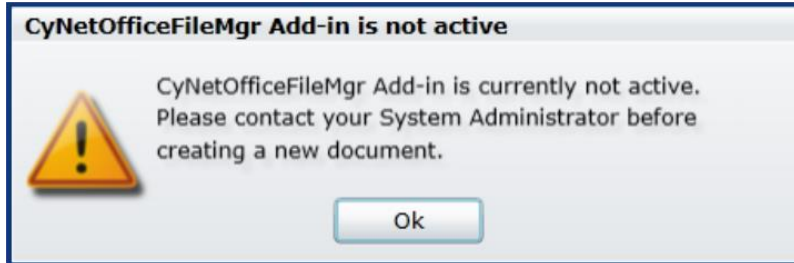


## Seeing this message?



## Resolution Guide

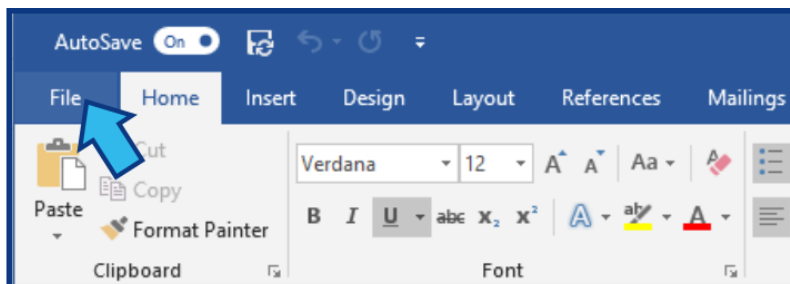
**Complete the following steps to resolve this issue:**

### **Step 1. Open a Microsoft Word document.**

Open any **Word** document in your PC. Any document will work.

### **Step 2. Select File.**

Select the **File** tab at the top-left corner of the **Microsoft Word** window.



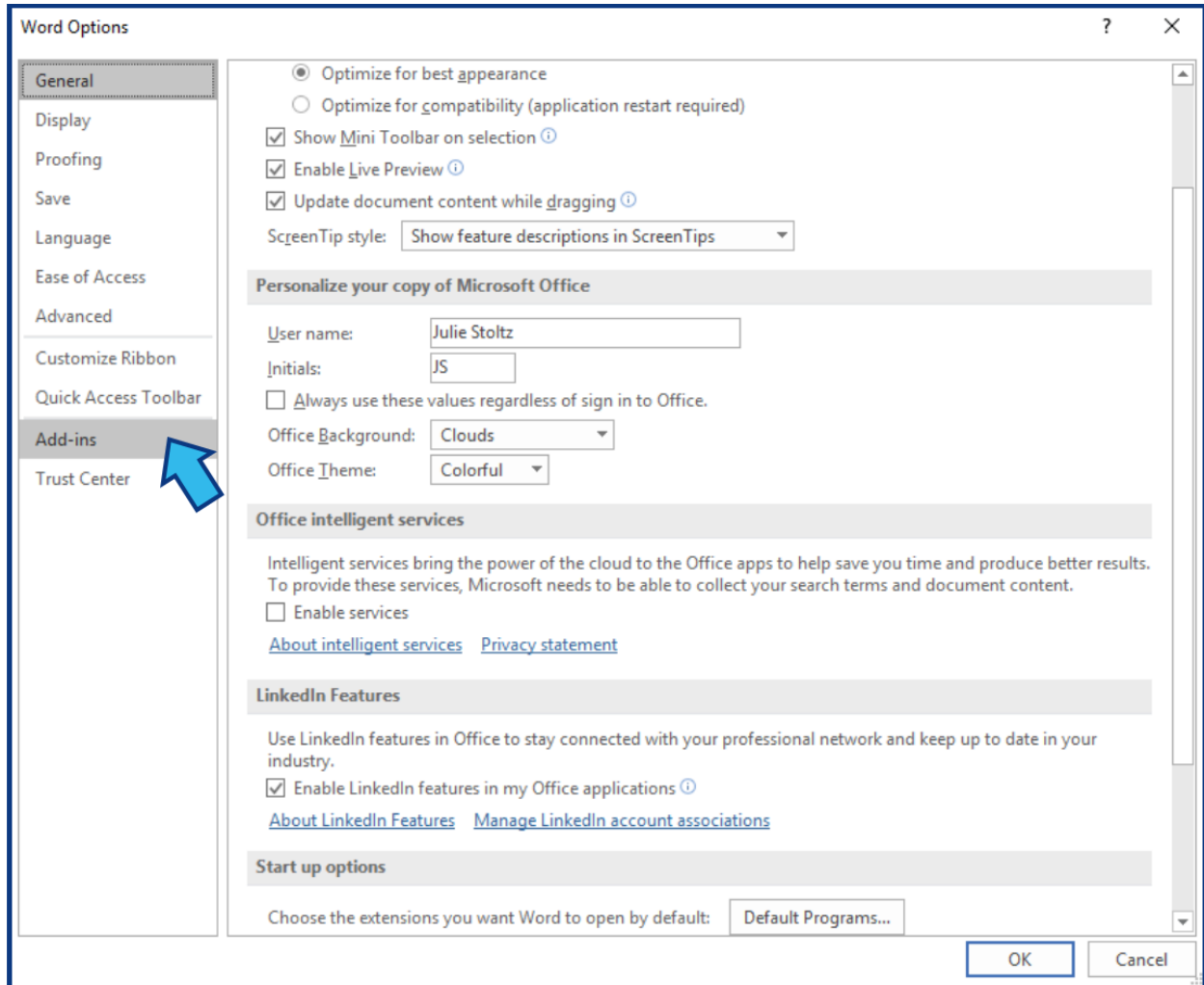
### Step 3. Select Options.

In the navigation pane on the left, select **Options**.



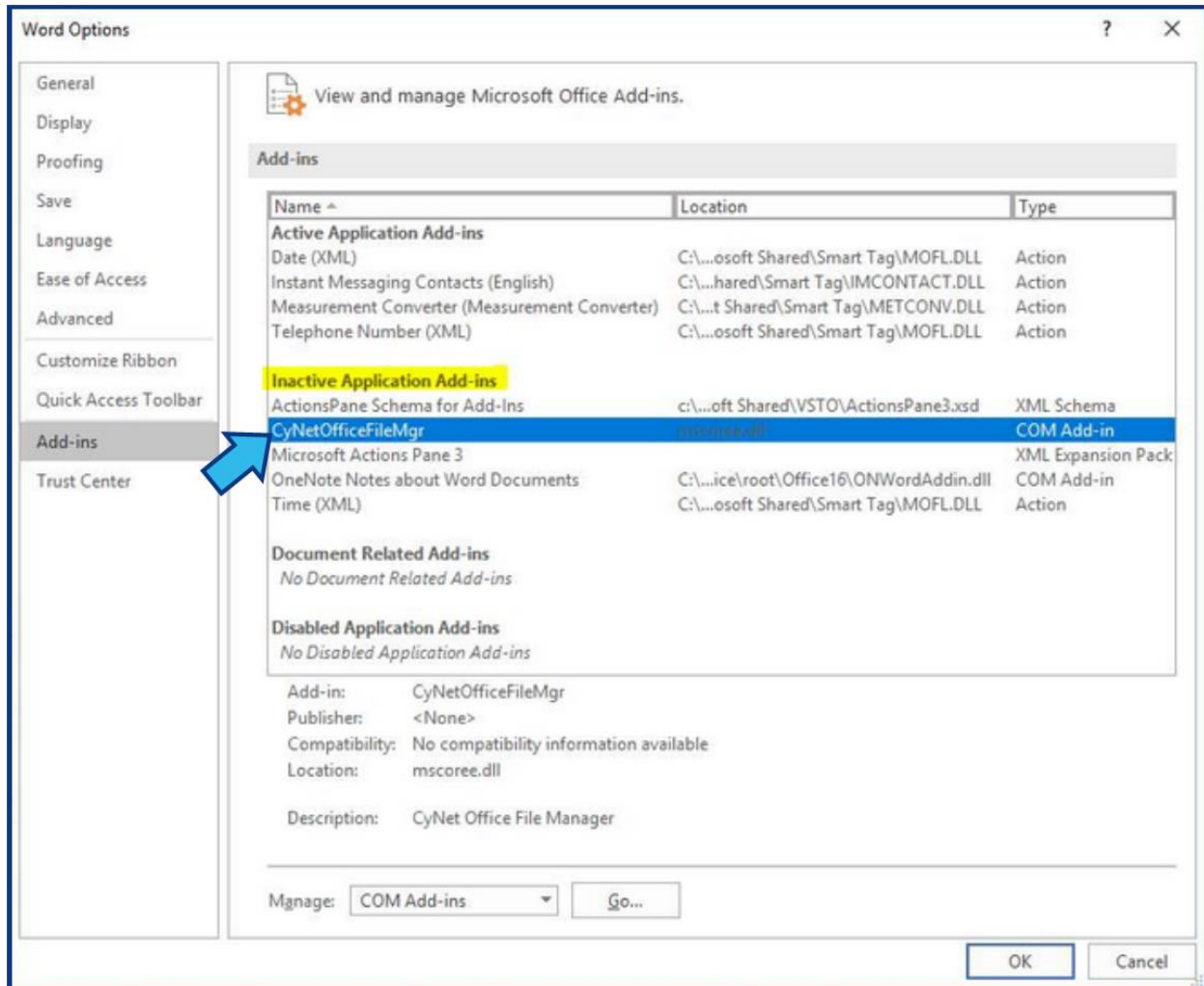
## Step 4. Select Add-ins.

In the navigation pane on the left, select **Add-ins**.



## Step 5. Select CyNetOfficeFileMgr.

**CyNetOfficeFileMgr** should be listed under **Inactive Application Add-ins**. When selected it will be blue, as shown below.



If **CyNetOfficeFileMgr** is not listed under **Inactive Application Add-ins**, contact **Cycom Support**.

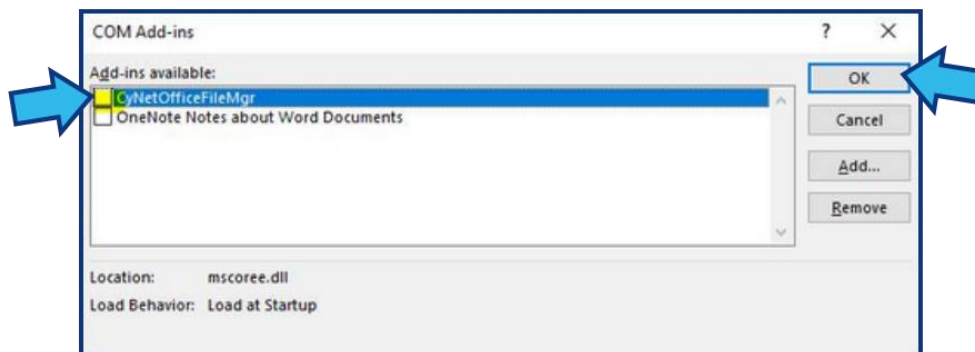
### Step 6. Press Go...

The **Go...** button is located at the bottom next to the **Manage:** field. **COM Add-ins** should be selected by default, as shown. If it is not, select it from the drop-down list before pressing **Go...**



### Step 7. Check the CyNetOfficeFileMgr box and press OK.

Place a check in the box next to **CyNetOfficeFileMgr**. Press **OK** on the top-right of the **COM Add-ins** window.



### Step 8. Close Microsoft Word and try templates again..

After closing **Word**, repeat the steps taken prior to receiving the "**CyNetOfficeFileMgr Add-in is not active**" warning message.

If this did not resolve your issue, contact **Cycom Support**.

**Cycom Support** can be reached in the following ways:

Phone call to **1-800-292-6688**

Email to **support@cycominc.com**