

Troubleshooting Common Problems in Word

Texas Health and Human Services

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TEXAS
Health and Human
Services

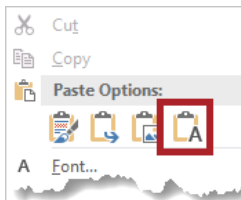
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Pasting Content

By default, Word preserves the original formatting when content is pasted into a document. The original formatting can bring in styles that can unintentionally conflict with styles in the HHS templates. To avoid problems with formatting, paste the following way:

1. Right-click where the content needs to be pasted.
2. A contextual menu will appear with several Paste Options.
3. Select **Keep Text Only**.



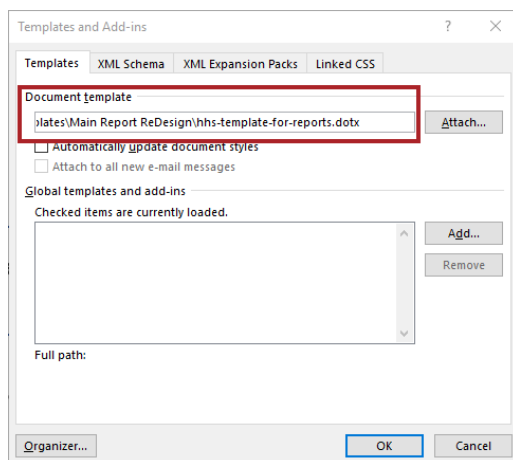
For more information on how to apply styles to text read [How to Use HHS Word Templates](#).

Style Problems

Missing Styles

If the style you need to use is not in the template you are using, chances are your document is using the wrong template. You need to check which template is attached to your document:

1. Go to the **HHS Reports** tab.
2. In the **Structure** group, click the **Templates** command.
3. Review the file name in the **Document template** field to confirm the template you are using.



4. If you do not see the appropriate template, review [Attach a Template to an Existing Document](#).

Incorrect Fonts and Colors

In the **Reports** template:

- Heading 1s use Rockwell font.
- Headings 2 – 4 use Verdana font.
- Headings and Hyperlink styles are varying shades of blue.

In the **General Documents** templates:

- All Headings and other styles use Verdana font.
- Heading 1 is black.
- Heading 2 – Heading 6 and Hyperlink styles are varying shades of blue.

In the **Newsletter** template:

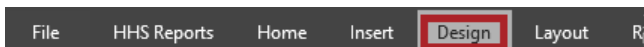
- All Headings and other styles use Verdana font.
- Heading 1, 3 and 4 are varying shades of blue.
- Heading 2 is black.

When attaching an HHS template to an existing document, color or fonts in a theme may not come in as expected. A theme is a tool to make the three features of your document consistent:

1. The font used for headings.
2. The font used for the body of the document.
3. A color scheme—in our case, the HHS Brand colors.

When this happens, apply the appropriate theme.

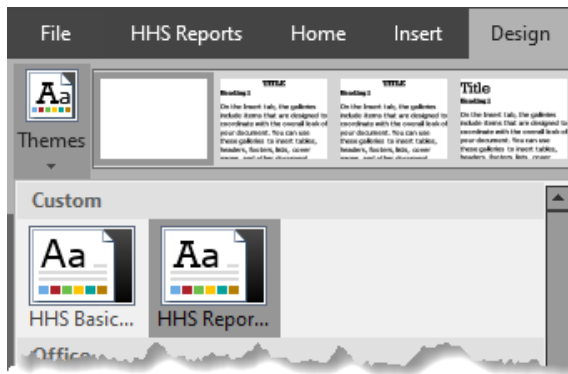
1. Go to the **Design** tab.



2. Click on **Themes** command.



3. In the Custom section, there are two document themes: **HHS Basic Theme** and **HHS Reports Theme**. Click on the theme to apply it to your document.



When the colors are still incorrect review the next section, Incorrect Style Colors.

Incorrect Style Colors

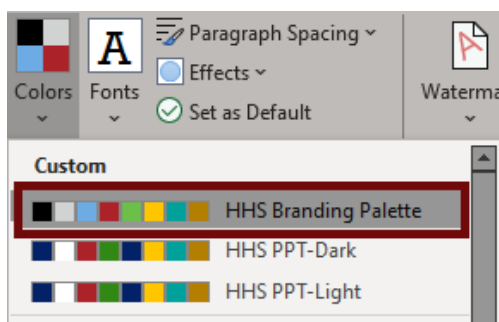
In the **Reports** template, Headings and Hyperlink styles are varying shades of blue.

In the **General Documents** templates, Heading 1 is black. Heading 2 – Heading 6 and Hyperlink styles are varying shades of blue.

In the **Newsletter** template, Heading 2 is black. Heading 1, 3 and 4 are varying shades of blue.

When the colors for those styles are showing incorrectly in the Styles pane:

1. Go to the **Design** tab.
2. Click on the **Colors drop-down arrow**.
3. Click on the **HHS Branding Palette**.



When you look at the Styles pane, the colors recently applied should show up. If you wish to confirm the colors are correct, go to the [HHS Word Template](#)

[Specifications](#) [XLS workbook]. It contains the red, green, and blue color values for all templates.

Broken List Style

List styles can break when:

- Attaching an HHS template to an existing document.
- Many people are working on a file in SharePoint.

You can tell you have a broken list style because:

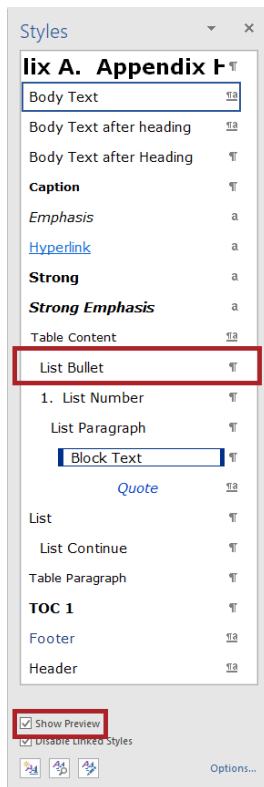
- The bullet or number graphic is missing from the Styles pane. Or,
- The indentation of text in the list is different.

One way to confirm you have a broken list is:

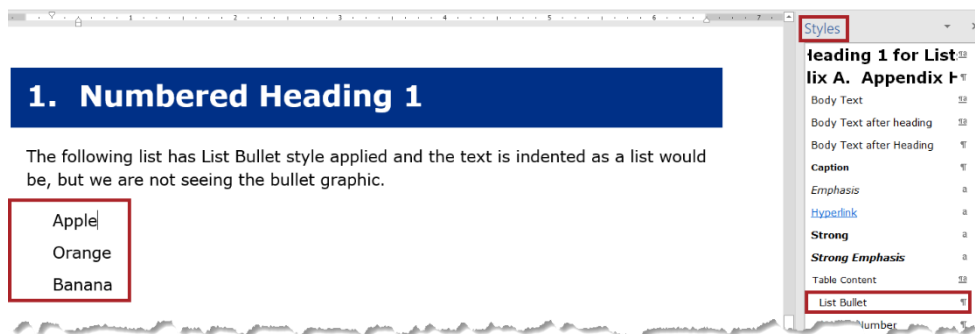
1. Ensure the **Show Preview** checkbox at the bottom of the **Styles** pane is checked.
2. If the bullet or number graphic is missing from the List Bullet style or List Number style, you have a broken list.

NOTE: You can avoid this situation by always [starting a new document](#) from an HHS template.

Here is an example showing broken list style in the **Styles** pane.



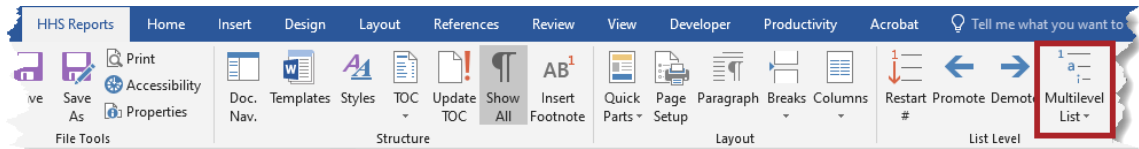
And the result displayed in the content (bulleted list is missing the bullet graphics).



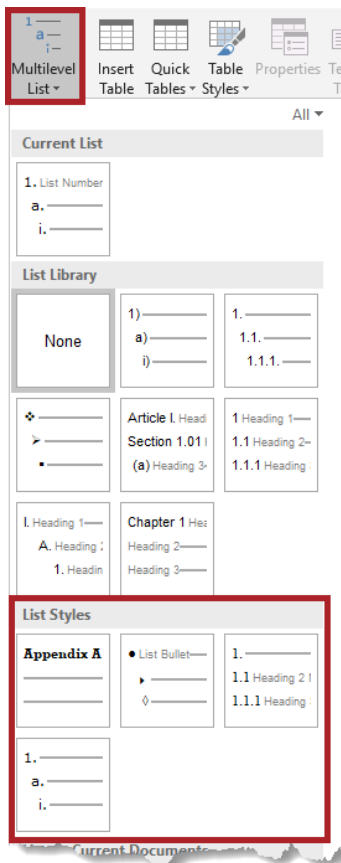
To fix the issue:

1. Apply the list style you need to fix. Following the example above, we will use the **List Bullet style** that does not have the bullet graphic.
2. Place the cursor in the list.
3. Go to the **HHS Reports tab**.

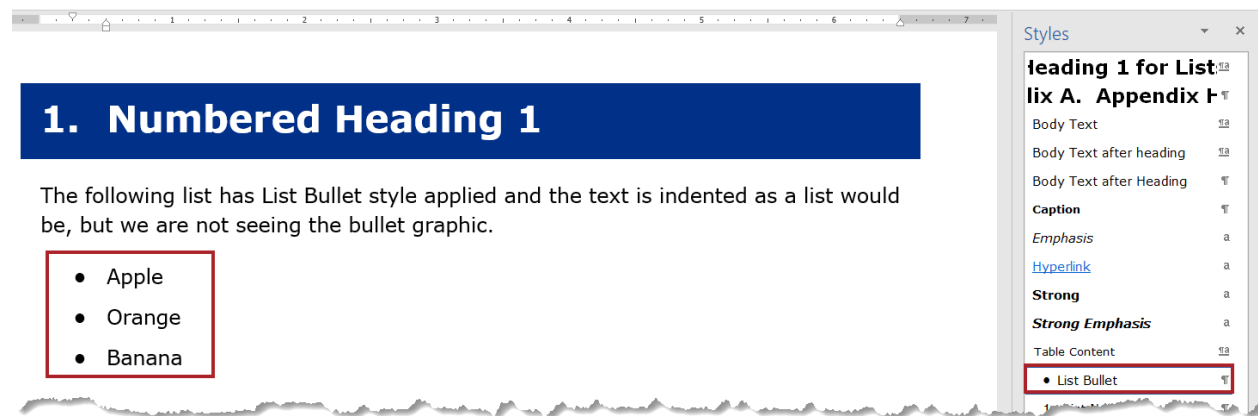
4. Click on the **Multilevel List** command in the **List Level** group.



5. A menu will appear. In the **List Styles** category, select the appropriate style. The custom list styles are: Appendixes, HHS Bullets, HHS Heading Numbering, and HHS Numbering. In this example, click on **HHS Bullets**.



The List Bullet style now has a bullet graphic. The list style is fixed!



Lists are Images in Adobe Acrobat Pro DC

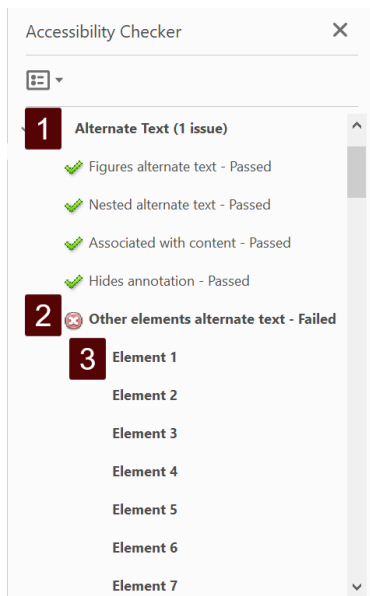
The following list styles can convert as images in Acrobat:

- Numbered headings in the Reports template.
- List Bullet and List Number in all templates.

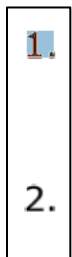
Using the list styles identified do not always result in this issue.

You may see an issue after you convert to PDF and run the Accessibility Checker. To determine if you have this issue:

1. The **Alternate Text** section will show an issue. Open that section.
2. **Other elements alternate text** section will show as **Failed**. Open that section.
3. Click on the **Element** to highlight the content that is a problem.



Be sure to click on the **Element** to confirm this issue applies to lists. In this example, I have clicked on **Element 1** which highlights the number 1 in the list. You may notice the numbers look a little fuzzy.



The source of the issue is in Word. To fix the issue:

1. Save a copy of the file to your desktop (This prevents Word from crashing).
2. Go to your **Word document**.
3. Click on the **number** in the list causing problems.
4. Press **Ctrl+Space**.

Table Problems

Layout Table Instead of Data Table

Use tables only for presenting data, not for layout or formatting.

The example below is one instance where a different presentation is appropriate.

Volleyball	Volleyball is a team sport in which two teams of six players are separated by a net. Each team tries to score points by grounding a ball on the other team's court under organized rules.[1] It has been a part of the official program of the Summer Olympic Games since Tokyo 1964.	Volleyball Wikipedia
Football	Football is a family of team sports that involve, to varying degrees, kicking a ball to score a goal. Unqualified, the word football normally means the form of football that is the most popular where the word is used.	Football Wikipedia
Baseball	Baseball is a bat-and-ball game played between two opposing teams who take turns batting and fielding. The game proceeds when a player on the fielding team, called the pitcher, throws a ball which a player on the batting team tries to hit with a bat.	Baseball Wikipedia

Instead, format the content with a section heading and paragraphs as in the following example content.

Volleyball

Volleyball is a team sport in which two teams of six players are separated by a net. Each team tries to score points by grounding a ball on the other team's court under organized rules.[1] It has been a part of the official program of the Summer Olympic Games since Tokyo 1964. [Volleyball Wikipedia](#)

Football

Football is a family of team sports that involve, to varying degrees, kicking a ball to score a goal. Unqualified, the word football normally means the form of football that is the most popular where the word is used. [Football Wikipedia](#)

Baseball

Baseball is a bat-and-ball game played between two opposing teams who take turns batting and fielding. The game proceeds when a player on the fielding team, called the pitcher, throws a ball which a player on the batting team tries to hit with a bat. [Baseball Wikipedia](#)

Inappropriate Use of an Image to Present Tabular Data

Presenting tabular data using an image of a table is **almost never** appropriate! Except, when you want a visual example. In this situation, the information in the table is not necessary for the audience to know.

Insert a data table using the **Insert Table** command.

Table Is Too Wide

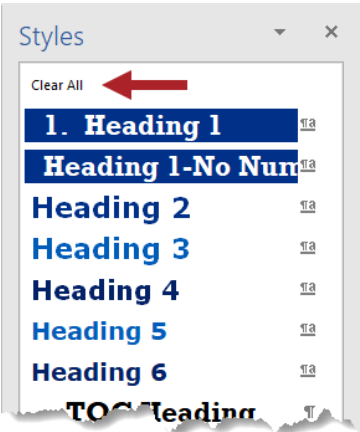
In the example below, the header row of the table is formatted incorrectly.

Headin g	Headin g	Headin g	Headin g	Headin g	Headin g	Headin g	Headin g	Headin g	Total
Text	133	435	345	134	234	452	346	356	2435
Text	101	407	426	388	256	323	500	269	2670
Text	125	241	487	498	124	222	437	354	2488
Text	243	383	214	363	233	244	209	423	2312
Text	150	366	478	467	205	425	322	311	2724
Text	450	446	453	423	321	377	228	674	3372
Text	375	352	324	401	206	657	549	506	3370
Text	125	317	411	312	213	600	417	303	2698
Text	280	472	597	288	182	807	538	344	3508
Total	1582	3419	4035	3274	2274	4107	3546	3540	25777

Method A

To fit the data correctly in the table, clear any style applied to the table content.

1. Select the table.
2. Go to the **Styles** pane.
3. Click the **Clear All** style.



The table is now formatted correctly as shown in the following example.

Heading	Heading	Heading	Heading	Heading	Heading	Heading	Heading	Heading	Total
Text	133	435	345	134	234	452	346	356	2435
Text	101	407	426	388	256	323	500	269	2670
Text	125	241	487	498	124	222	437	354	2488
Text	243	383	214	363	233	244	209	423	2312
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Text	375	352	324	401	206	657	549	506	3370
Text	125	317	411	312	213	600	417	303	2698
Text	280	472	597	288	182	807	538	344	3508
Total	1582	3419	4035	3274	2274	4107	3546	3540	25777

Method B

Switch the page layout into [landscape orientation](#) to spread out the content.

Table 1. Example of Landscape Orientation with Notes

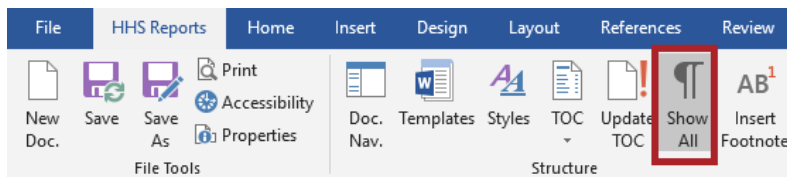
Heading	Heading	Heading	Heading	Heading	Heading	Heading	Heading	Heading	Total
Text	133	435	345	134	234	452	346	356	2435
Text	101	407	426	388	256	323	500	269	2670
Text	125	241	487	498	124	222	437	354	2488
Text	243	383	214	363	233	244	209	423	2312
Text	150	366	478	467	205	425	322	311	2724
Text	450	446	453	423	321	377	228	674	3372
Text	375	352	324	401	206	657	549	506	3370
Text	125	317	411	312	213	600	417	303	2698
Text	280	472	597	288	182	807	538	344	3508
Total	1582	3419	4035	3274	2274	4107	3546	3540	25777

If placing the table in landscape orientation does not solve the problem and the information **must** be in a table, then split it into smaller tables.

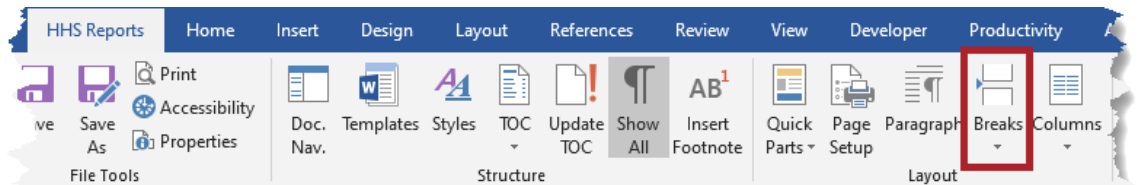
Change Page Orientation

Large images and tables may fit better when you change the page orientation to landscape. In the following example, the page orientation changes from portrait to landscape.

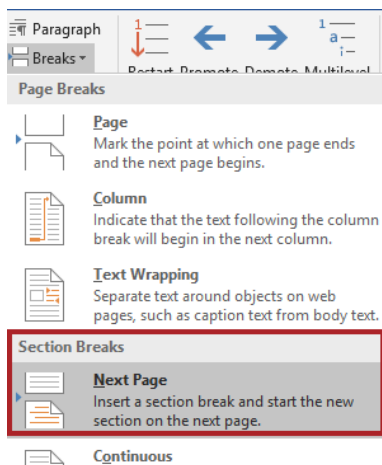
1. Work in **Show All** mode to see the page breaks.
2. Go to the **HHS Reports** tab and click on the **Show All** command in the **Structure** group.



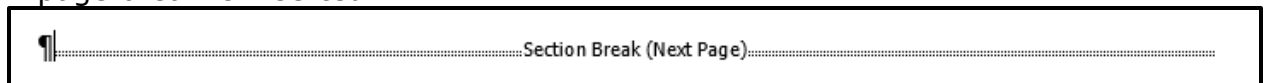
3. Place the cursor where the first page break needs to go.
4. Go to the **HHS Reports** tab.
5. Click on the **Breaks** command in the **Layout** group.



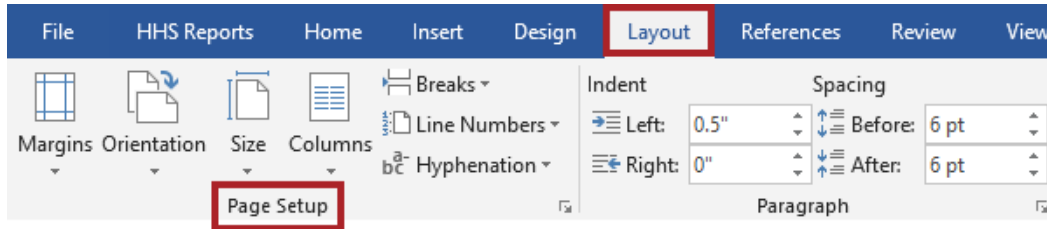
6. A menu will appear. In the **Section Breaks** category, click **Next Page**.



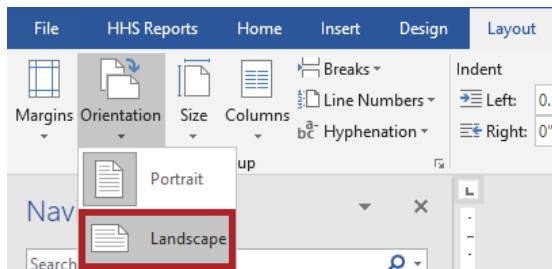
A page break is inserted.



7. Follow steps 3 through 6 to insert a second page break. Insert the page break after the content that needs to be in landscape orientation.
8. Place the cursor in the content that needs to be in landscape orientation.
9. Go to the **Page Setup** group in the **Layout** tab.



10. Click on the **Orientation** command.
11. A menu will appear. Click **Landscape**.



Page Breaks Changing in Quick Parts

Are the page breaks in your document changing when you use Quick Parts? This can sometimes happen when you have attached a template to an older document. To avoid this situation:

1. [Start a new document](#).
2. Then copy your content into the new file using the **Keep Text Only** paste option.
See the [Pasting Content](#) section for more information.

Page Numbering Gone Wrong

Section Page Breaks are the Problem

In a section of your document, page numbering has restarted or is out of order. This can happen when using **Section Page Breaks** in a document.

Page breaks are used to:

- Break apart different topics.
- Change page orientation.

Remove as many page breaks as possible to resolve the page numbering issue.

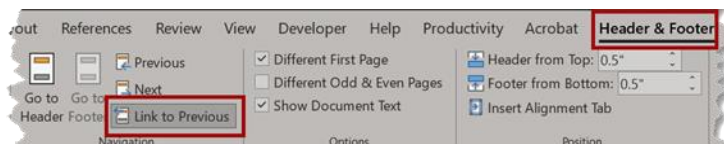
Check Footer Settings

If page numbering is still wonky check Footer settings:

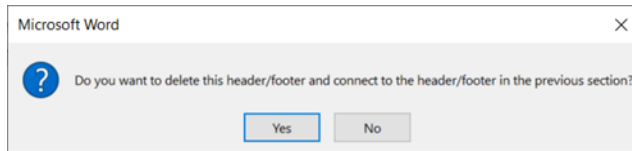
1. Double-click in the footer area at the bottom of the page. The **Header and Footer** tab opens. Focus moves to the footer, where you should see three pieces of information:
 - A. The number of the current Footer section.
 - B. If the footer is the same as the previous section.
 - C. The page number.



2. When you don't see the **Same as Previous** setting in your Footer:
 - A. Go to the **Header & Footer** tab **Navigation** group.
 - B. Click on the **Link to Previous** button.



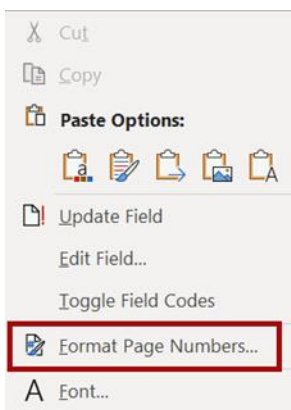
A dialog pops up asking “Do you want to delete this header/footer and connect to the header/footer in the previous section?”



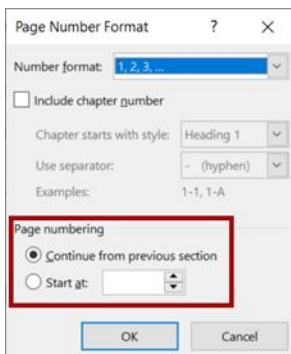
C. Click on the **Yes** button.

If that doesn't solve the problem, go to **Step 3**.

3. You are still in the Footer. Right-click on the **problem page number**.
4. A menu opens. Click on the **Format Page Numbers...** button.



5. The **Page Number Format** window opens. The Page numbering section has two radio button options, **Continue from previous section** and **Start at**. Choose the one that fits the situation best.



6. Click on the **OK** button.

Page numbering is no longer wonky!!