

Software & Hardware: I need to open a document and I can't. What do I do?

- If you have a PC and need to open a Mac document:
 - a. Download the file to your hard drive
 - b. Make sure the filename has an extension at the end (.doc for word, .xls for excel, .ppt for powerpoint)
 - c. Open the correct program first then choose File, Open and select the document you are trying to open.
 - d. If that still doesn't work, then put in a help desk request.
- If you have a Mac and need to open a PC document:
 - a. Download the file to your hard drive
 - b. Open the correct program first then choose File, Open and select the document you are trying to open.
 - c. If that still doesn't work, then put in a help desk request.

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Last update: 2004-08-11 15:33