

PROBLEM: My ad looked fine in Word, now I see some strange characters in my posting

Sometimes Word just doesn't play well with others. Here's how to fix the problem:

1. Login to your advertiser account.
2. Under the Actions menu, click the "Select" button and then click "Edit"

The screenshot shows a web interface with a 'Drafts' section. At the top, there are links for 'Create: Job Ad', 'Volunteer Listing', and 'Event Listing'. Below this is a table with columns for 'Created', 'Type', 'Title', 'All', and 'Actions'. The table contains three rows of draft listings. The 'Edit' button in the 'Actions' column of the second row is circled in red. To the right of the table, there are links for 'How to create volunteer listings', 'How to update your account', and 'More Help/FAQs'. Below the table, there is a 'Sector News & Resources' section with links like 'Social Media: What are you afraid of?' and 'Fundraising Q&A: Help if you're still confused about...

Created	Type	Title	All	Actions
11/25/2009	Job	Exhibit Designer More Info...	<input type="checkbox"/>	Select
11/25/2009	Volunteer Position	Gestionnaire du Programme More Info...	<input type="checkbox"/>	Edit Duplicate Delete
11/25/2009	Job	Program Officer More Info...	<input type="checkbox"/>	

3. When the listing opens in edit mode, click on the description tab:

The screenshot shows a web interface with a navigation menu at the top. The menu items are: Main, Advertise, Jobs, News/Events, Training, Suppliers, Volunteer/Donate, Resources/Library, and Links to NP. Below the menu, there is a breadcrumb trail: 'n Street : Advertiser Centre : My desk : Create a Job Listing'. The 'Description' tab is highlighted with a red circle. Below the navigation, there is a 'Listing Information' section with a 'Listing Start Date' field set to '11/25/2009'. A red asterisk indicates a required field. A 'Save as default' button is also visible.

Main Advertise Jobs News/Events Training Suppliers Volunteer/Donate Resources/Library Links to NP

n Street : Advertiser Centre : My desk : Create a Job Listing

My D

Language Listing Options **Description** Preview Shopping Cart

Listing Information

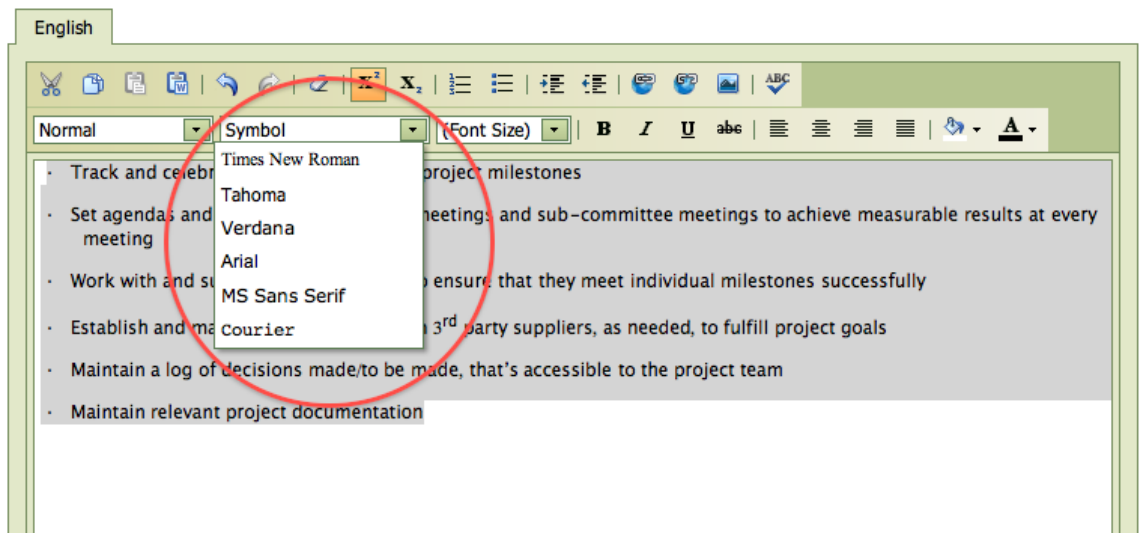
* = required Save as default =

Listing Start Date 11/25/2009
* Please check the accuracy of the Start Date.
It may not be edited after the listing is submitted.

4. Highlight all of the text in the description (hold down CTRL+A for Windows;

CMD+A for Macs),

5. From the font drop-down menu (second from the left), select one of the six fonts listed. It doesn't matter which one you choose; all of the fonts on this list should work properly.



6. After you've updated the font choice, click the "Next" button at the bottom of the page to preview your listing and make sure that the weird characters have disappeared.

That's all there is to it! If you're still seeing strange characters on your listing, please contact the HelpDesk right away and we'll be happy to lend a hand.