

## My Document is Damaged: How Can I Recover the Information?

---

**Subject Descriptors:** AutoSave, AutoRecover, Saving a damaged file, What to do when word suddenly shuts down, Word: 2007, abnormal shutdowns, My document is damaged

**Application:** Microsoft Word: 2007, Windows xp

**Task Description:** My document is damaged: How can I recover the information?

**Tutorial Date:** 21 May, 2009, By Sarah Zabriskie

### Sometimes Crashes Just Happen

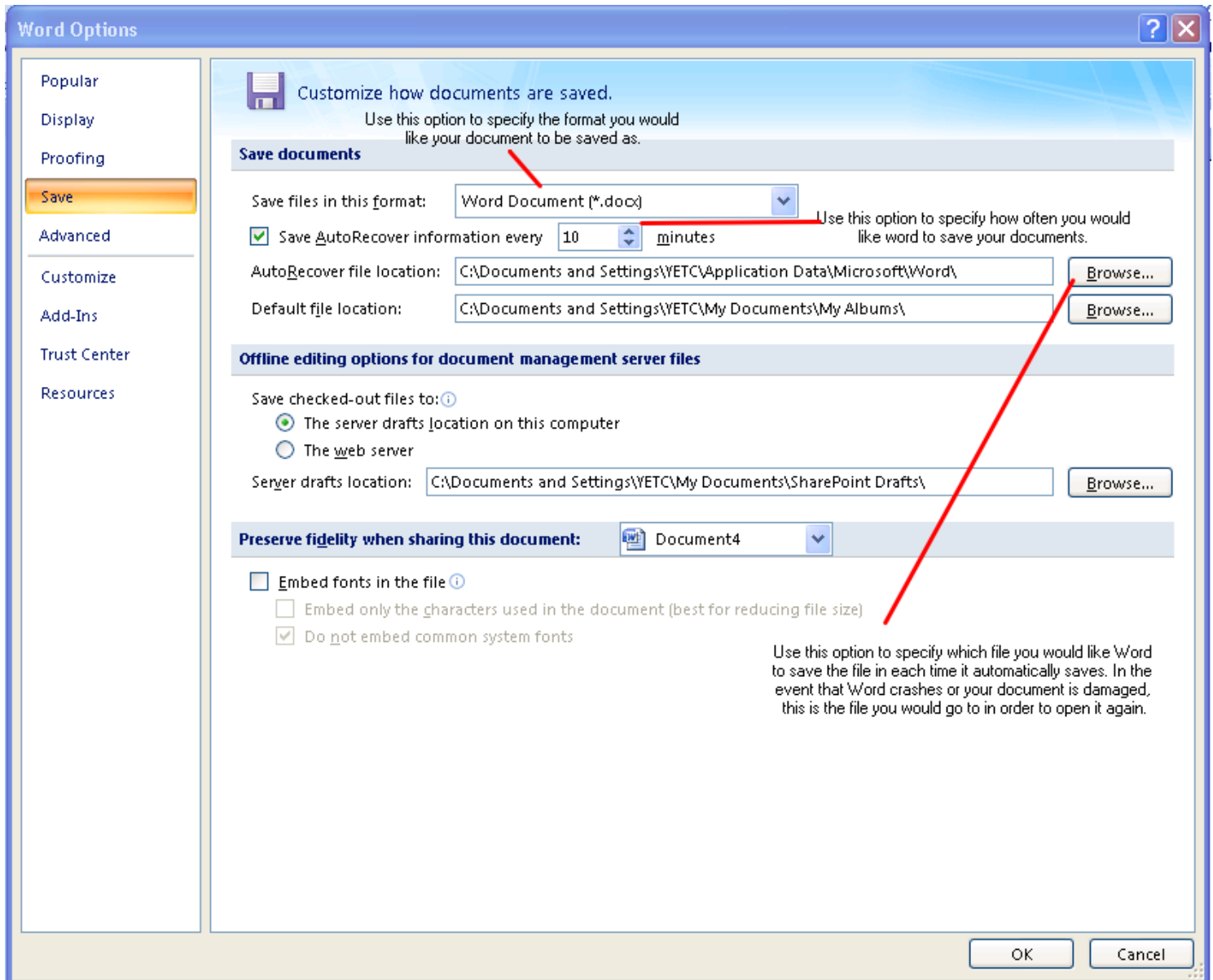


Sometimes a Microsoft Office program closes before you can save changes to a file you are working on. Some possible causes include:

- A power outage occurs
- Your system is made unstable by another program
- Something goes wrong with the Microsoft Office program itself

Although you can't always prevent problems such as these from happening, you can take steps to protect your work when an Office program closes abnormally.

## The Autosave System



Word has a couple of options that can make it easier for you to recover documents that may have been damaged or lost due to unexpected shutdowns. One of these options is called AutoSave, or AutoRecover. This is a built-in system that will automatically save your work for you as you work on your document. To use this option you will have to customize how often you want Word to save your work and in which file. To access this option, follow the directions below.

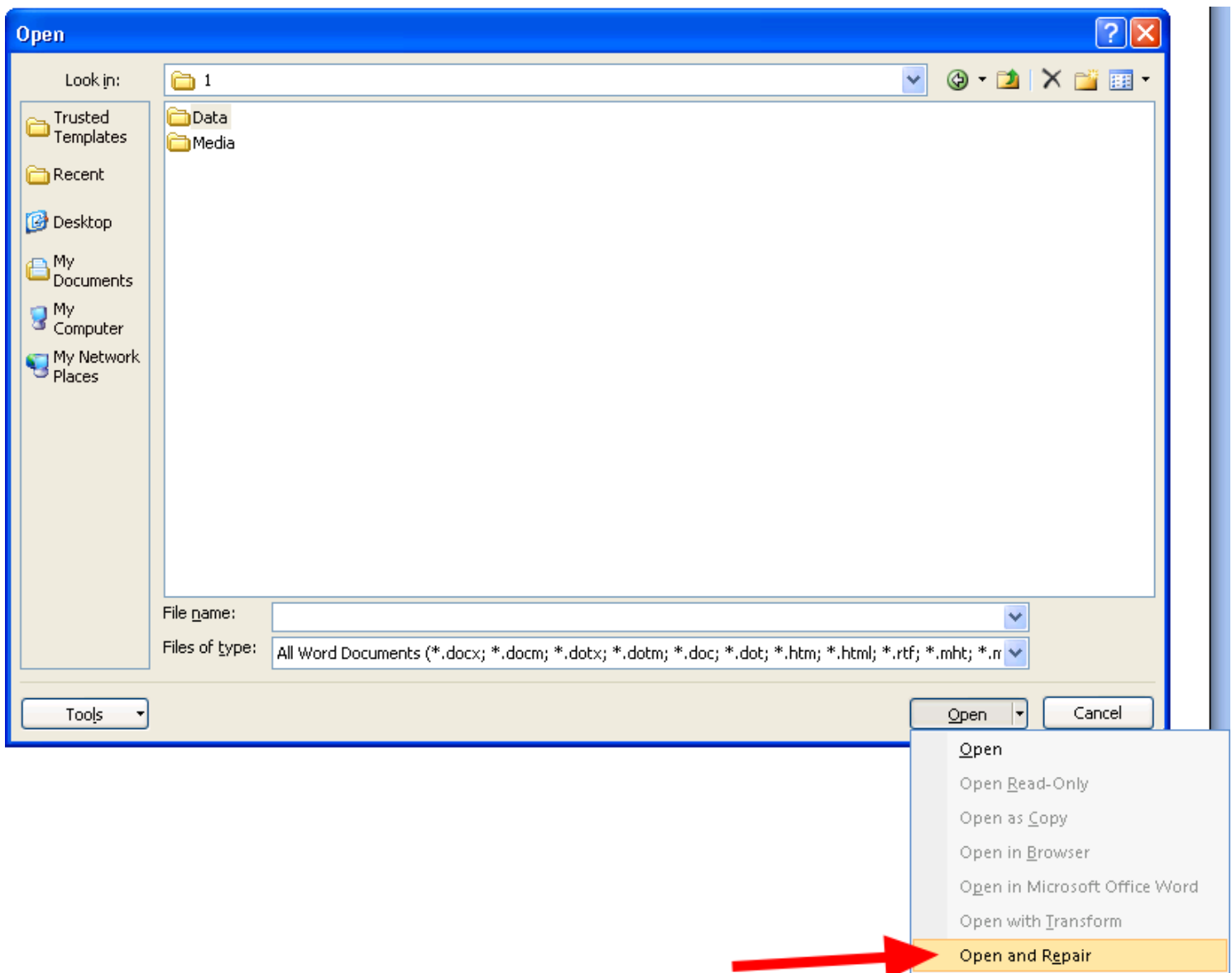
- 1) Click on the **Microsoft Office** button in the upper left corner of the screen
- 2) A drop-down box will appear. Click on **Word Options** near the bottom right corner of the new window.
- 3) Another window will appear with options listed on the left side. Click on the **Save** option

4) A new window will appear. The options in this window will allow you to customize the AutoSave options.

5) Refer to the the diagram above to learn how the features of this option works.

NOTE: The amount of new information that the recovered file contains depends on how frequently a Microsoft Office program saves the recovery file. For example, if the recovery file is saved only every 15 minutes, your recovered file won't contain your last 14 minutes of work before the power failure or other problem occurred.

### What happens if the Document Won't Open, or part of it is Damaged?

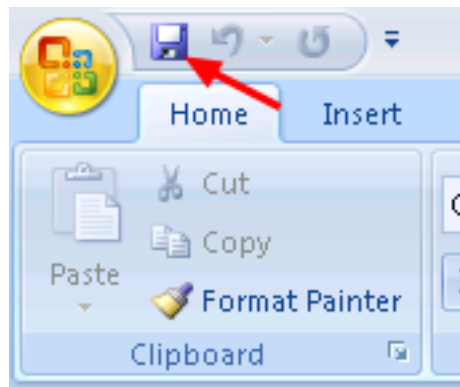


There is a possibility that part or even all of your document may be damaged even though Word has automatically been saving your document while you have been working on it. In the case that it is damaged or Word is unable to open the document, follow the directions below in order to try to salvage

your work.

- 1) Select the **Microsoft Office** button in the upper left corner of the screen.
- 2) A drop-down box will appear. Click on **Open**
- 3) A new window will appear which will allow you to view your files. Select the file that was damaged or that cannot be opened.
- 4) When the file is selected, locate the **Open** button at the bottom of the window.
- 5) Click on the small arrow just to the right of this button. A new drop-down box will appear.
- 6) At the very bottom of the drop-down box select **Open and Repair**
- 7) Word will open the file and display whatever it can. In some cases it will display the document fully repaired with the right format and text. Other times it may just be able to recover the text or a part of the document. Either way, it will at least help you so you won't have to start all the way over.

## Save Early and Save Often



The AutoRecover and AutoSave features are not a substitute for regularly saving your work by clicking **Save**. Manually saving your file is the surest way to preserve the work you have done.