

APAN GROUP: STEPS TO OPEN FILES FROM A SHAREPOINT LIBRARY IN INTERNET EXPLORER

USSOUTHCOM APAN Support Team

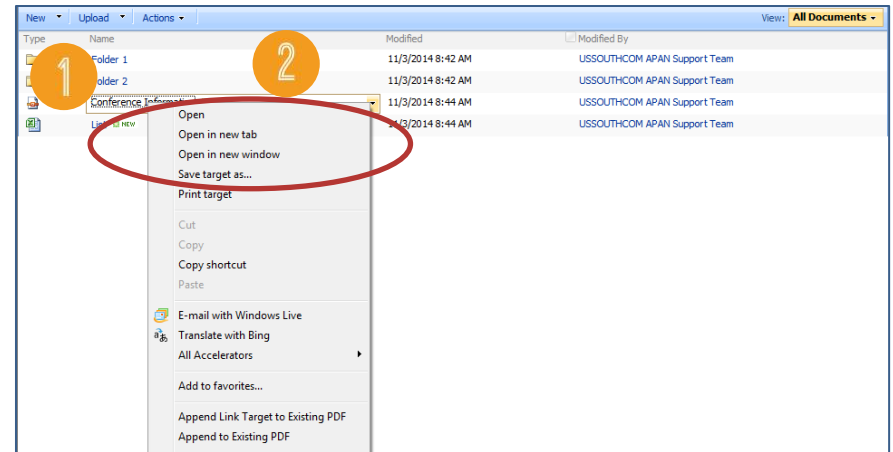




OPTION 1: HOW TO OPEN A FILE

(USING INTERNET EXPLORER)

1. Right-click the name of the file to open.
2. Select any of the options from the pop-up menu to open the file (e.g., **OPEN IN NEW WINDOW**, **OPEN IN NEW TAB**, **SAVE TARGET AS...**).



Note: If these options do not display, see “Troubleshooting Tips.”


3. A box will display on the screen. Enter your APAN username and password.
4. Click **OK** and wait a few seconds for the file to open.





OPTION 2: HOW TO OPEN A FILE

(USING INTERNET EXPLORER)

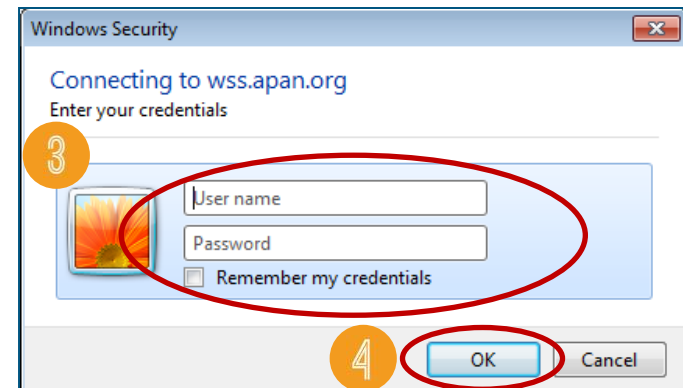
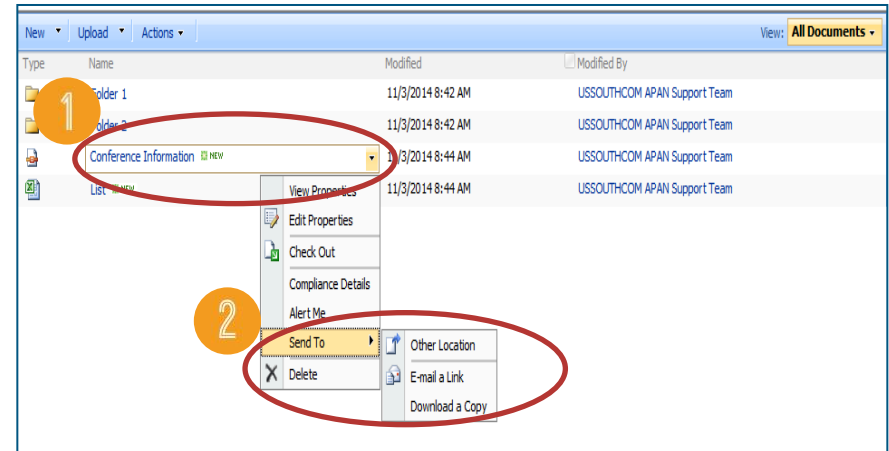
1. Hover over the name of the file.
Click the arrow  which appears to the far right of the file's name.

2. Click **SEND TO**, then select **DOWNLOAD A COPY**.

Note: If these options do not display, see “Troubleshooting Tips.”

3. A box will display on the screen.
Enter your APAN username and password.

4. Click **OK** and wait a few seconds for the file to open.

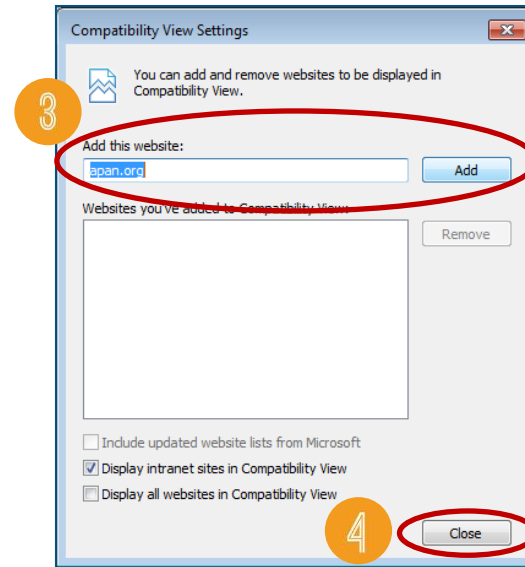
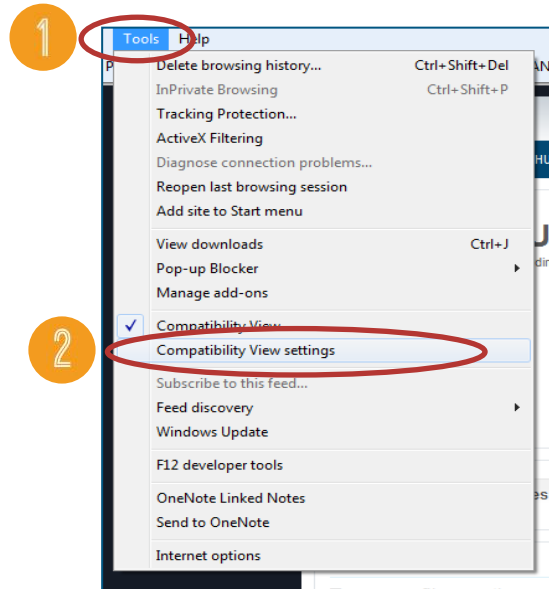




TROUBLESHOOTING TIPS

(USING INTERNET EXPLORER)

1. Select **TOOLS** from the Menu bar.
2. Select **COMPATIBILITY VIEW SETTINGS** from the drop-down menu.
3. In the pop-up window, type **apan.org** in the *Add this website* textbox. Click the **ADD** button.
4. Click the **CLOSE** button.



5. Close all Internet Explorer windows. Open a new Internet Explorer window and navigate to the SharePoint Library on APAN.



TROUBLESHOOTING TIPS: OPENING PDFs

(USING INTERNET EXPLORER)

1. Select **TOOLS** from the Menu bar.
2. Select **INTERNET OPTIONS** from the drop-down menu.
3. In the pop-up window, click the **MANAGE ADD-ONS** button from the Programs tab.
4. Select *Adobe Acrobat SharePoint OpenDocuments Components* and click **DISABLE**, then **CLOSE**.

*Note: If this add-on is already disabled, only click the **CLOSE** button.*

