# Recorded Problem Steps

This file contains all the steps and information that was recorded to help you describe the problem to others.

Before sharing this file, you should verify the following:

- The steps below accurately describe the problem.
- There is no information below or on any screenshots that you do not want others to see.

Passwords or any other text you typed were not recorded, except for function and shortcut keys that you used.

You can do the following:

- Review the recorded problem steps
- Review the recorded problem steps as a slide show
- Review the additional details

# Problem Steps

Previous Next
**Problem Step 1: (14/11/2014 15:17:29)** User right click on "October 2014 Transportation Charge Calculator (editable text)" in "DN Charges | Joint Office of Gas Transporters - Windows Internet Explorer"

Previous Next
**Problem Step 2: (14/11/2014 15:17:31)** User left click on "Save Target As... (menu item)"

Previous Next
**Problem Step 3: (14/11/2014 15:17:34)** User left click on "Desktop (outline item)" in "Save As"

Previous Next
**Problem Step 4: (14/11/2014 15:17:37)** User left click on "Save (push button)" in "Save As"

Previous Next
**Problem Step 5: (14/11/2014 15:17:40)** User left click on "Close (push button)" in "Download complete"

Previous Next
**Problem Step 6: (14/11/2014 15:17:44)** User left click on "Minimize (push button)" in "DN Charges | Joint Office of Gas Transporters - Windows Internet Explorer"

**Problem Step 7: (14/11/2014 15:17:47)** User left click on "Start (push button)" in "Start"

**Problem Step 8: (14/11/2014 15:17:49)** User left click on "Microsoft Excel 2010 (menu item)" in "Start menu"

**Problem Step 9: (14/11/2014 15:17:51)** User left click on "File Tab (push button)" in "Microsoft Excel - Book1"

**Problem Step 10: (14/11/2014 15:17:56)** User left click on "Open (menu item)" in "Microsoft Excel - Book1"

**Problem Step 11: (14/11/2014 15:18:03)** User left click on "Open (menu item)" in "Microsoft Excel - Book1"

**Problem Step 12: (14/11/2014 15:18:06)** User left click on "Desktop (outline item)" in "Open"

**Problem Step 13: (14/11/2014 15:18:09)** User left click on "Open (push button)" in "Open"

**Problem Step 14: (14/11/2014 15:18:11)** User left click on "All Files (list item)"

**Problem Step 15: (14/11/2014 15:18:13)** User mouse drag start on "Position (indicator)" in "Open"

**Problem Step 16: (14/11/2014 15:18:15)** User mouse drag end in "Open"

**Problem Step 17: (14/11/2014 15:18:16)** User left click on "Name (editable text)" in "Open"

**Problem Step 18: (14/11/2014 15:18:18)** User left click on "Open (split button)" in "Open"

**Problem Step 19: (14/11/2014 15:18:20)** User left click on "Yes (push button)" in "Microsoft Excel"

# Additional Details

The following section contains the additional details that were recorded that can help find a solution for your problem.

These details help accurately identify the programs and UI you used while recording the problem steps.

This section may contain text that is internal to programs that only very advanced users or programmers may understand.

Please review these details to ensure that they do not contain any information that you would not like others to see.