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Collaboration Issues

Overwriting

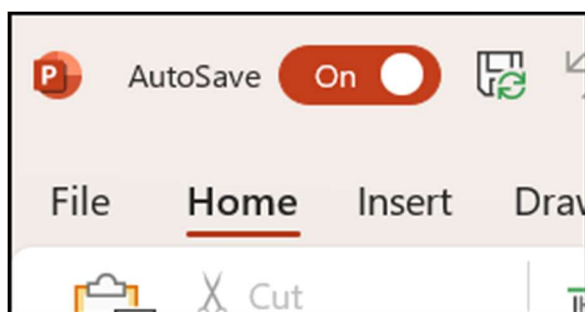
Inconsistent versions or unintentional overwrites can occur when multiple users are making changes simultaneously. Best practice is to communicate with colleagues if you are about to make significant changes to the file to ensure your changes are not overwritten.

Check Network Connection

A slow or unstable internet connection can delay the synchronization of changes between users, ensure everyone accessing the document has a stable and reliable network connection.

Autosave

Ensure everyone accessing the document has 'Autosave' enabled. This feature can be found in the top left corner of the screen.



Refresh

Refreshing the document by closing and reopening the spreadsheet can sometimes solve sharing issues.

Update Word

Ensure Word is updated to the latest version on all users' computers. To do this, go to:

File>Account>Update Options>Update Now

Contact Us

If your issue persists, please contact us via the support section on our website and we will be able to assist you further

Word Freezing/Crashing

Restart Word

- Close Word completely.
- Open it again and try your document.

Restart Your Computer

- Turn your computer off and back on.
- This often clears the problem.

Update Word

- Open Word.
- Click **File > Account > Update Options > Update Now.**
- Let Word install any updates.

Try Another Document

- If Word only freezes on one file, the document might be damaged.
- Open a different Word file to check.

Repair Office

- Click the **Start Menu**, type **Apps & Features.**
- Find **Microsoft Office** in the list and click it.
- Select **Modify > Quick Repair.**

Contact Us

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Word Not Opening

Restart Word

Sometimes, a simple restart can resolve temporary glitches.

Repair Your Office Installation

This can fix corrupted files or settings within your Office suite.

- Right-click on the Start button (lower-left corner) and select "Installed apps".
- Find Microsoft 365 apps in the list and select the ellipsis ('...'), from this dropdown select modify.
- Select "Online Repair" and follow the on-screen instructions.

Contact Us

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