

I am using Firefox as my browser

If using Firefox, you may be prompted to open the file or save the file. Use the “Save As” option rather than the “Open” option to download the file.

I am using a Mac

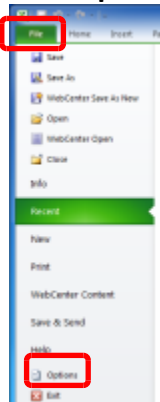
Due to issues with Apple running Microsoft Excel, the Workbook does not work on a Mac. You must use a PC.

I get a circular reference warning while entering data in the Workbook

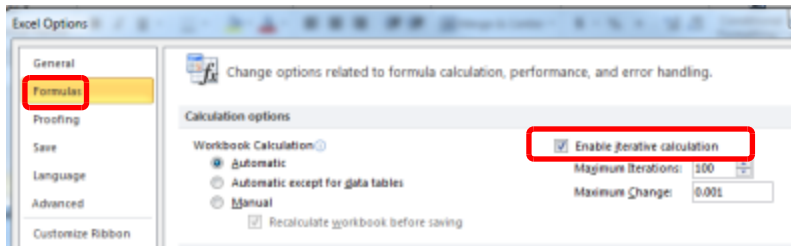
A circular reference occurs “when an Excel formula refers back to its own cell, either directly or indirectly.” For example, if =100+A2 is entered into cell A2, then a direct circular reference has been created. An indirect circular reference is when the formula in a given cell refers to one or more other cells that in return refer back to the original cell. For example a formula in A1 refers to cell A2, A2 refers to A3, and A3 refers back to A1.

Follow these steps to disable circular references in Excel.

1. Click **File**.
2. Click **Options**.



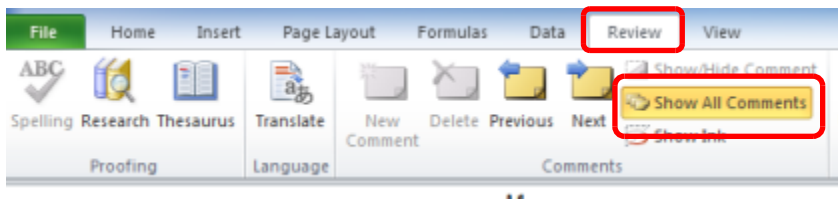
3. Go to the **Formulas** screen.
4. Select the **Enable iterative calculation** checkbox under the Calculation options section.
5. Click **OK** at bottom of the screen.



All of the comment boxes are open on the Workbook

If comment boxes open on your Workbook, follow these steps to close them.

1. Select the **Review** tab in the Excel ribbon.
2. In the **Comments** section of the ribbon **Show All Comments** will be highlighted.
3. Click on **Show All Comments** to de-select it and all of the Comments boxes will close.



The Workbook is slow when I'm working from remote desktop

It's common to experience some slowness in opening and closing the Workbook when using a remote desktop connection or virtual private network (VPN) connection (e.g., Windows remote desktop connection, RemotePC, Citrix, VPN, PC Anywhere). Working on any remote connection will be slower compared to working directly from your computer at your office location.

I am having additional issues opening the Workbook

Due to updates made to Microsoft Excel, you may experience some errors when opening the Workbook. Try the following troubleshooting tips if you experience any issues opening the Workbook.

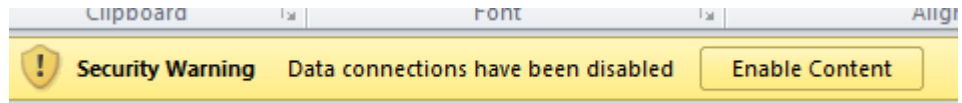
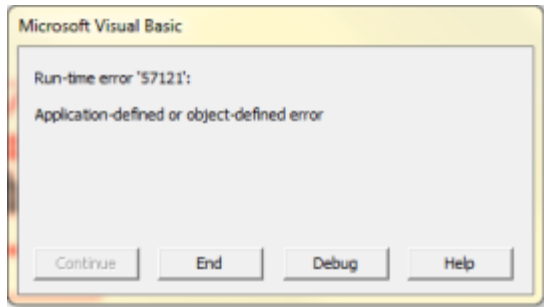
Step 1: Apply all Microsoft updates and patches

Typically Microsoft will alert you of updates and patches that need to be applied to your system. This is generally relayed via a message from the system tray in the lower right hand corner of the screen, but it can also be checked directly at windowsupdate.microsoft.com.

Step 2: End the Run-time error

If you receive any type of Run-time error when opening the Workbook:

1. Click the **End** button.

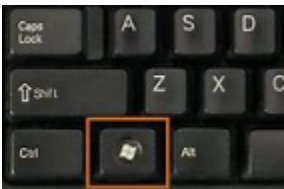


2. Click **Enable Content**.
3. Click **File, Exit**.
4. Click **Don't Save**.

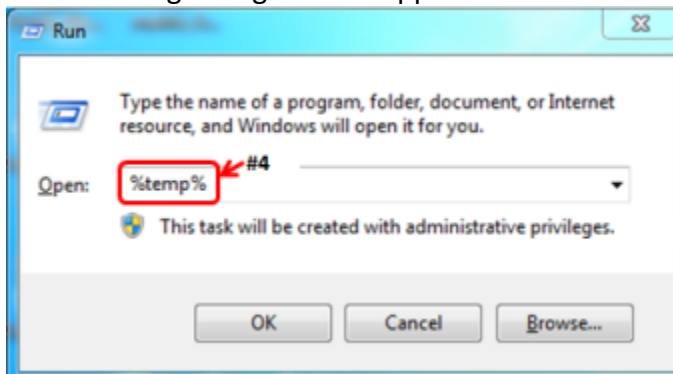
Step 3: Clear out temporary files

Temporary files are created by the operating system to hold information temporarily while a file is being created. When you are finished working, the temporary file is no longer needed, which results in wasted disk space. To clear out temporary files:

1. Close all open applications.
2. Hold the Windows key and press the letter **R**.

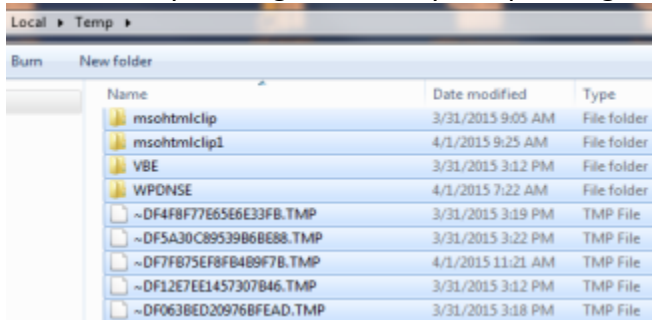


3. The following dialog box will appear:

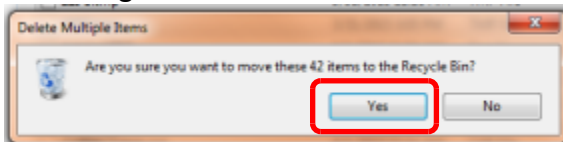


4. Type **%tmp%** in the **Open** textbox and click **OK** or press the **Enter** key.

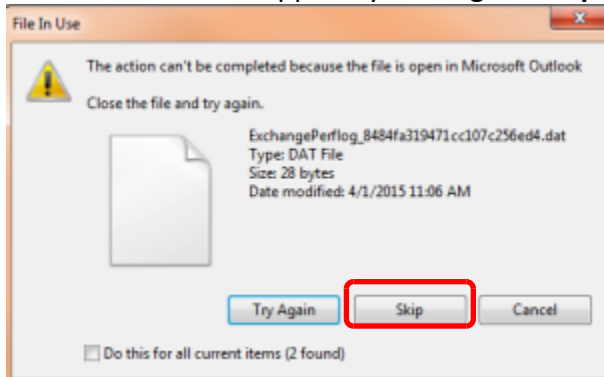
5. Your temporary file folder will appear in an Explorer window. You can highlight all the files in that folder by holding the **Ctrl** key and pressing the letter **A**.



6. Press the **Delete** key, or right click and select **Delete**, to delete all temporary files. Click **Yes** in the dialog box.



7. You *may* receive messages that indicate some files cannot be deleted because a file is in use. These files can be skipped by clicking the **Skip** button.



Questions

If you have completed all of the steps above and are still experiencing issues, email mhfa.app@state.mn.us for additional support.