GSD. Word – What to do if deleted or edited contents appears in Microsoft Word documents

General Information:

Possible symptoms/errors:

What to do if deleted or edited contents appears in Microsoft Word documents

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This issue is described as when deleted or edited texts still appears in a Microsoft Word print preview or printed document. Deleted or edited text may appear with strikeout markings. This issue happens when the Track Changes feature is enabled which records all modifications to a document as they are made.

Details:

1. Advise the user how to remove tracked changes from Microsoft Word documents. To permanently remove any markup, they need to accept or reject changes and delete comments.

Accept/Delete a single tracked change:

Ask the user to click at the beginning of the document. Tell them to select Review tab, in the Changes group, to choose Next.

Advise the user to choose Accept > Accept and Move to Next/ Accept This Change or Reject > Reject and Move to Next/ Reject Change.

Accept/Delete all tracked changes:

Advise the user to select Review tab, in the Changes group, and to do one of the following:

In the Accept list, ask them to choose Accept All Changes, or;In the Reject list, to choose Reject All Changes.

2. Word then either accepts the change or removes it, and then moves to the next change.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A