use the native paint brush tool to highlight text in your presentation with the correct bullet formatting, and then apply this to the text where the bullets are incorrectly formatted

Excel

Toolbars not showing

In Create 2007 or 2010

If the Create™ tab is not showing on the Excel ribbon, complete the following steps:

1. Go to disabled items – **Home button, Excel options, Add-ins, Disabled Add-ins**
2. If Create™ is showing in the list make sure it is ticked and click OK
3. Close down and restart all Office programs (including Outlook)

In Create 2003

If the Create™ 2003 toolbar is not showing, complete the following steps:

1. Check if the toolbar is listed by right clicking on the toolbar area

2. If the Create toolbar is listed, but not checked, click on it to display it
3. If the Create toolbar is not listed, go to disabled items – **Help, About Microsoft Office Excel, Disabled Items**
4. If Create 2003 is listed, make sure it is ticked and click OK
5. Close down and restart all Office programs (including Outlook)

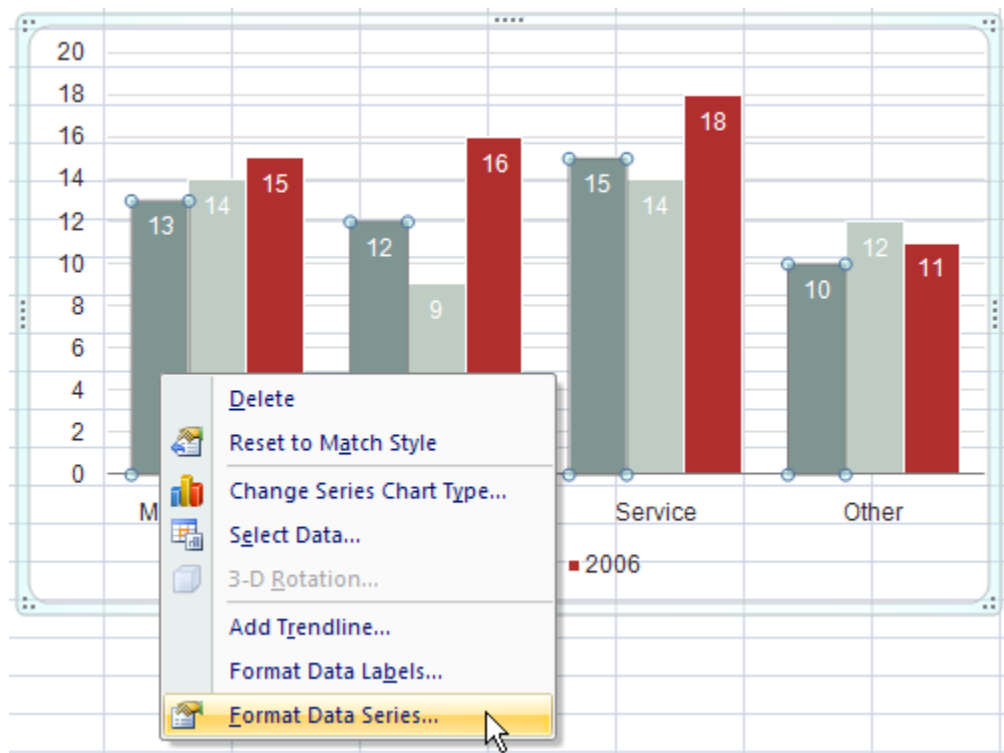
Using the Colour Palette in Excel

To be updated with new screenshots and 2003 version

The colour palette in Create 2007/2010 Excel is only designed to work with formatting a worksheet range or cell.

Furthermore, the Colour Palette should only be used in the application where you opened it – i.e. the Colour Palette in Excel should only be used in an Excel worksheet and the Colour Palette in PowerPoint should only be used to colour a shape or text box in PowerPoint. This is because the programming to achieve what appears to be an identical tool is different for each application.

If a user wants to colour a chart in Excel, they should select the chart and right click on the segment or series which they wish to format, and select 'format data series'. We have outlined an example below:



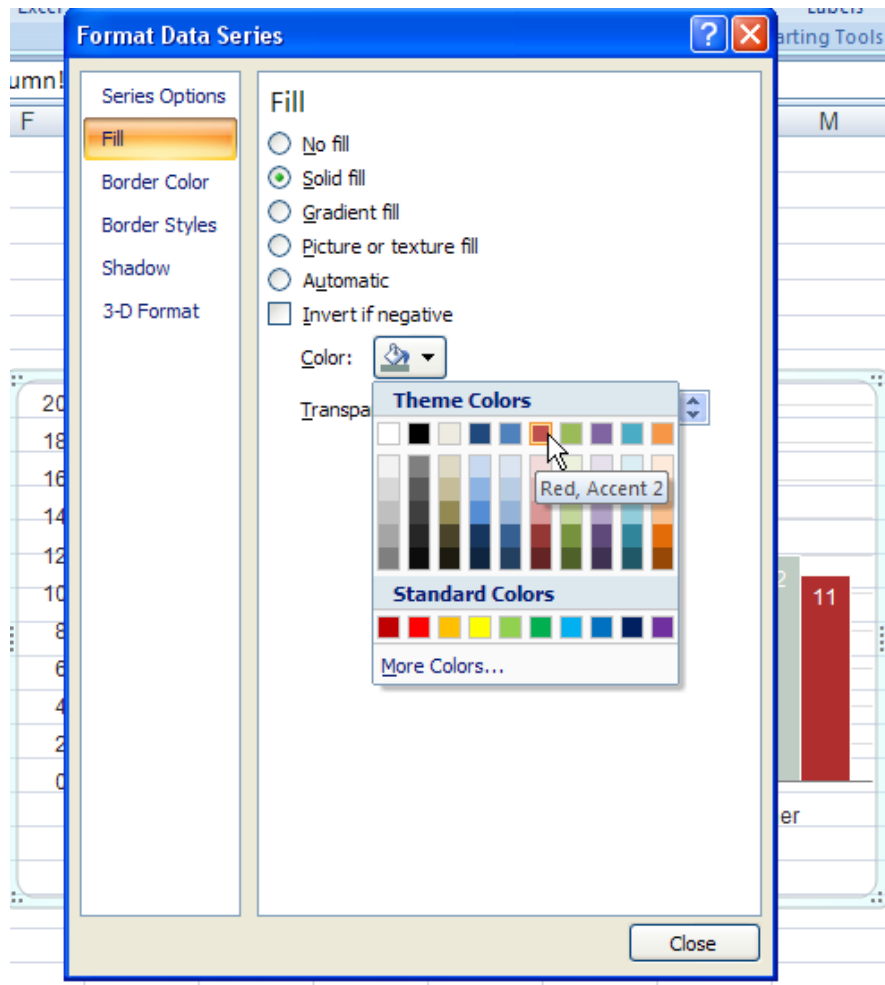


Chart not formatting

1. Custom palettes used at source
2. Manually re-setting colours
3. Re-create the chart

Undo: what to do when you can't use it

- Making copies of charts before you run a Create function in case it doesn't do what you expected

Pie Chart Formatting

The nature of pie charts in Excel means that there are occasions when the pie chart shrinks and the labels overlap when you format the chart whether using native functionality or Create™, as shown below:



To rectify this formatting, you have two options.

Option One

1. Click on the chart plot area and resize it manually by dragging a corner handle. Make sure the pie still sits in the middle of the placeholder
2. Move the labels about so they sit as you would like them to
3. Then send to PPT “As Is”.

Option Two

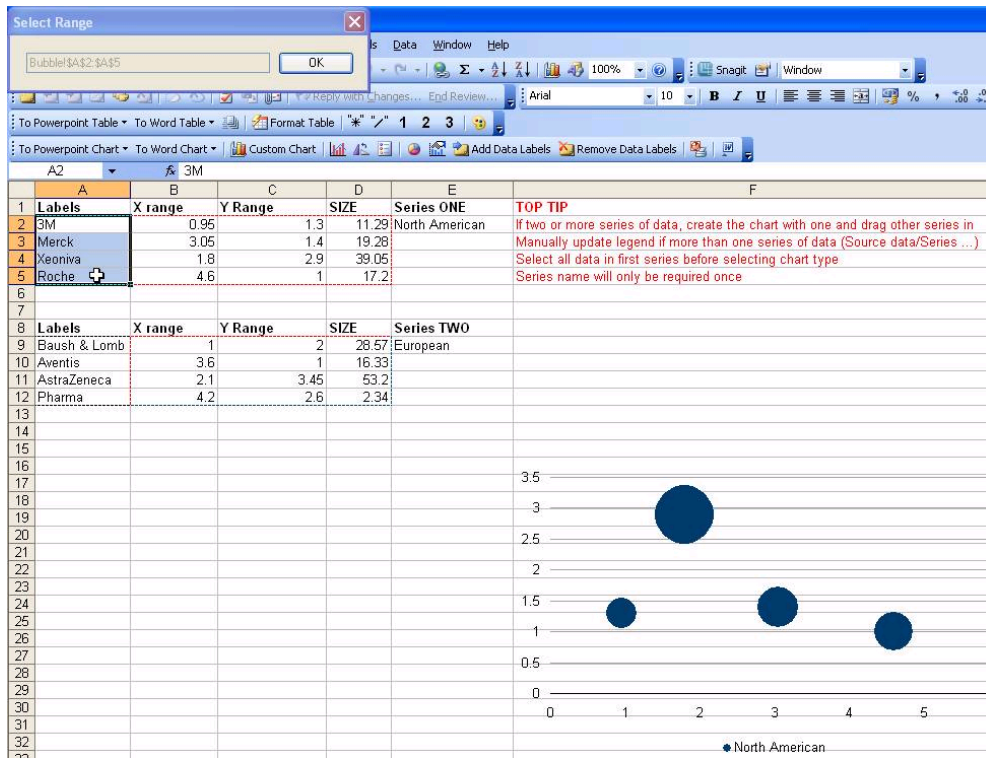
4. Alternatively, using the Create™ Pie Chart Labels tool to create the labels, which are not affected in the same way as the native Excel labels (where Excel forces the pie chart to shrink dependant on the length of the labels).
5. Then send to PPT “As Is”.

Applying Correct Label Range when using Add Data Labels

When using the Add Data Labels tool in Create 2007/2010, if the label range you select is greater or smaller than the number of data points used to create the series within the chart, you will receive the following error:



The example below shows how the number of labels for Series 1 of a bubble chart is the same as the number of data points:



Range not showing in data dialogue

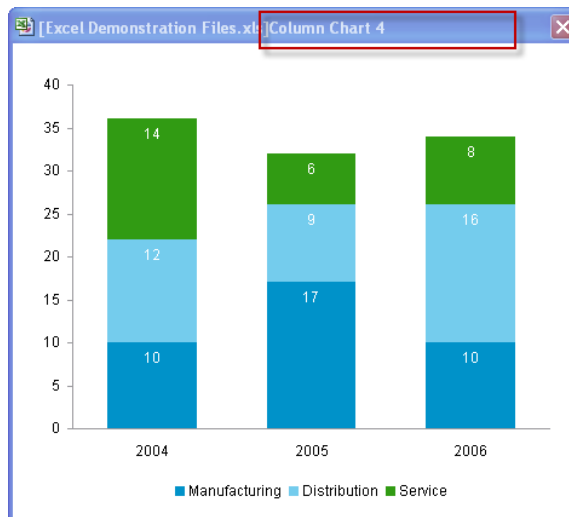
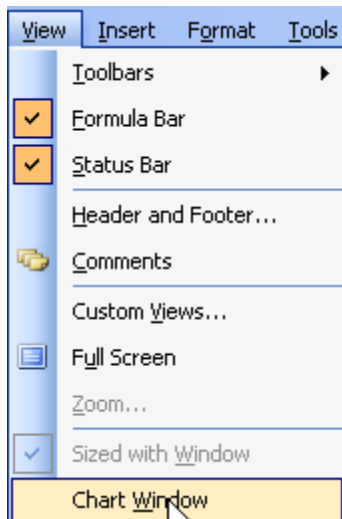
- Click out and re-select data

Identifying a chart in a worksheet

If you are unsure which chart you are looking for in the Data Source list, you can identify chart within Excel. To do this, follow these steps:

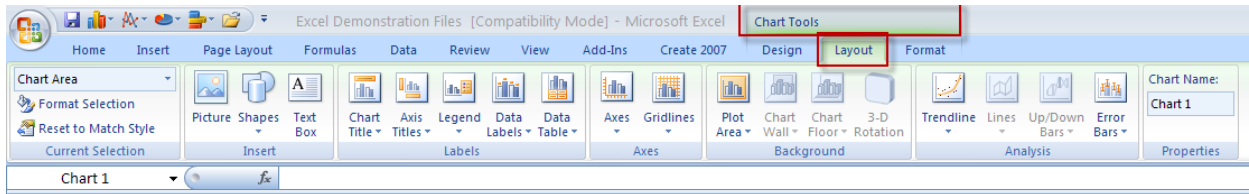
In Create™ 2003

1. Go to Excel and click on the chart
2. Select View, Chart Window



In Create™ 2007/2010

1. Go to Excel and click on the chart
2. A new tab group will appear on the ribbon called Chart Tools, click on the tab in this group called **Layout**



3. At the right hand side of the ribbon you will see the **Chart Name**
4. This is the name that will appear in the **Range** section of the **Data Source** list, preceded by the worksheet tab name

The screenshot shows the 'Linked Objects' dialog box in the foreground, listing a chart linked to an Excel spreadsheet. The 'Range' column shows 'Column:Chart 1'. Below the dialog box, the Excel spreadsheet is visible, showing a table of data for the years 2004, 2005, and 2006 across categories: Manufacturing, Distribution, Service, and Other. A bar chart is displayed on the right side of the spreadsheet, representing this data. The chart has a legend with three series: 2004 (blue), 2005 (red), and 2006 (green). The 'Chart Name' field in the ribbon is also highlighted with a red box.

	2004	2005	2006
Manufacturing	13	14	15
Distribution	12	9	16
Service	15	14	18
Other	10	12	11
Total	50	49	60

Word

Toolbars not showing

In Create 2007/2010

If the Create™ tab is not showing on the Word ribbon, complete the following steps:

1. Go to disabled items – **Home button, Word options, Add-ins, Disabled Add-ins**
2. If Create™ is showing in the list make sure it is ticked and click OK
3. Close down and restart all Office programs (including Outlook)

In Create 2003

If the Create™ 2003 Toolbar is not showing, complete the following steps:

1. Check if the toolbar is listed by right clicking on the toolbar area
2. If the Create toolbar is listed, but not checked, click on it to display it
3. If the Create toolbar is not listed, go to disabled items – **Help, About Microsoft Office Word, Disabled Items**
4. If Create 2003 is listed, make sure it is ticked and click OK
5. Close down and restart all Office programs (including Outlook)

Headers and footers not updating

If your headers and footers are not updating in your document, this could be caused by the following:

- Section breaks
 - If you manually add or remove section breaks within the document, it may alter the headers and footers in the pages before and after the break you have created. To rectify this, undo the action of adding the section break. Create will insert new section breaks each time that you add new sections via the styles options (e.g. Heading 1) so you should not need to add them manually
- Same as previous
 - You should not manually alter the options within the headers and footers. If you change whether the header and / or foot is linked to the previous section ('Same as Previous') this will update either the current section, or even the whole document. To rectify this situation, undo the manual change you made to the header and / or footer. If you have already saved the document and it is too late to do this, create a new document and copy in the contents from the old document. This way your new document will have all the correct headers and footers
- Missing fieldcodes and bookmarks
 - You should not manually alter the options within the headers and footers. If you delete items from within the header and / or footer of a page, for example the file path or page number, this will delete that item from this page and also the current section, or even the whole document. To rectify this situation, undo the manual change you made to the header and / or footer. If you have already saved the document and it is too late to do this, create a new document and copy in the contents from the old document. This way your new document will have all the correct headers and footers

Missing Document Setup items

- Have you deleted anything from the cover page?
 - If you delete things such as the Title and Subtitle from the cover page, the link between these items and the Document Setup box will be lost. You should not delete any items from the cover page, but if you do, either undo the action, or create a new document and copy in the body pages from your old document. This way the new document will have a cover page that links to the Document Setup dialogue correctly
- Have you copied and pasted anything onto the cover slide?
 - If you copy items from body pages onto the cover page, such as boxes with titles and subtitles, you may break the link between the cover page items and the Document Setup box. You should not copy anything onto the cover page, but if you do, you should delete them to re-enable the Document Setup link
- Have you saved as an older version of Office?
 - In Office 2007/2010 there are some cases where the native compatibility mode will disable certain items. If you save your document as a 2007 or 2010 version (i.e. .docx) then this problem will not occur

All Programs

Undo: what to do when you can't use it

If you wish to undo a function, but find that when you use Undo (CTRL+Z) it either does nothing, or takes you back too many steps, then you can do the following:

- Select Re-do (CTRL+Y) and manually change the item that you wish to restore. For example, if you wish to undo table formatting, select the table, go to Format on the Tables group, Whole Table and chose the first table format in the list – this will be your default table format and will re-set the table

Links not updating

If your linked items will not Update, check the following:

- Do you have access to the file?
 - If the program cannot access the file because you are not connected to it on your machine, then it will not be able to update. Make sure that you have the source files available to you and try updating again
- Did you move or rename the file without doing a Change Source?
 - If your Excel source file has been moved or re-named, go to View on the Linked Items group, right click on the affected item and choose Change Source. You can then Browse to the new name and/or location of the file
- Has the data range changed or been moved?
 - Linked Objects will always look to the data range that you used when you imported the item. If you wish to link to a new / different data range within your Excel source file, you will need to re-import the item to create a new link connected to that new data range

Microsoft Office Multilingual User Interface Pack (MUI) for Office

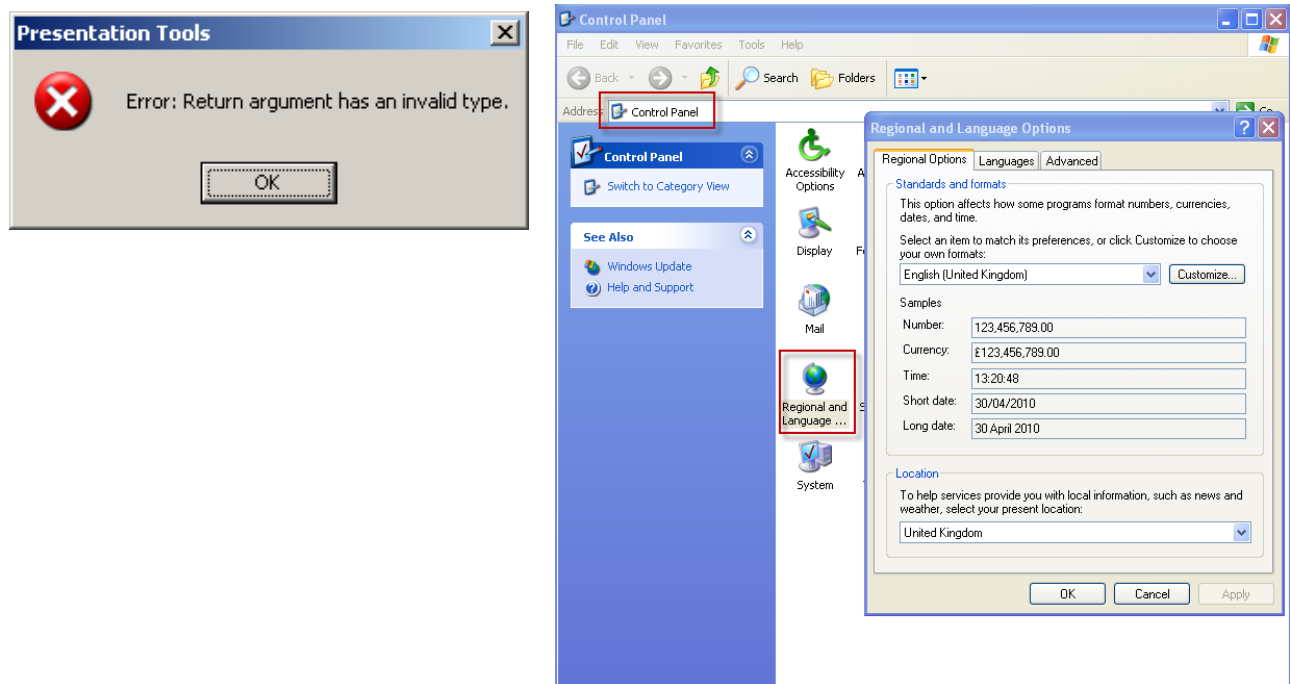
A Multilingual User Interface Pack is a set of language specific resource files that can be added to the English version of Windows Professional. When installed on the English version of Windows, MUI allows the user interface language of the operating system to be changed according to the preferences of individual users to one of the 33 supported languages. This allows large corporations to roll out the same worldwide image with a single install job.

Local users can then select the user interface language or it can be set by Group Policy for Organizational Units.

MUI also allows different language users to share the same workstation or roaming users to take their localized user interface from one workstation to another. For instance, one user might choose to see system menus, dialogs and other text in Japanese, while another user logging onto the same system might prefer to see the corresponding text in French.

If you do not have the correct MUI installed (where necessary) then you may experience errors such as the following:

- When sending an Excel chart to PowerPoint the number format being used in the chart needs to be recognised otherwise an error message will be displayed:



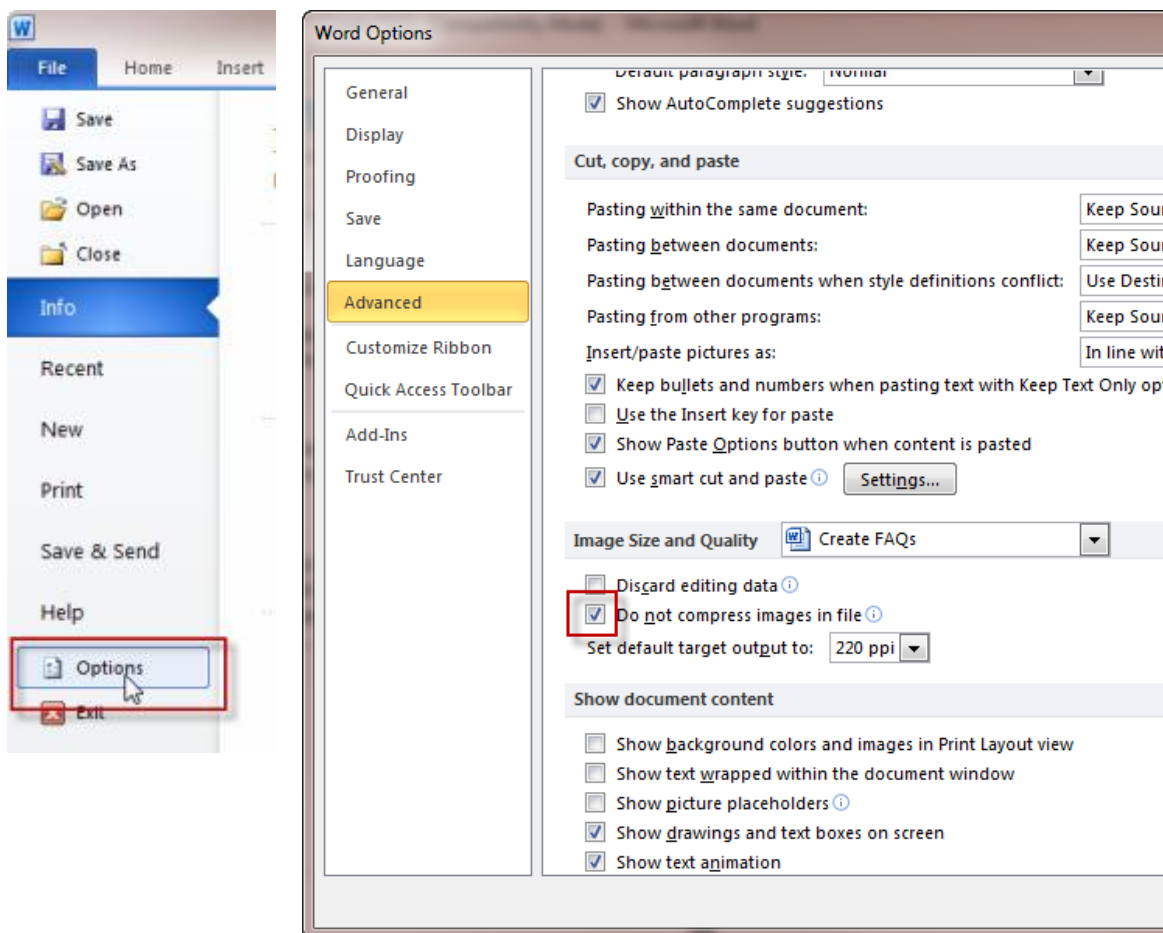
3. Recommended Advanced Settings

Sometimes it is necessary to update the default settings for Office. We recommend setting the following defaults:

Office 2010/2007 Image size and quality

In the most recent versions of Office there is now a default built in that compresses images and pictures within any document or Presentation. The default is set to compress, which means that any image inserted may lose quality – and any image already in the document, will be compressed. This is not reversible and should be set to Off by checking the box in

Go to the File menu (in Word or PowerPoint) and choose Options/Advanced/Image Size and Quality.



Please note: You will need to do this both in PowerPoint and Word.

4. Useful Websites

- Upgrading from Office 2003 to Office 2007
<http://office.microsoft.com/en-gb/help/results.aspx?qu=interactive+guide&sc=9>
- Keyboard shortcuts in the 2007 office system
<http://office.microsoft.com/training/Training.aspx?AssetID=RC101562731033&CTT=6&Origin=RC101562731033>
- What's new in PowerPoint 2007
<http://office.microsoft.com/en-us/help/HA100742261033.aspx?pid=CH102456601033>
- Where did the commands go? Finding your old 2003 commands in the new 2007 PowerPoint
<http://office.microsoft.com/en-us/help/HA101490761033.aspx?pid=CH102456591033>
- Customise your Quick Access Toolbar
<http://office.microsoft.com/en-us/help/HA012341051033.aspx>
- Introduction to new filename extensions in Office 2007
<http://office.microsoft.com/en-us/help/HA100069351033.aspx>
- What's changed and why? An introduction to Excel 2007
<http://office.microsoft.com/training/Training.aspx?AssetID=RP100620721033&CTT=6&Origin=RC100620751033>
- Up to speed with Word 2007 – an introduction
<http://office.microsoft.com/training/training.aspx?AssetID=RC100664431033>
- Getting to know Word – specific training courses with Microsoft
<http://office.microsoft.com/en-us/training/HA102155661033.aspx>
- Interactive guides to the Office 2007 User Interface
<http://office.microsoft.com/en-us/training/HA102295841033.aspx>