

*When I click on a document in the tree it doesn't open on the right hand side of the screen. The only way I can open it is to "View Document in Microsoft Word". Why won't the files open?*

One quick fix may be to simply refresh your browser window or refresh the directory tree by right-clicking a coloured folder and selecting *Refresh*.

If this doesn't help, please be sure that you are using Internet Explorer (Mozilla Firefox will not download documents) and that you have the latest version of Adobe Reader installed (you can download it for free from [Adobe](#) ).

Another alternative is to change your preferred preview format by:

- 1) Clicking on your username in the top left hand corner
- 2) Selecting the edit tab from the main window
- 3) Choose 'Settings'
- 4) Select your preferred preview format - we recommend **HTML** (fast preview) or **DOC** (accurate preview)
- 5) click 'Save'
- 6) Refresh your browser

If the documents still won't load, please [send us an email](#) and we will get back to you as soon as possible.