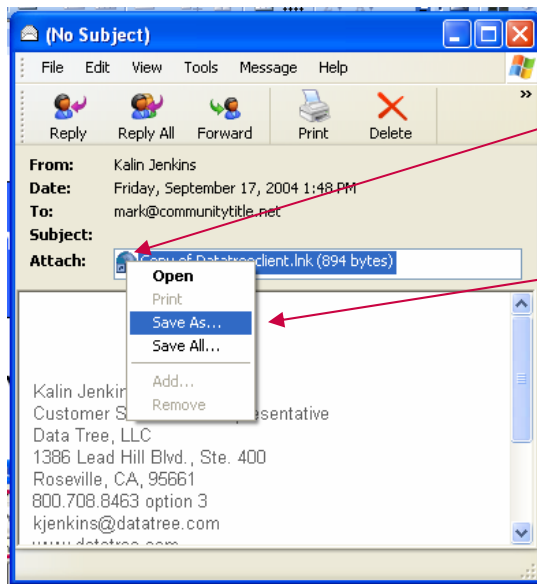


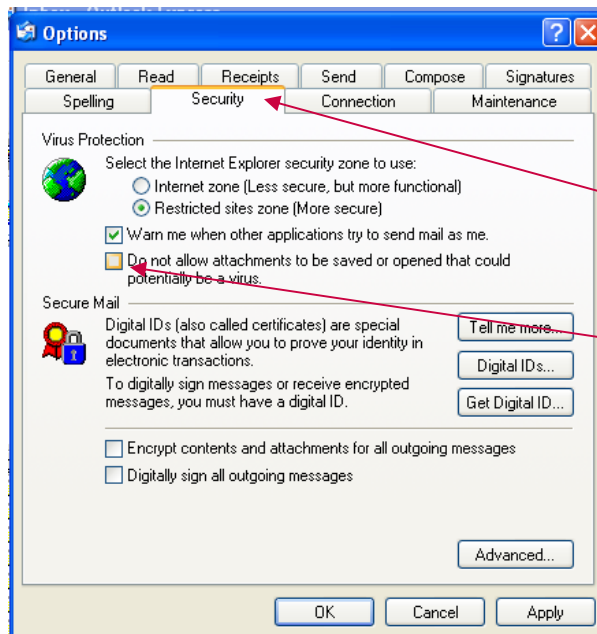
# Trouble Opening Documents

## In the event you are having problems Opening E-mail Attachments

Your anti-virus program may be disabling or corrupting your e-mail attachment.



- 1) Instead of double clicking on the attachment, right click on the attachment. It will highlight and a drop down box will appear.
- 2) Left click on "Save As.." and then save the document to your desktop or to a file of your choice.
- 3) Then try opening the document from the location where you saved it.



- 4) If the above procedure does not work, try changing your security settings but you should first obtain approval from your IT dept. or supervisor.
- 5) From Outlook Explorer, go to the Tools dropdown menu and select "Options"
- 6) Go to the security tab and uncheck the box that says "Do not allow attachments to be saved or opened that could potentially be a virus". Your computer should remain protected by your anti-virus program, but again, check with your supervisor.