

Opening File Attachments Troubleshooting Guide

Use these solutions to open file attachments:

Symptom: My pop-up blocker is not allowing me to open a file attachment.

Solution#1:

Your browser must allow pop-ups from our system. Add <https://hrprod.adm.ubc.ca> to the list of allowable sites in your browser pop-up blocker settings.

Solution#2:

Add our system as a 'Trusted Site'. Add <https://hrprod.adm.ubc.ca> to the list of allowable sites in your browser trusted site settings.

Symptom: When I try to open a file attachment using Internet Explorer, a new window appears briefly and then disappears, my screen flickers or simply does nothing:

Solution#1:

Adjust security settings to allow downloads:
Go to Tools>Internet Options>Security Tab. Click on 'Custom Level' button.
Scroll down until you see the 'Downloads' folder. Click on 'Enable' under all options.

Solution#2:

If using Internet Explorer 8, press and hold the <Ctrl> key while clicking on the attachment. Note: this solution usually only works when Office 2007 is installed.

Symptom: I can't open Microsoft Word files:

Solution#1:

If you have Microsoft Word loaded on your computer, download a free converter from Microsoft which converts newer versions of Word files (.docx) to the version installed on your PC:

[Download Microsoft Office Compatibility Pack](#) *(Ctrl+Click to follow link)*

Solution#2:

If you don't have Microsoft Word loaded on your computer, download a free Word Viewer from Microsoft:

[Download Microsoft Word Viewer](#) *(Ctrl+Click to follow link)*

Symptom: I can't open Adobe Acrobat files (.pdf):

Solution:

Download a free version of Adobe Reader:

[Download Adobe Reader](#) *(Ctrl+Click to follow link)*

If you're still experiencing problems, please contact your internet service provider or departmental computer support person.