We have received several support requests from staff, such as Counselors, who use worksheets which are marked as read-only. For example, Degree Evaluation Forms. When accessing these worksheets through the online W drive, attempting to make changes to these worksheets fails and work done in the sheets is lost.

Here is how to correctly open a copy of these worksheets so that they can edited and saved.

1. In W Drive Online, navigate to the file or worksheet you wish to open.
2. Right-click on the file. A menu appears.
3. Select **Download**, and then **Download to PC**. (optionally, if you use OneDrive, you can save it there as well).
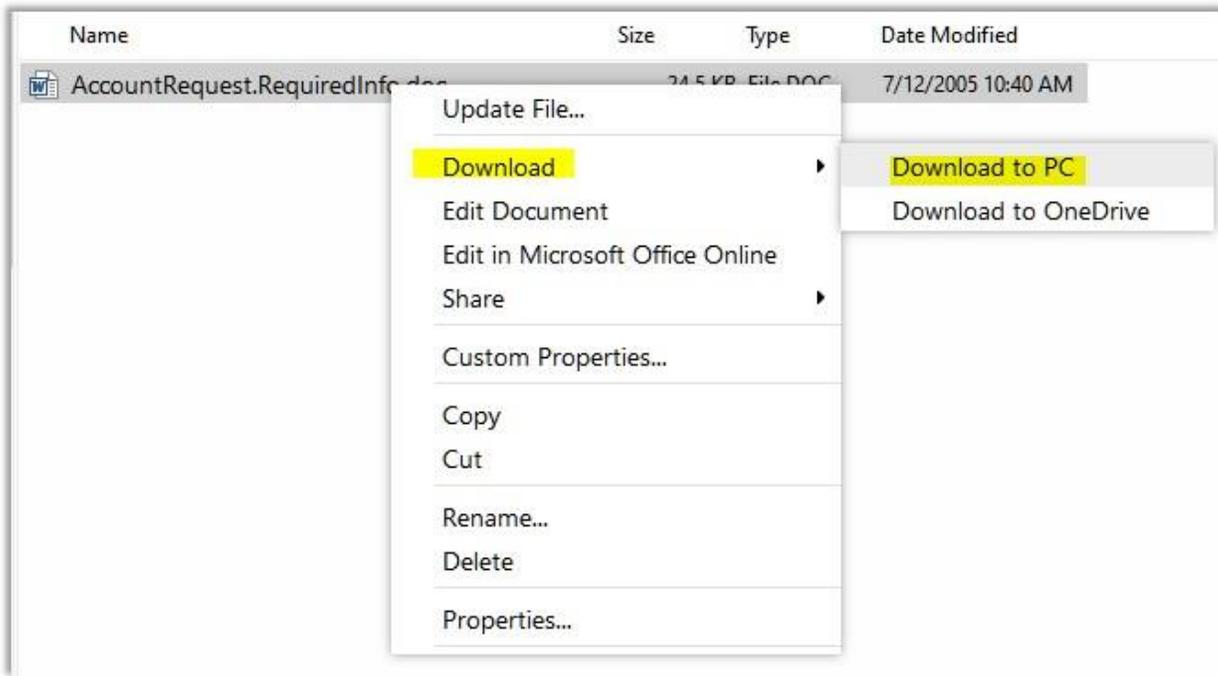
4. If Microsoft Office is installed on your computer, you will be presented with the option of opening it in the appropriate program.
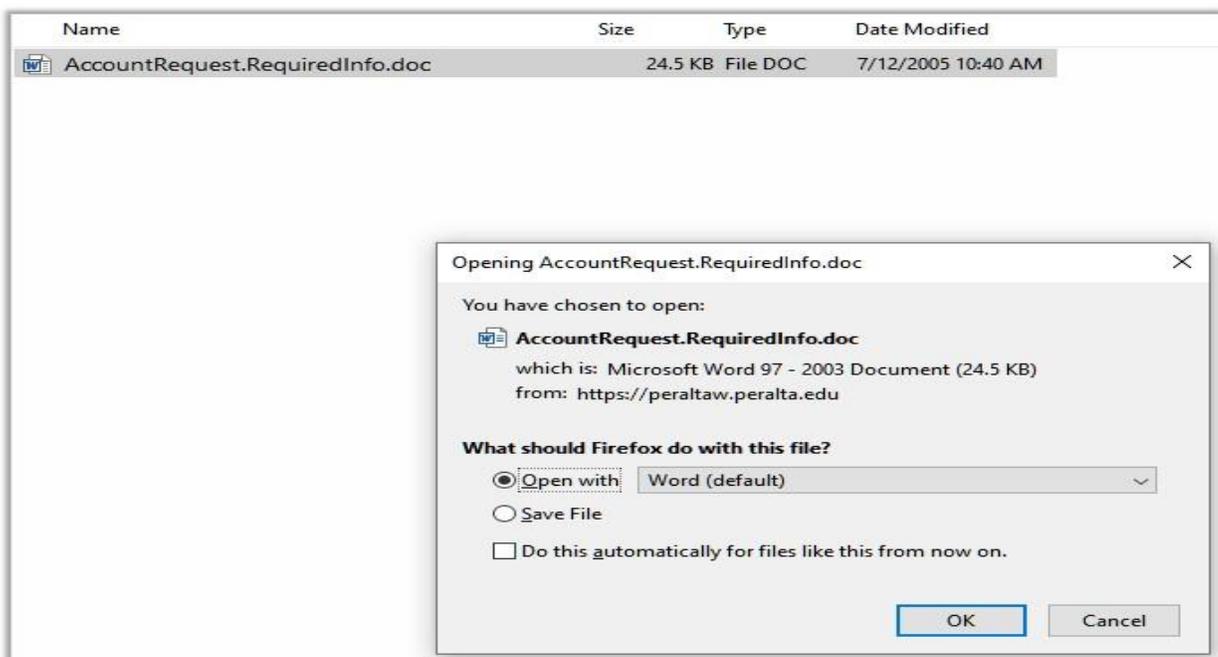
5. From here, you can make changes and save the file with the correct worksheet name, and you can now upload that new saved file to W Drive Online.

A note for Mac users

Some Mac users are reporting they do not see the **Download** option in the menu. Instead, use the **New Document** menu or **Download as zip** options.