



Dear Diane,

I had a Word document I sent to a co-worker with an Excel box inserted into it. When they tried to make a change to the document they couldn't do anything. What is happening? Help me please.

No Change to Document Allowed

Dear Change is Good,

There could be a couple of things going on. One thing is to look at the top of the opened attachment and make certain it isn't opened in Read-Only mode, referred to as "Protected View" in Office 2010. By default in Outlook 2007 and 2010 if you open or view an attachment it is in Read-Only. That means you can't make any permanent changes to the document. You can try saving the document to your desktop or the folder you usually use and then open it and work with it. There is a work around in Outlook 2010.

To open an attachment in Outlook 2010 that is not Read-Only, follow these steps:

1. Open the email message that has the attachment.
2. On the **Actions** control in the Ribbon, click **Edit Message**.
3. Open the attachment.



This is the same default behavior in Outlook 2007 if you open an attachment from the Reading Pane. However, if you double-click to open a message in a new window it won't open in Read-Only mode.

The issue of making changes to the Excel part may involve double-clicking on the inserted Excel worksheet to make it work.

Hopefully this solves your dilemma. Feel free to contact me back if you need more help.