

## FAQs on downloading forms Word template package

### *How do I use a form word template?*

1. The template provides a tool to help fill out the form. Dialog boxes will prompt you for the details to be entered. When each box is completed the template performs any calculations and displays the results, as well as the details you entered.
2. If you CANCEL from a Dialog box OR click the background document, the process will stop. You can either Save the data entered so far (use the Save As command) or you can close without saving and start again.
3. If you have used the template before, some details will display automatically in the appropriate dialog fields(e.g. your firm's name, address, GST number). This saves you re-entering the data repetitively. You can type over the automatic content if you want.
4. To change a tick from one option to another, simply cut and paste.
5. Provider levels of experience and forum/proceedings categories are calculated automatically after selection.
6. When all details have been entered, SAVE the document (using the Save As command). You can then update or print it as you want.

**Note:** You can amend any details within your document. BUT take care with any new data entered, as it will affect any calculations already performed. If you make changes to any figures, click the smiley face on your toolbar. If you are unable to see the smiley face, use the keys Ctrl A together, then F9. This will recalculate any new results

### *I am using Windows 7 - what do I do when I get permission errors?*

Right click the installer on your desktop, and select 'Run as Administrator' from the menu that appears. The installation should now proceed.

### *What do I do when I get the message "This installation package could not be opened. Contact the application vendor to verify that this is a valid windows installer package"?*

The problem here may be that your download was interrupted and you have not been able to download the full installation package. You can check this by clicking on the icon you have added to your desktop. If the file size (shown in the yellow box) is smaller than 1MB, this will almost certainly be the issue.

Try the following:

1. Close Word
2. Return to the download page
3. Re-enter your details and select 'Download'
4. Instead of Saving the file - select 'Run' and follow the instructions
5. Open Word and check that the menu is showing.

***What do I do when I get the message “Version 9.1.msi is not a valid Win32 application”?***

Please try returning to the download page and select 'Run' (rather than 'Save').

***Can I install the forms across a network - ie NOT on a C drive?***

This will require a manual installation to the location where you keep your shared templates. You may download a zipped file of the individual form templates.

***Why doesn't the smiley face appear on my tool bar?***

On some systems the smiley face will only appear when you are actually working on a form. In Word 2007 and 2010 the smiley face will appear under your Add-Ins. If the smiley face still does not appear you can use the following key strokes to effect the recalculation – Ctrl and A together then F9.

***Why doesn't the drop down menu appear?***

The drop down will only appear if you are on a single computer using a C Drive.

NB: If you want to install the forms on a shared directory, you will need to manually install them - but you will not have the drop down menu feature

1. In Word, look under Tools>Options>File Locations to see where the Startup folder is pointing. NOTE you will not see the 'LSANormal.dot' file.
2. Using Windows Explorer ensure that the 'LSANormal.dot' file is in the Startup folder that you have found in step one (if 'LSANormal.dot' is NOT there, use your search function to find it and then copy and paste it into this Startup folder)
3. In Word, look under Tools>Templates and Add-ins and check that 'LSANormal.dot' is checked.

***Why do I have two Legal Aid Forms drop down menus appearing on my toolbar?***

1. In Word, look under Tools>Options>File Locations to see where the Startup folder is pointing. NOTE you will not see the “LSANormal.dot” file.
2. Using Windows Explorer browse to your Startup folder found in Step 1 and delete the old LSA.dot file.

***What do I do when I try to open a form and I get an “Error 5151” message?***

1. In Word, look under Tools>Options>File Locations to see where the Startup folder is pointing. NOTE you will not see the 'LSANormal.dot' file.
2. Using Windows Explorer ensure that the 'LSANormal.dot' file is in the Startup folder that you have found in step one. Make sure the old LSA.dot file is deleted as well. (If LANormal.dot is NOT there – use your search function to find it and then copy and paste it into this Startup folder.)
3. In Word, look under Tools>Templates and Add-ins and check that 'LSANormal.dot' is checked.

### ***Why can't I uninstall the old template package?***

There may be a permission error when trying to uninstall an old version. We recommend you log off the computer, log back on as the 'Administrator' and try installing again.

The new Word template installer v9.1 will automatically remove any previous versions off your computer.

### ***How do I get Addins to show Legal Aid Forms in Office 2007?***

You need to go into Word Options and activate the LSA Normal.dot Add-in.

1. Click on the Word 'Start button'
2. Click 'Word Options' at the bottom of the menu
3. Click on 'Add-Ins' in the left menu
4. Click on the manage dropdown menu at the bottom of the page, select 'Word Add-ins' and click 'Go'.
5. Put a tick in 'LSANormal.dot' and press okay.
6. Restart Word and you should now be able to see the LA Template Forms on the Add-Ins menu.

### ***Where will I find LSA Normal.dot?***

The LSA Normal.dot is installed to your Microsoft/Word directory.

On Windows Vista and Windows 7 the directory will probably be something similar to:

C:\Users\\AppData\Roaming\Microsoft\Word\Startup

On Windows XP the directory will be something like:

C:\documents and settings\\ApplicationData\Microsoft\Word\Startup