

“Comments” function of Word: troubleshooting

For some of you, your instructor is grading your projects by using the “comments” function of *Microsoft Word*. “So what,” you think. “That fact has nothing to do with me. Only my instructor needs to know about that function.” Wrong!

1. This is a function that you might use at work, so knowing about it would be valuable; however, if you want to learn how to insert comments, you’ll have to use help to teach yourself.
2. You may receive your project that has supposedly been commented upon, but you see no highlighting or comments. When you print out the document, you have only what you submitted – again no comments. Of course, you want to view those comments.

This troubleshooting document contains some of the help stuff available in the most recent version of *Word*, although directions are probably similar to other versions.

You will find three troubleshooting sections: (1) comments don’t appear in my document, (2) comments don’t appear in my printed document, and (3) table of contents of help available for this function (Troubleshoot comments, tracked changes, merged documents, and versioning).

1. Comments don't appear in my document.

To	Do this
View yellow shading on the screen and comments in ScreenTips	On the Tools menu, click Options , click the View tab, and then select the ScreenTips check box. Rest the pointer on text shaded with light yellow. The reviewer's name and comment appear above the text. Note Some symbols and objects inserted as icons can appear only in the comment pane and won't appear in the ScreenTips.
View comment marks	Click Options on the Tools menu, click the View tab, and then select the Hidden text check box. To hide comment marks, clear the Hidden text check box.
View comment marks and comments in the comment pane	Click Edit Comment on the Reviewing toolbar.

2. Comments don't appear in my printed document.

1. On the **File** menu, click **Print**.

2. Click **Options**.
3. Select the **Comments** check box.

Tip: To print only comments, click **Print** on the **File** menu. In the **Print what** box, click **Comments**.

3. Troubleshoot comments, tracked changes, merged documents, and versioning

[Note: Use this table of content only to see what is available. You need to go to the help function in your version of *Word* to access the help]

This topic provides reference information about troubleshooting comments, troubleshooting tracked changes, troubleshooting group reviewing and merged documents, and troubleshooting versioning

Troubleshooting comments

- Comments don't appear in my document
- Comments don't appear in my printed document
- Comments on my Web pages appear at the bottom of the screen instead of in ScreenTips
- Some of the comment text does not appear in the ScreenTip
- I inserted a comment, and it didn't appear where I expected it to
- I see PAGE \# "Page: '#"' in comment ScreenTips
- I can't delete a comment
- I see "Initials1" or another unknown identifier in the comment pane

Troubleshooting tracked changes

- Tracked changes don't appear in my document
- I want to get rid of underlining, strikethrough text, vertical bars, or # or ^ characters in my document
- I can't turn off change tracking
- I forgot to turn on change tracking before changing a document
- I want to track changes as I work without revision marks appearing
- I can't accept or reject changes

Troubleshooting group reviewing and merged documents

- Comparing documents doesn't work
- Tracked changes don't appear after I've merged documents
- I can't tell the difference between different reviewers' tracked changes

Troubleshooting versioning

- My document lost its versioning information