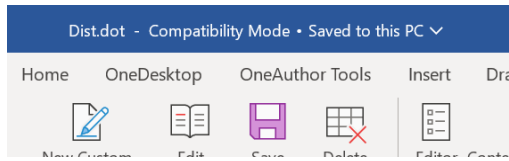


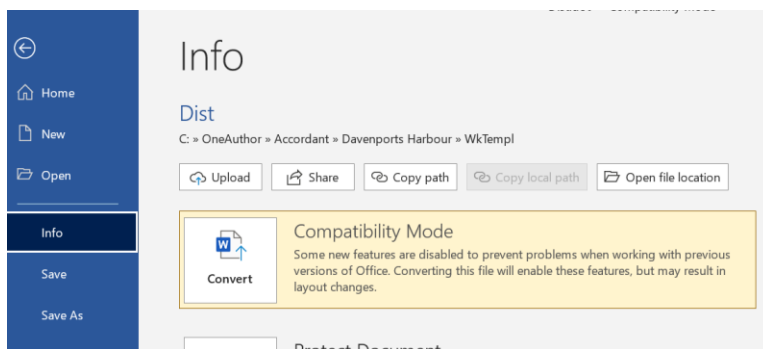
Compatibility Mode Fix



If you see 'Compatibility mode' after the name of your Word document, the document is written in an earlier version of Word. If the document was created in a version earlier than 2016, don't use it. Instead, copy the content to a new document. When copying the content, be sure not to copy the last paragraph marker in the document (see example below and note that the paragraph marker isn't highlighted).

Don't include the last paragraph marker in the document when copying the file to a new document. ¶

If the file was recently created and you see 'Compatibility mode' after the name of your Word document, use the **File menu, Info and Convert button**. Only do this if the file is otherwise in good condition. If it isn't, copy the file as above.



Reusing documents

We don't recommend that your firm reuses documents. If the document being reused has been created in an older version of Word, there is a chance it will create problems at some point.

Instead, create templates for documents that you regularly use or a clean precedent by copying the content as above and saving the precedent in a precedents folder. You can add OneAuthor content controls and matter fields to your precedents. Contact us if you want some more information or help to set up templates and/or precedents.

Corrupted files

If a file won't open from OnePractice Documents or gives a corrupted warning when you try to open it, call us. We can retrieve the file from the server and repair it 99% of the time.

Word provides tools for repairing a file. To repair a corrupted file not stored in OnePractice, use the Word **File Open command and Open and repair**.

Normal is in Compatibility mode

If when you open Word, Document 1 is in Compatibility mode, then your Normal template is in Compatibility mode. To fix this, use Word **File, Open and go to the c:\users\your user name\appdata\Microsoft\Word\Templates** folder and open Normal (**use your username and you will most likely need to type in '\appdata' as it won't appear**). Use the **File Info Convert** command and save the file. Close and reopen Word.

On opening Word, a message tells you that a file has caused a problem, do you still want to open it or asks if you want to disable an addin

Word may give you these messages when opening. Click **Yes to open a file** and **No to disabling addins**. Do this until you don't get any warnings. Then close Word and say **No to updating Template1, etc**. Reopen Word and it will be fine.

Please contact support@onelaw.co.nz if you have any other issues