

GSD. Word – Issue with Author's Name for Comments not Showing in Microsoft Word

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Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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Category: {'link':

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General Information:

Possible symptoms/errors:

User has issue with Author's Name for Comments not Showing in Microsoft Word

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The author's name or user name reflects in every comments inserted in a Microsoft Word document. However, there are instances when after saving the document, all comments are converted to "Author" instead of the reviewer's initials or username. This article provides a guide on how to troubleshoot this issue.

Details:

1. Advise the user to click on the File tab and then select Options.
2. In the Word Options window, ask them to select General.
3. Under Personalize your copy of Microsoft Office, ask the user to fill out the User name and Initials field and check Always use these values regardless of sign in to Office. Once done, the user needs to click OK.

Note: Always use these values regardless of sign in to Office – Advise the user to select this option if they want Word to display this user name and initials even if they sign into Office with an account that displays different information.

4. If this article did not resolve the issue, log a ticket and send it to Int_WW_Collaboration_WPaaS_SLS_FDT

Assignment Group:

Int_WW_Collaboration_WPaaS_SLS_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A