

My Document Won't Save

It is good practice to save your work regularly, and make sure you have backup copies in different places. Never work directly on a USB or external device you never know when this device may fail. Always work on your University files space (H: drive) and never store files on your desktop, the desktop is part of your logon profile and nothing stored here is backed up by IT services.

There can be a number of reasons why a document will not save e.g.

- Word Failure
- Network Failure
- Drive full or External Device (e.g. USB) failure

In the above cases there is probably very little you can do to resolve this, however it is always worth trying any of the methods below to try and retrieve all or at least some of your work.

Save to another location

Try to save the file to another location e.g. if saving to your University Documents folder try to save to an external USB, your Desktop or even the Temporary file space on the C: Drive on the PC you are using

Note on University PCs it is good practice to always work on your H: drive (University Documents) if you do manage to save the file elsewhere always copy back to your H: for safe storage. Anything saved the Desktop is not backed up and the Temporary file space on the C: drive will be wiped clean when you logoff the PC.

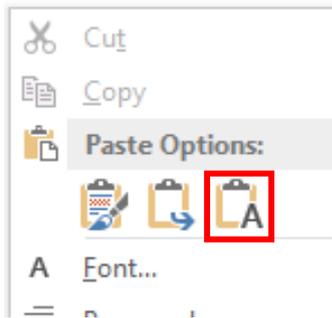
Copy text to new document

It may be possible to copy the text and images of the document to a new Word file and then save this file. To copy click anywhere in the document and press the "Ctrl" key and the "A" key at the same time this will select the whole document. Then Right-click and select Copy.

Create a New blank word document and then paste (right-click paste) to copy everything into the new file. If you still cannot save this file then try to paste "text only" (see below) to only copy the text without any formatting as it may be that formatting has been corrupted in the original document. You may have to redo all you formatting but at least you have the text back.

If you require further assistance, help is available from the IT Service Desk
in the Old Library Cluster and Robinson Library cluster Level 2

Opening times at <http://www.ncl.ac.uk/itservice/support/clusteritservicedesks/openinghours/>

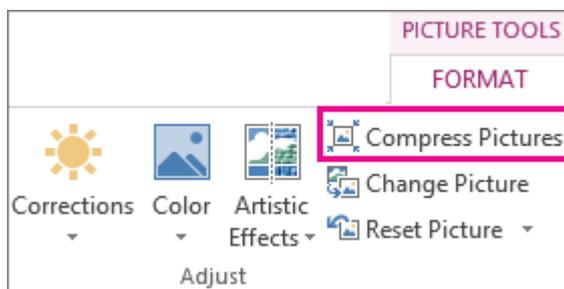


Compress Images

It could be that the size of images in the document has made the document very large which can lead to problems when saving. You can reduce the color format of the image (compress) to make its file size smaller. Compressing a picture makes the color take up fewer bits per pixel, with no loss of quality.

Click the picture or pictures that you want to compress.

Under Picture Tools, on the Format tab, in the Adjust group, click Compress Pictures.



To compress all of the pictures in the document, remove the tick from the Apply only to this picture check box. Clearing the Apply only to this picture checkbox will override any previous changes you have made for other individual pictures in this document.

Under Target Output, click the resolution that you want.

If you have cropped a picture information to reverse those changes is stored in your file. You can reduce the size of your file by deleting this editing data. Checking this option will reduce your document size, but if you want to undo your edits, you will need to reinsert the picture into your document if you want to undo any changes you have made

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Create PDF

If your document is completed and just needs submitting you want to just try to create a PDF file and print or submit this

Auto save

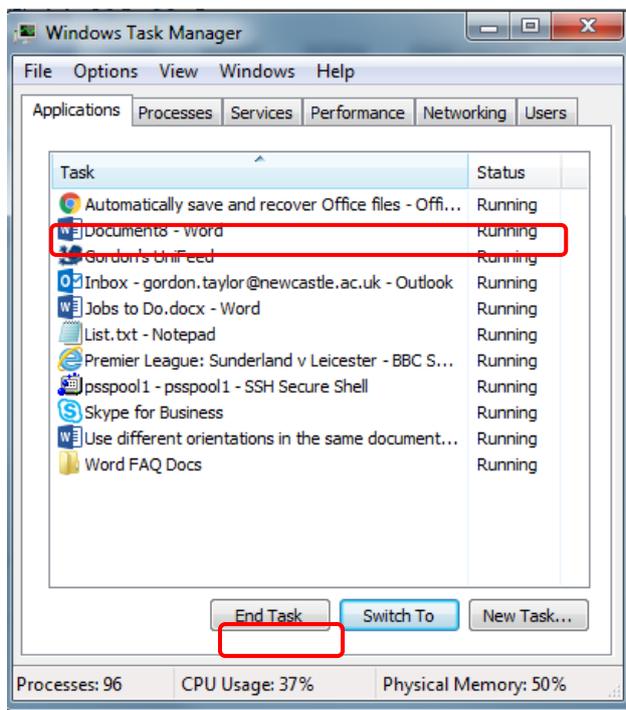
If all the above fail to save your final hope is that an auto save copy of the document is available. Close Word down completely, in extreme cases you may need to use the task manager to shut down word, see below for Task Manager.

Start Word back up and on the left of the screen it will show any documents that have been recovered by Word, if your document is listed click on it and word will open the file. Note that you may find only part (or in fact none) of the document is recovered it all depends on the last time word created an auto recover file.

Task manager

Press Ctrl-Alt-Del on the Keyboard and choose Start Task Manager from the List

Once Task Manager Starts Click on Word and then select End Task



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