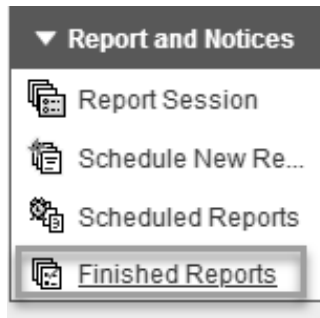# SymphonyWeb: Opening Reports

Use the instructions below to set up the Download option in Finished Reports to open reports in Microsoft Word or Microsoft Excel. (According to the **Report Type** selected under **Output Options**.)

1. After running a report, go to the Finished Reports wizard located under the Report and Notices wizard group.

2. From within the Finished Reports screen select the report and click **Download**.
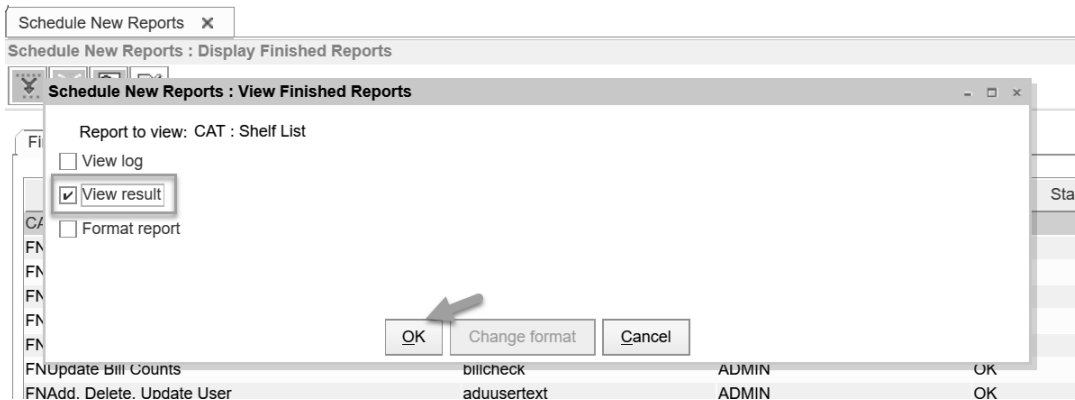
3. Select **View result** and click **OK**.

4. The document will be downloaded as a .txt file. Update extension name to **.doc** and click **Save**. Pay attention to the Folder in which the document is being saved in or select another folder to save the document under. **NOTE:** When downloading the report if the Save As option does not appear, the report has been saved in the Downloads folder or a default folder previously selected on the computer. The Save As option is set in the browser settings. See step 8 for Downloading browser settings.
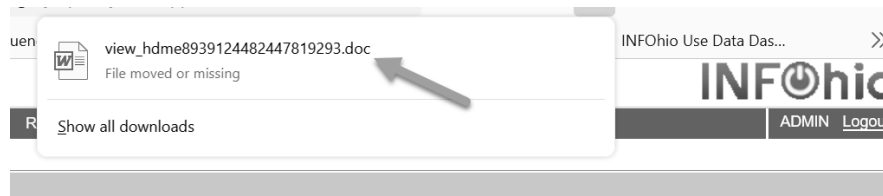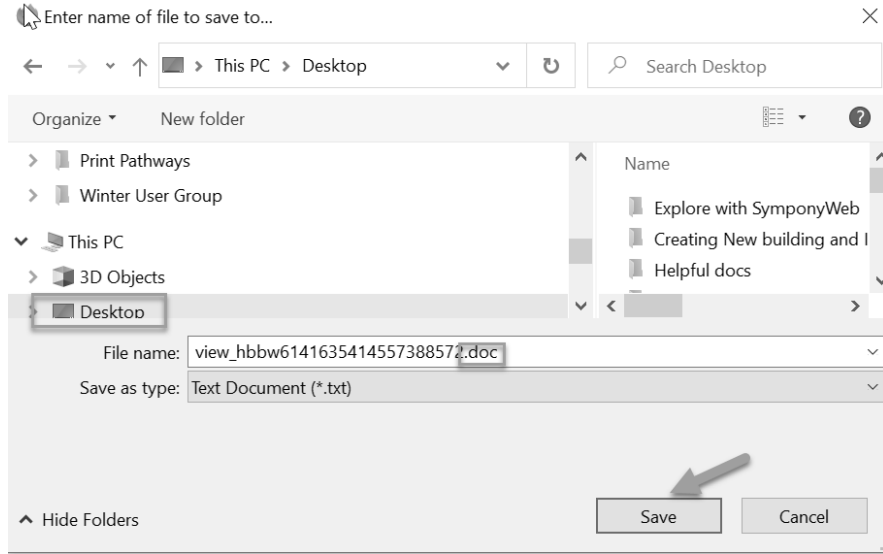
    a. If using the **Chrome** browser, select the folder to save file, rename the file extension to **.doc** and click **Save**. Open the file in the browser or from the folder in which the file was saved.
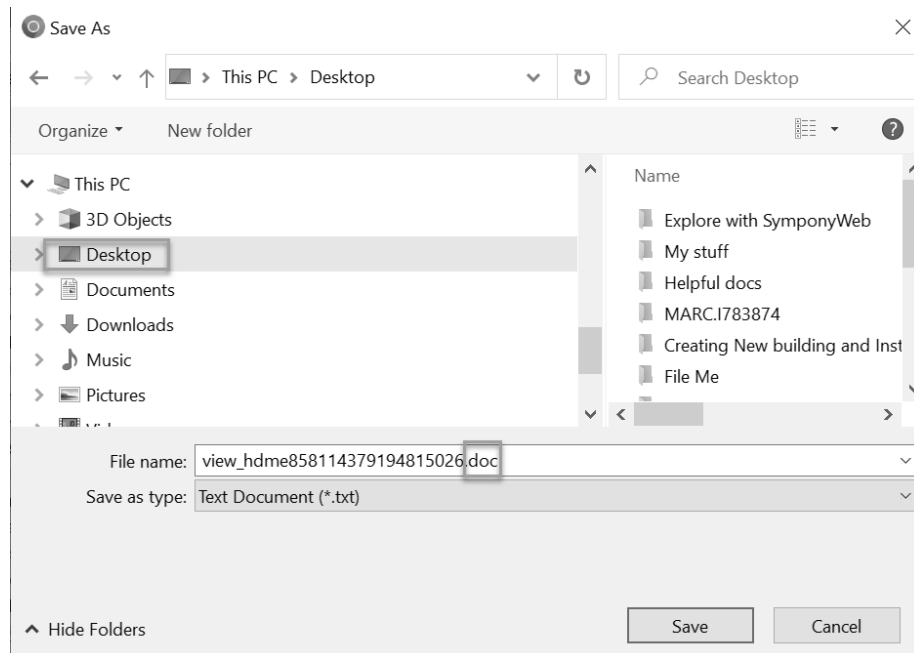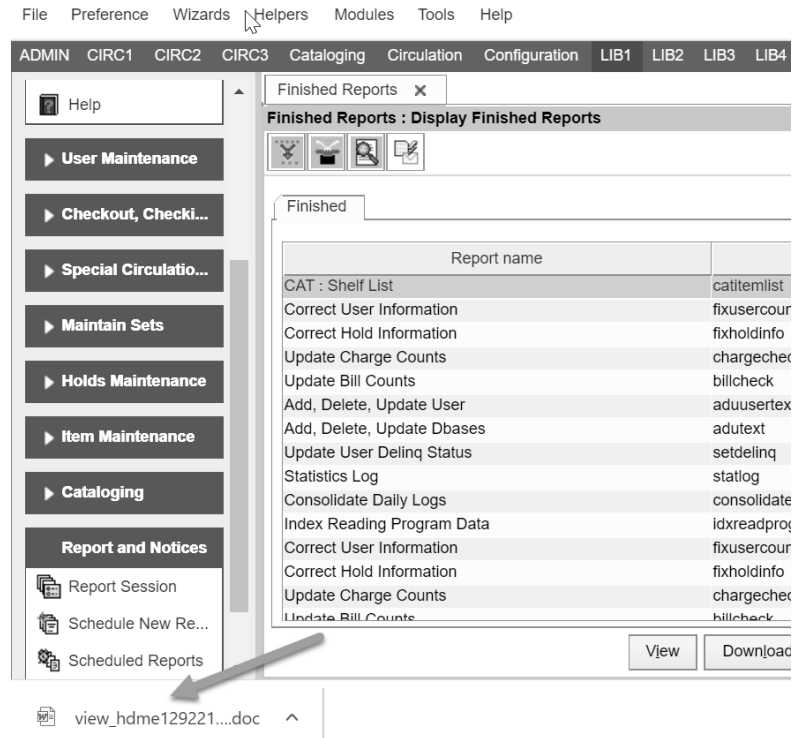
b. If using the **Firefox** browser, select the folder to save file, rename the file extension to **.doc** and click **Save**. Open the file in the browser or from the folder in which the file was saved.
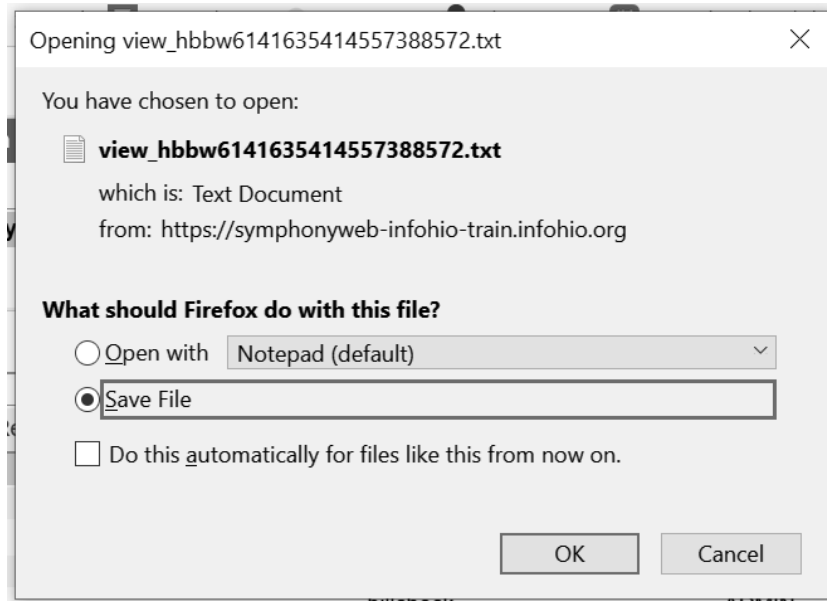
c. If using the **Edge** browser, click **Save As**, select a folder to save file, rename the file extension to **.doc** and click **Save.** Open the file in the browser or from the folder in which the file was saved.
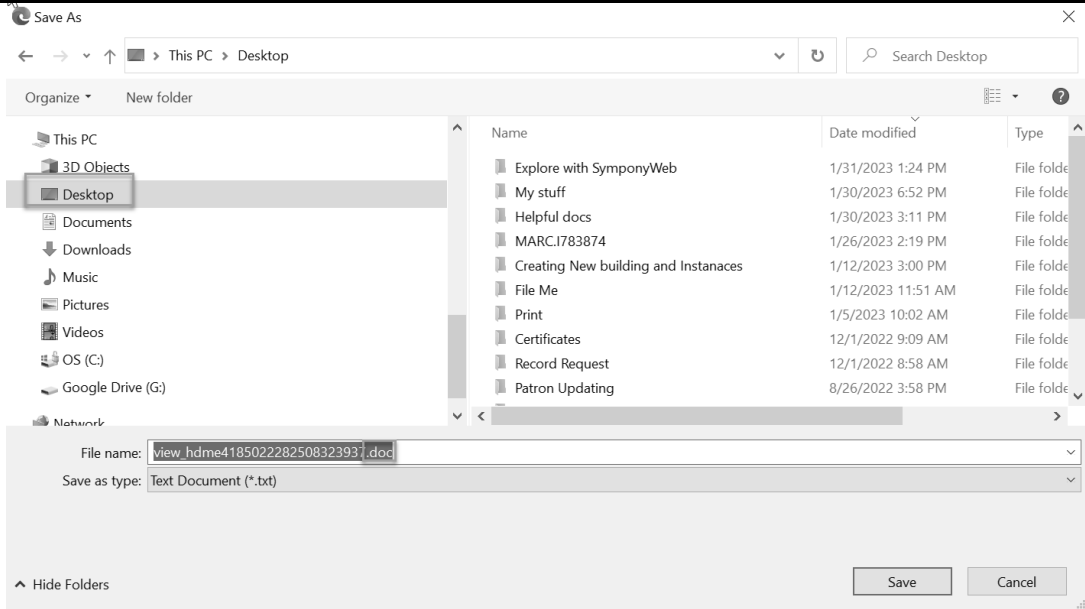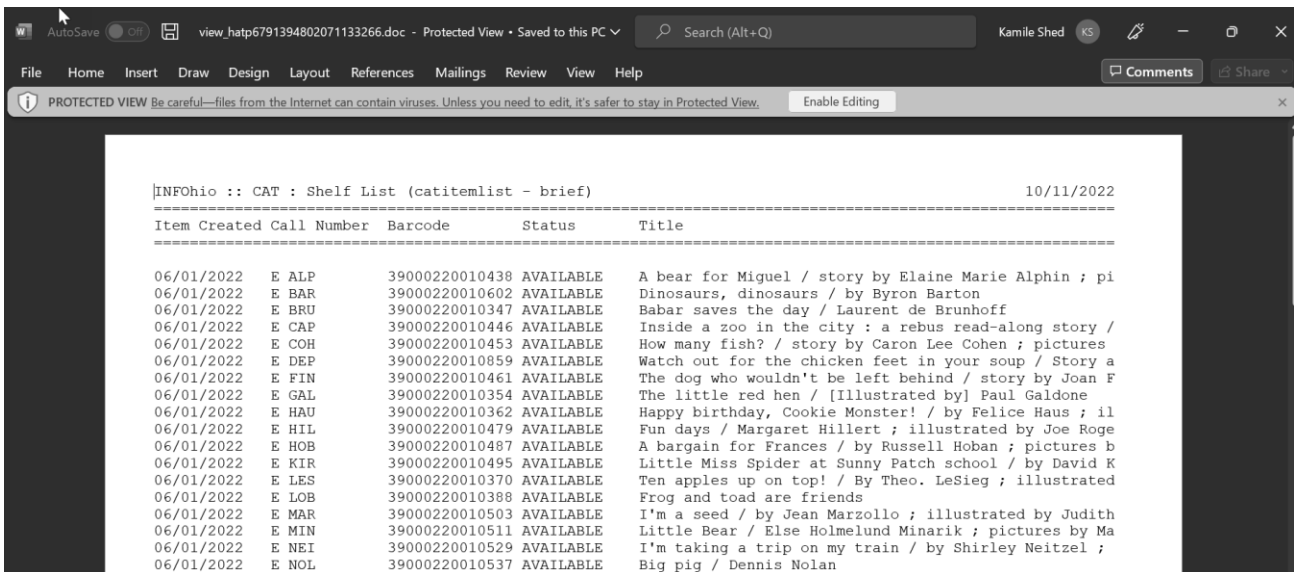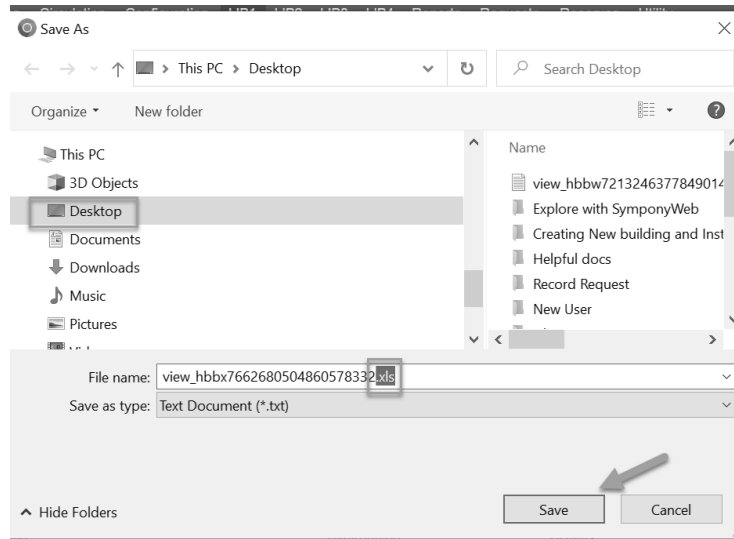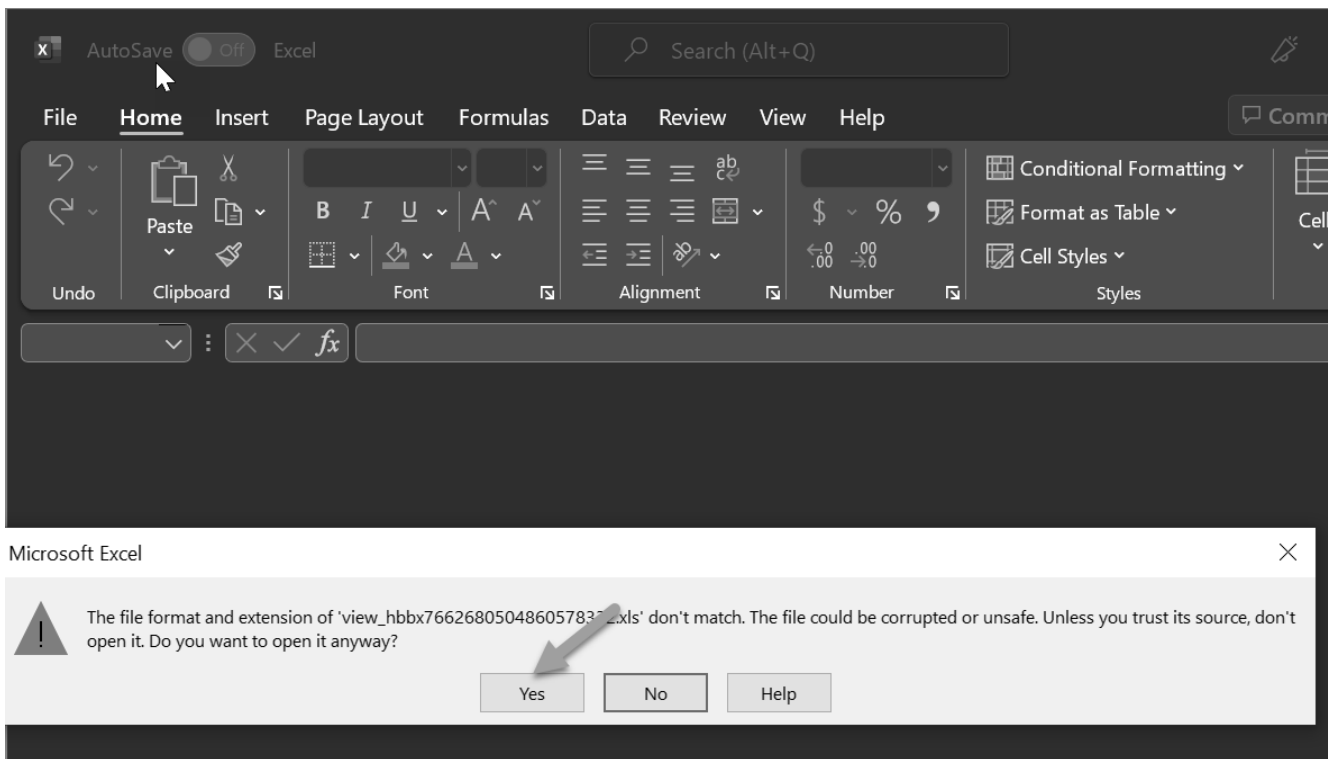
5. The report will open in Word format.

6. If the report is generated under the Report Type of Spreadsheet use the extension of **.xls.**


7. The system will prompt asking permission to open the excel file. Select **Yes**. The report will be opened in Excel.

8. When generating the report, if the Save As option is not available, this setting can be set in the browser settings. **NOTE:** When using the Save As option, all files downloaded including SymphonyWeb reports on the computer will ask for a location to be saved. If you do not prefer to use the Save As option for all files downloaded in your browser, renaming the file extension after the file is placed in the Downloads folder is another option.

See the settings for each browser below:

a. If you are using Firefox, go to Settings and scroll down to Files and Applications, check the box to "Always ask you where to save files".
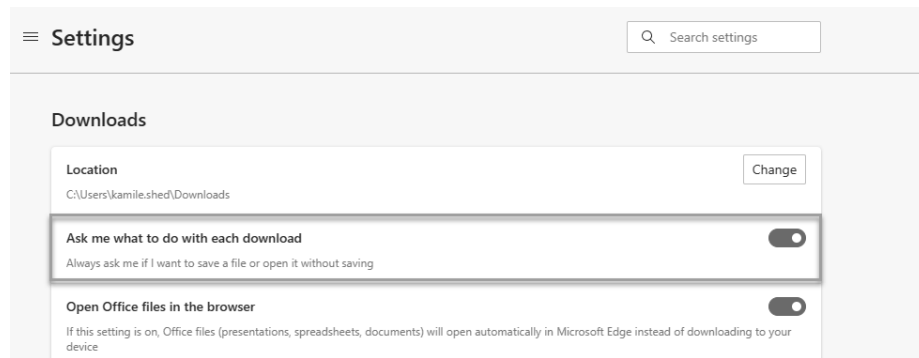
b. If you are using Chrome, go to Settings and Downloads, move slider to "Ask where to save files before downloading".
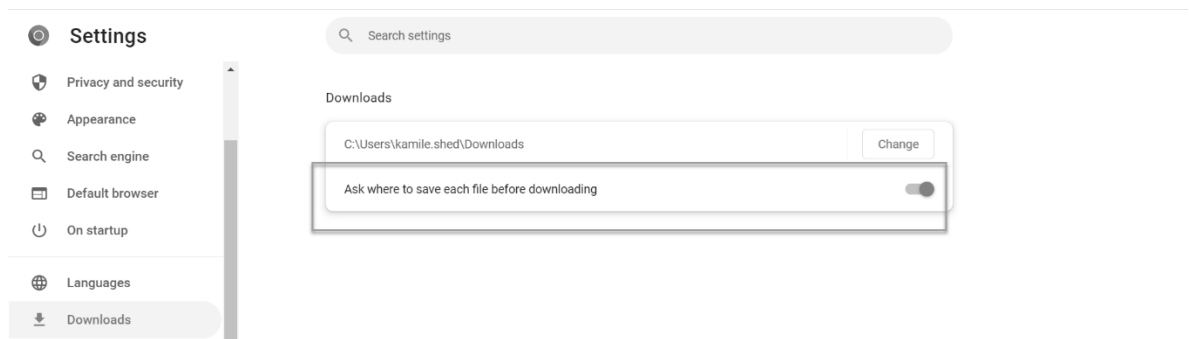
c. If you are using Edge, type the following path in the search bar: edge://settings/downloads#All and move slider to "Ask me what to do with each download".