If you are using Word 2007 for Windows or Word 2008 for Mac, it's important that you don't save the file in Word 2007/8 (.docx) format; we cannot work with .docx files. Resaving under a different name may convert the file to .docx if you don't choose the correct option. In the Save As dialog box, under Format, choose "Word 1997-2003" (on a Mac, it may say "Word 1997-2004"). The resulting file should have the extension .doc, not .docx or .docm. In the title bar at the top of the open document, it may say "Compatibility Mode"--this is fine. You should be able to do all of your work on the files in either Word 2003/4 or Word 2007/8, and switch between the two programs, as long as you don't convert them to Word 2007/8.