

**WCS Bookkeepers’ Blogs**

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# Current Forum questions:

**Changing/Retaining font settings in Word documents (Option 3). You will use this option if you have already tried option one and the fonts settings would not save after exiting out of Word.**

# Solutions:

[Suzanne S. Barnhill](http://answers.microsoft.com/en-us/profile/c7cd283d-2d25-4ebc-9c90-b1fc24a3e429) replied on May 5, 2014See post history

[MVP](http://mvp.microsoft.com/default.aspx) [Community Moderator](http://answers.microsoft.com/en-us/page/faq#faqWhosWho1) [MCC: Content CreatorMCC: Content CuratorMost Recommended Discussion](http://answers.microsoft.com/en-us/page/faq#faqBuildingYourReputation1)

If you are changing the font in the **Font** dialog, using **Set As Default** and selecting "New documents based on this template," or changing the font on the **Set Defaults** tab in the **Manage Styles** dialog (again with "New documents based on this template" selected), and this is not working, then the likelihood is that an add-in is preventing the Normal template from being saved. PDFComplete, which ships with many HP computers, is a known culprit, but there may be others. Until you determine what is causing the problem, as a temporary workaround you can open the Normal template as a document and make the changes directly in it. Here's an easy way to do that:

In Word, press **Alt+F11**; the Visual Basic Editor opens. Press **Ctrl+G** to activate the Immediate window. In that window, type (or paste)  
  
     NormalTemplate.OpenAsDocument  
  
and press **Enter**. Normal opens, but note that it may not be on top of all windows. You can close the Visual Basic Editor. Make the desired changes to the Normal file, and then save and close it. If the changes you have made have not been recognized as changes (the **Undo** button is not activated), press **Spacebar**, then **Backspace** to "dirty" the file, thus ensuring that the template will actually be saved.

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## **Additional Comments**: