

## Troubleshooting for Microsoft Word 2007

Governor's Awards for Volunteerism and Service

The nomination form is available as an Adobe PDF form. For help in submitting a PDF form, use the troubleshooting document located on <http://chfs.ky.gov/dfrcvs/kccvs/govawards>. The narrative and attachments may be submitted in Microsoft Word format, so this guide was created for the awards nomination process and may help with common issues in Microsoft Word.

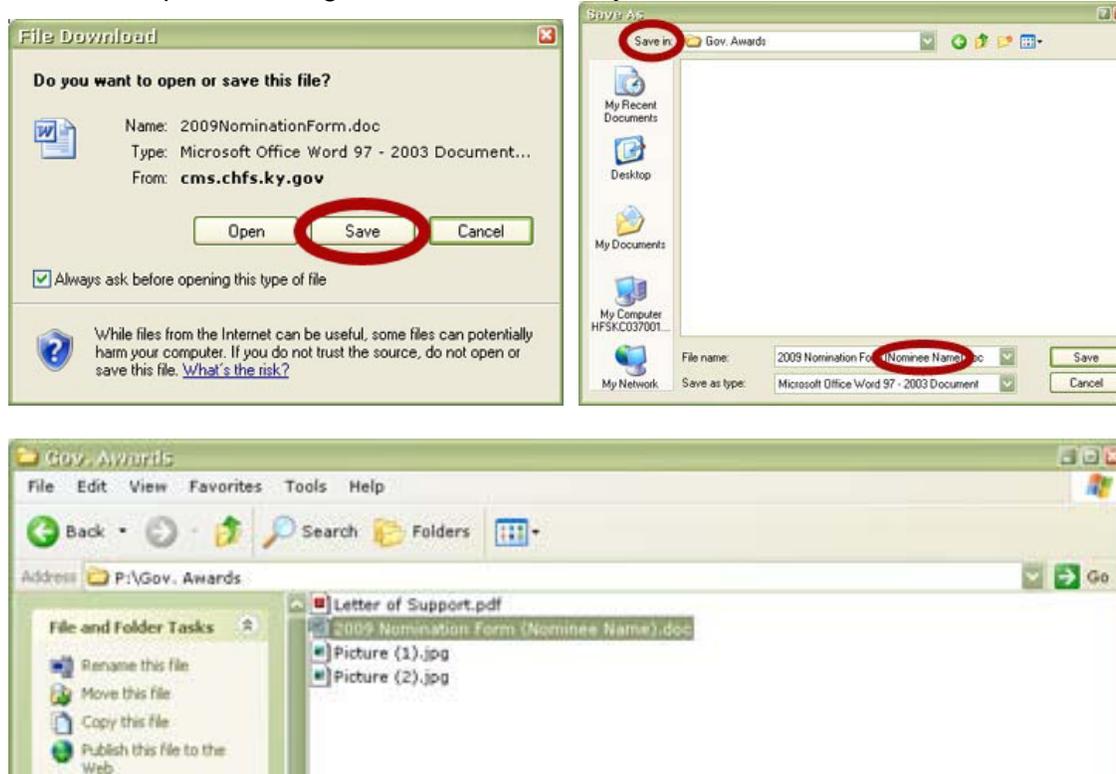
Because of the differences in Microsoft Word 2007 and previous versions, troubleshooting help for Word is provided in two separate documents, one for Word 2007 users and one for Word 2000-03 users. Both documents are located at <http://chfs.ky.gov/dfrcvs/kccvs/govawards>. The documents provide step-by-step help on the following topics:

- Saving the document on your computer
- Inserting pictures
- Checking the size of your file
- Reducing size of your file
- Sending as an attachment

Contact Shannon Ramsey at (800) 239-7404, ext. 4115 if you have any additional questions.

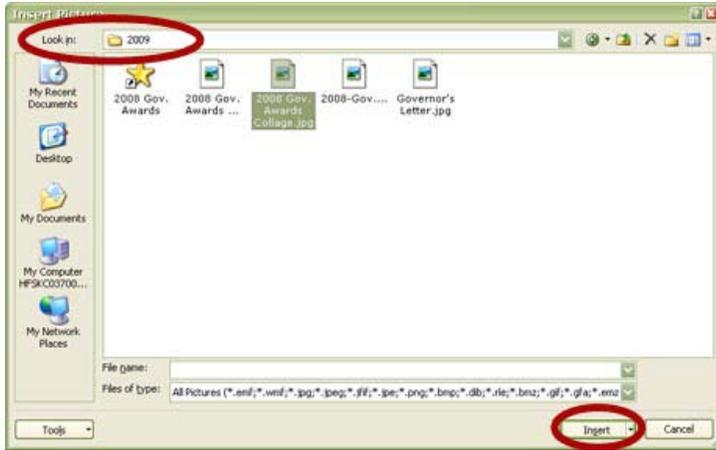
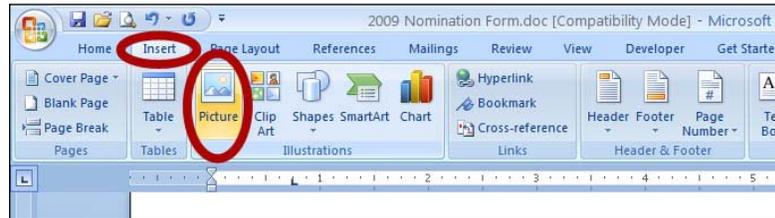
### Saving the document on your computer

1. Go to <http://chfs.ky.gov/dfrcvs/kccvs/govawards>
2. Click on Nomination Form
3. Choose the option to Save the file
4. Choose a location to save the file in (e.g. My Documents or Desktop)
5. Put your nominee's name in the File Name
6. Click Save
7. To open the file, go to the folder where you saved it and double click on the file



## Inserting pictures

1. Go to the Insert Menu
2. Choose Picture
3. Choose the File Location
4. Select the file
5. Click Insert

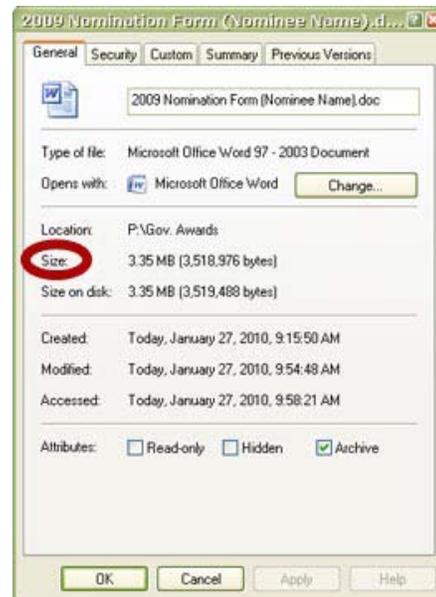
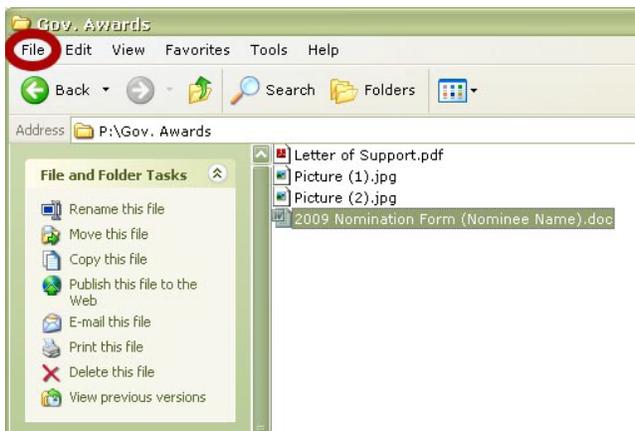


## Checking the size of your files

1. Go to the folder where you have the file saved
2. Select the file
3. Go to the File menu and choose Properties
4. The file size is shown
5. Click OK

## Important Notes:

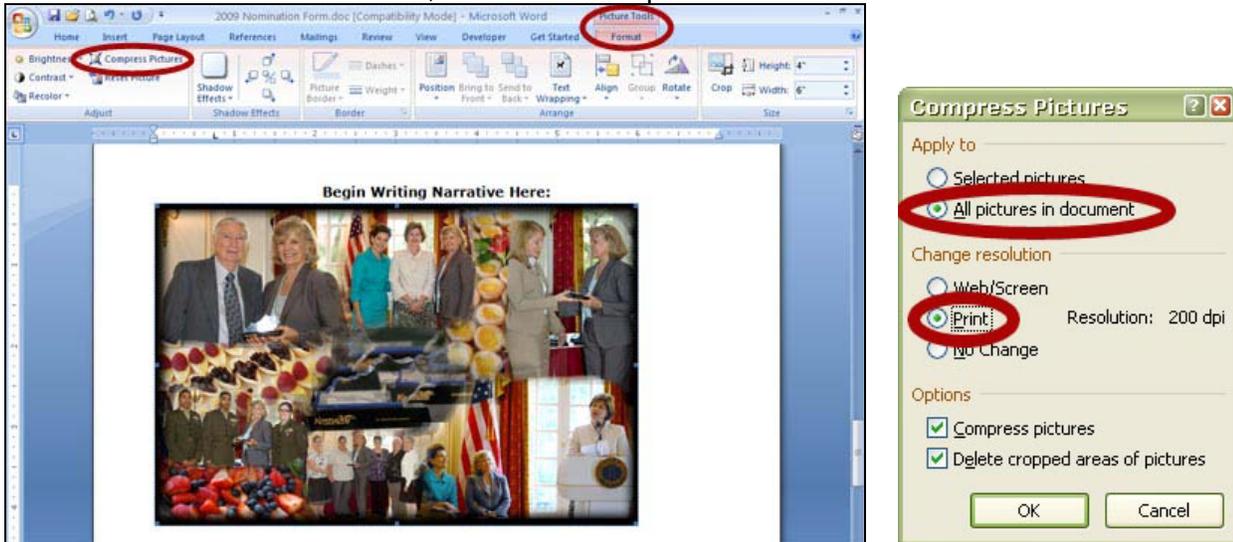
- The total size of all files (nomination form, narrative and attachments) must be smaller than 6 MB in order to submit electronically.
- Tips for reducing the file size is included in this troubleshooting document.



## Reducing size of your file

Usually large pictures account for the majority of your file size. Compressing your pictures can greatly reduce the size of your file.

1. Click on your picture and then choose the Picture Tools menu
2. Click Compress Pictures
3. Apply to All pictures in document
4. Change the resolution to Print, Resolution 200 dpi
5. Click OK
6. Click Apply if a warning pops up
7. Save and check the file size again
8. If it's not reduced enough, you can try compressing the pictures again and change the resolution to Web/Screen, Resolution 96 dpi

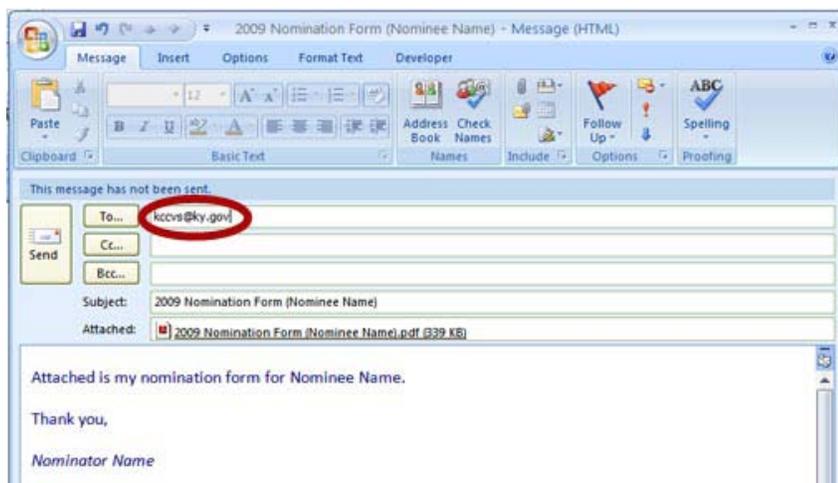
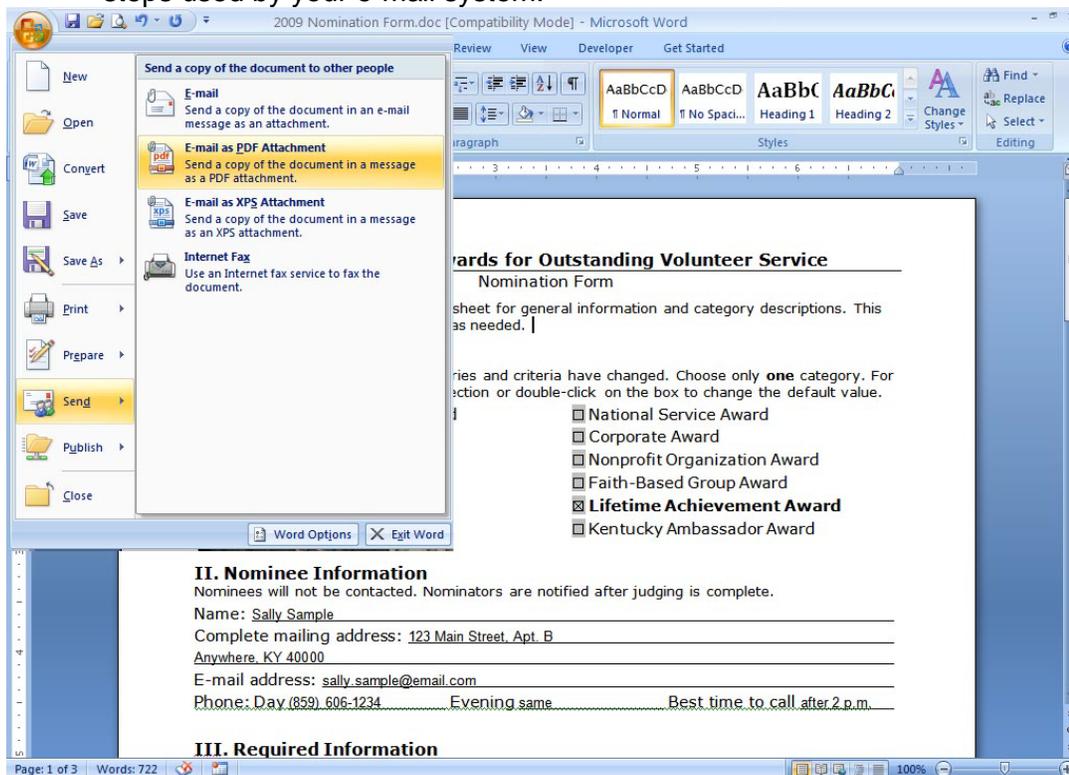


## Sending as a PDF attachment

1. Click on the Microsoft Office button
2. Go to Send
3. Choose E-mail as PDF Attachment
4. If necessary, attach other files to the e-mail, such as the narrative and required attachments.
5. Send to [kccvs@ky.gov](mailto:kccvs@ky.gov)

### Important notes:

- If you do not use Microsoft Outlook for your e-mail, you may not be able to send your file as a PDF.
- If you do not use Microsoft Outlook for your e-mail, you will have to attach the file according to steps used by your e-mail system.



## Sending as a Word attachment

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2. Go to Send
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