

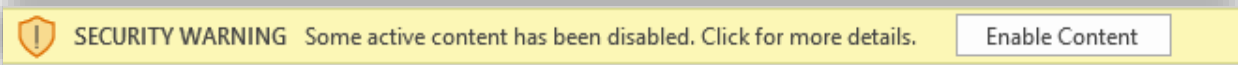
# Bill Comparison Tool Troubleshooting Guide

The following steps will address common issues with running the Bill Comparison Tool.

**Step 1 - Download:** Download the file to your PC.

Do not attempt to use the file from within a web browser as the main buttons will not work.

**Step 2 - Enable Macros:** Once downloaded, open the file. If you have not previously enabled macros in Excel, you may see the following warning banner:

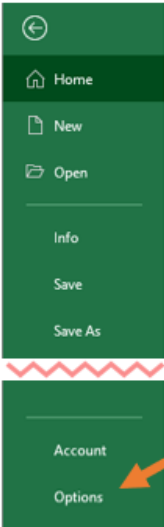


To use the file, you may need to change your Excel settings one time so that macros are enabled.

**Useful link:** <https://support.microsoft.com/en-us/office/enable-or-disable-macros-in-office-files-12b036fd-d140-4e74-b45e-16fed1a7e5c6>

In newer versions of Excel, the path to change this setting in Excel is:

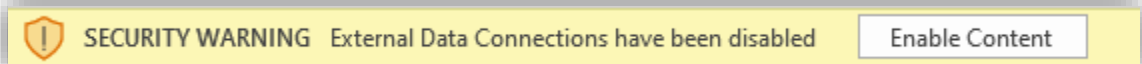
- File**
- **Options** (see image at right)
- **Trust Center**
- **Trust Center Settings**
- **Macro Settings**



After changing the macro security settings, you may need to close and reopen the file.

Note: Your organization may have security settings that limit the use of macros unless they are signed by a trusted organization. If you have questions, check in with your organization’s IT department.

**Step 3 – External Data Connections:** Any time you open the file, you may see this banner:



Click “Enable Content” to ensure that data on the worksheet can be updated.