**Trouble-shooting Tips**

1. **Macro security**
   Q: When I try to open the tool in Excel, I get a warning message that macros are disabled?
   A: Close the planning and budgeting tool. Open a new book. Then, in Excel, go to the Tools menu and choose Macro, and then under Macros choose Security (Tools-Macro-Security). Then select "medium" for your security level (if set to High or Very high, the tool will not work). When you reopen the tool, you will be asked if you want to enable or disable the macros. Always choose to "Enable macros".

2. **Automatic calculations**
   Q: The tool is supposed to calculate many values automatically, and to automatically select the right country and region in each sheet/page once I've chosen my country on the Welcome page, but this isn't happening.
   A: Although this shouldn't happen, the setting within the tool for automatic calculations may have changed. Go to the Tools menu, then select Options, and then select Calculation (Tools-Options-Calculation). Make sure that the option "automatic" is selected. Another way to solve this problem is to press the F9 key.

3. **Changing the type of values that you are allowed to enter**
   Q: When I try to enter a number into a cell, I get the message that "The value you entered is not valid".
   A: The values that can be entered in some parts of the tool have, in some cases, been deliberately restricted. This is to try to prevent incorrect data being entered. If you are sure that the data that you want to enter make sense/are correct, then you will need to "undo" the restriction that has been imposed on these cells. You can do this by highlighting the relevant cells using the mouse, then go to the Data menu, choose Validation, and then make sure that "any value" is the option selected under the heading "validation criteria" (Data-Validation).

4. **Subtotals that are automatically calculated for you need to be CHECKED and modified where appropriate WHENEVER you have added rows or inserted duplicate tables**
   **Issue:** In all sheets of the tool, you may need to add rows and/or insert duplicate tables to reflect the range of activities or inputs that are needed in your setting.
   Q: If rows have been added, and/or duplicate tables added to a page/sheet, then the budgets for the items that you have added may not be included in the budget subtotals.
   A: You need to CHECK the formulae for any budget sub-totals that include the items that you have added. If the relevant rows/cells that you have added are not included in the formulae, you will need to modify the formula so that they are included. You can easily see which cells are included in any formula as follows: a) click on the cell that contains the formula for a sub-total b) then, in the formula bar at the top of the screen, click at the end of the formula. Unless the formula is very complicated, all the cells that are contributing to the existing formula will be highlighted. Any items that you have added can then be included by adding the cell with the relevant total (or subtotal) to this formula. You can do this by typing a new "add" sign (+) into the formula bar at the top of the screen and then clicking on the cell that you want to add.

5. **Protecting and Un-protecting sheets**
   Q: I want to add rows or change the wording of some rows, but when I try to do this I get the message that "The cell or chart you are trying to change is protected".
   A: In the default version of the tool, all sheets are protected. However, when using the tool you will need to modify the content of some cells (e.g. row titles), and you may want to add rows (for example so that you can insert duplicate tables). To be able to do this, you need to "unprotect" a sheet. You can do this by going to the Tools menu, choosing Protection, and then selecting
"Unprotect sheet" (Tools-Protection-Unprotect Sheet). When you have finished entering data, you can choose to protect the sheet (Tools-Protection-Protect Sheet). Another way to solve this problem is go to the "Application Options" in the tool on the Welcome page at the bottom right, click on it, and select unprotect sheets on the menu.

6. Showing row numbers and column letter headings while entering or reviewing data

Q: I want to check the row number of a cell of the letter heading of a column and/or I want to see the row number and column letter headings when checking a formula, but the row numbers and column letter headings are not showing.

A: For presentational reasons, the default setting of the tool is such that column and row letter headings and numbers are not shown. You can change this by going to the Tools menu, then selecting Options, and then selecting View (Tools-Options-View). In the View menu, make sure that the box for "row and column headers" is ticked. Another way to solve this problem is go to the "Application Options" in the tool on the Welcome page at the bottom right, click on it, and select show/hide sheet headers on the menu.

7. Entering a formula that includes a link to a cell in another page/sheet

Q: I want to enter a cell from a different sheet into a formula, but I can't do this, I can't see the sheet.

A: The tool is set up with a menu system such that the names of individual sheets are not shown at the bottom of the screen in the way that you would typically see them in an Excel workbook. If you are entering a formula in one sheet and you want to include a cell from another sheet in that formula, then you will need to change the way that the workbook is displayed. You can change this by going to the Tools menu, then selecting Options, and then selecting View (Tools-Options-View). In the View menu, make sure that the box for "sheet tabs" is ticked. Another way to solve this problem is go to the "Application Options" in the tool on the Welcome page at the bottom right, click on it, and select show/hide sheet tabs on the menu.