

CANNOT OPEN OFFICE DOCUMENTS – WORK AROUND

1. Problem Description

- Unable to open Word, Excel, or PowerPoint files
- Document opens using WPS Office instead of Microsoft Office
- Unable to edit or save documents
- WPS Office prompts for sign-in
- Error message appears when opening Office documents

2. Possible Root Cause

- Default Office application has changed
- Document is opening with WPS Office instead of Microsoft Office
- WPS Office requires sign-in for certain features
- Temporary application issue

3. Resolution

- Open the document using Microsoft Office
- Set Microsoft Office as the default application
- Reopen the document
- Test editing and saving the file

4. Steps of User Guide

Step 1 — Check Which Application Opened the Document

- Ensure the document is correct office file format. E.g., , , ,
- Check the application name at the top of the window.
- Ensure it is opened using **Microsoft Word** , **Microsoft Excel** , or **Microsoft PowerPoint**  .

Step 2 — Open the Document with Microsoft Office

- Close the document.
- Right-click the file.
- Select **Open With**.
- Choose **Microsoft Word**, **Microsoft Excel**, or **Microsoft PowerPoint**.

Step 3 — Set Microsoft Office as Default

- Right-click the document.
- Select **Open With → Choose Another App**.
- Select the appropriate Microsoft Office application.
- Tick **Always use this app to open files**.
- Click **OK**.

Step 4 — Test Edit and Save

- Open the document again.
- Make a small change.
- Save the file and confirm the changes are saved successfully.

5. Escalate to IT Support If issue persist after performing work around in above

- Microsoft Office is missing from the computer
- Documents still open with WPS Office after changing the default app
- Documents cannot be edited or saved using Microsoft Office
- Error messages continue to appear
- Multiple Office documents are affected after troubleshooting