



Interrupted before saving a document through **CLW**?

If **Microsoft Word** is set to auto-save files, the file can be restored to the last auto-saved version. In **CLW**, locate and highlight the document. Press **Open**.

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If there are any auto-saved versions, a **Document Recovery** pane should appear when **Word** is opened.

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See a Document Recovery pane? Complete the steps in <u>Recovery Method #1</u>.

No Document Recovery pane? Complete the steps in <u>Recovery Method #2</u>.



Recovery Method #1

There are 4 steps to complete this task:

- 1. Open the edited file version.
- 2. Close the original file.
- 3. Save the recovered file.
- 4. Close Word.

Step 1. Open the edited file version.

Hover over the edited file version in the **Document Recovery** pane and left-click the dropdown arrow that appears. Select **Open**. A new document will open.







Step 2. Close the original file.

The original file will show the matter file# in the title. This file must be closed before proceeding. Close the window by pressing the 'X' in the top-right corner. **WARNING:** Ensure the correct file is closed in this step. **DO NOT** close the AutoRecovered file at this point or the changes will be lost.

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Step 3. Save the recovered file.

In the auto-recovered file, press **Save**.

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Step 4. Close Word.

Close **Word** by pressing the '**X**' in the top-right corner. Return to **CLW** and select and open the document. The file should now be updated to the new version.





Recovery Method #2

There are 4 steps to complete this task:

- 1. Navigate to the AutoRecover file location.
- 2. Open the AutoRecovery file with Word.
- 3. Press Restore.
- 4. Close Word.

Step 1. Navigate to the AutoRecover file location.

To find the AutoRecover file, open Word and select File.

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Select Options.







Select **Save**. Highlight the address shown in the **AutoRecover file location** field. Press **CTRL + C** on the keyboard, or right-click and select **Copy**. Close **Word**.

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Open **File Explorer** and in the address bar paste the **AutoRecover file location** address. Press **CTRL + V** on the keyboard, or right-click and select **Paste**. Press the **Enter** key.

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Step 2. Open the AutoRecovery file with Word.

Find the desired **AutoRecovery** file. If there is a folder with a modified version of the title of the document, open the folder. Use the date/time of modification to choose the latest edited version if there are options.

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Right-click and select **Edit** (if available) or **Open with** (select **Word**).

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Step 3. Press Restore.

The **AutoRecovered** file will open and compare itself to the original file. If there are changes, a **Restore** option will be visible above the document. Press **Restore**. NOTE: If **Restore** is not available, the original file and the auto-saved file do not differ.

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Press **OK** to confirm.





Step 4. Close Word.

Close **Word** by pressing the 'X' in the top-right corner. Return to **CLW** and select and open the document. The file should now be updated to the new version.

