About the Authors

# Joan Lambert

Joan has worked in the training and certification industry for over 15 years. As President of OTSI, Joan is responsible for guiding the translation of technical information and requirements into useful, relevant, and measurable training and certification tools.

Joan is a Microsoft Certified Office Master, a Microsoft Certified Trainer (MCT), a Microsoft Certified Applications Specialist (MCAS) Instructor, a Microsoft Certified Technology Specialist (MCTS), and the author of more than two dozen books about Windows and Office (for Windows and Mac).

# Joyce Cox

Joyce has over 30 years’ experience in the development of training materials about technical subjects for non-technical audiences, and is the author of dozens of books about Office and Windows technologies. She is the Vice President of Online Training Solutions, Inc. (OTSI).

As President of and principal author for Online Press, she developed the Quick Course series of computer training books for beginning and intermediate adult learners. She was also the first managing editor of Microsoft Press, an editor for Sybex, and an editor for the University of California.

# Online Training Solutions, Inc. (OTSI)

OTSI specializes in the design, creation, and production of Office and Windows training products for office and home computer users. For more information about OTSI, visit

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