Why are documents not opening in MS Word?

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This is often a browser setting that tells the browser to open certain file types (i.e. .doc, .pdf, .rtf) with default programs. In many cases this can be corrected by adjusting the browser settings.

Firefox Browser Settings (Windows):

- Navigate to Tools->Options->Applications
- Locate the Content Type "Rich Text Format" (RTF)
- In the Actions Column, select "Use Microsoft Word" or "Always Ask."
- Click OK

Firefox Browser Settings (Mac OS):

- Navigate to Firefox->Preferences->Applications
- Locate the Content Type "Rich Text Format" (RTF)
- In the Actions Column, select "Use Microsoft Word" or "Always Ask."
- Close the Window

Internet Explorer Browser Settings (*Note: You will be required to restore the defaults on your browser):

- Navigate to Tools->Internet Options->Advanced
- Located and Click the "Reset..." button
- Click Reset
- Click OK
- Close the window, and restart the browser