


We met with Microsoft who figured out the problem and devised a workaround. The issue is how the device is set up that, for reasons not clear year, creates issues with credentialing. The workaround is to reset your credentials. Here's how you do it:

1. Close Word. You can have other Office programs open or you can close them.
2. Click the Windows button () and type "registry." At the top of your screen will appear "Registry Editor app." Click that (or hit enter).
3. Registry editor application will open.
4. Open or expand these folders
 - a. HKEY_CURRENT_USER
 - b. Then SOFTWARE
 - c. Then MICROSOFT
 - d. Then OFFICE
5. Right click on the OFFICE folder and you will see an option to Rename. Click rename. The file folder will highlight and enable you to change its name. Change the name to "Office.old"
6. Open Word
7. Close Word
8. Return to Registry Editor app. (If you exited the Registry Editor app, then open it again).
9. Press F5 (which refreshes the registry app).
10. Open or expand the folders again (HKEY_CURRENT_USER, then SOFTWARE, then MICROSOFT)
11. You will notice that there is a new folder called "OFFICE." Right click on OFFICE and rename it "Office.new."
12. Rename "Office.old" to "Office"
13. Exit Registry Editor app.

Believe it or not, that should refresh your credentials and enable Word to open the file.