

## FAQ : CG Online Template Troubleshoot Guide

*This guide is intended for users that may have issues using the template, if the following Guide is unable to address the issues faced, then you may contact via email to [mccg@seccom.com.my](mailto:mccg@seccom.com.my).*

1. The template does not support pirated versions of Microsoft Office or older Microsoft Office Student versions (2013 and below).
2. Please do not open/edit the template in Microsoft Word Preview Mode (i.e trying to view/edit directly in outlook).
3. Please do not open/edit the template in protected mode
4. Please edit the template on a laptop/PC if you are having issues editing on a mobile phone or tablet.
5. Please enable editing and enable content/macros in the template upon opening the template.
6. Please do not attempt to change the format of the template (i.e adding company logos, removing tables, changing font sizes etc).
7. When interacting with dropdown elements, kindly select a dropdown option first before attempting to fill up the response area.
8. The template format by default is a macro enabled document word (docm), if saved as any other format, it will disable the document macros. Hence, it is advisable to save the document in Word(docx) or PDF, after all desired changes have been made.
9. The template does not support track changes. Please either share it via a shared folder or email when working in teams with more than one person.
10. If there is a Microsoft Security Message that prevents the macros from running completely (no enable editing/enable content/enable macros option), kindly seek assistance from your organization's IT team as this is case dependent on your IT organization Policy. This scenario would require making adjustments to allow macros to be run.