

## Exceeding Character Limit

**Question:** Have you received a error message that you have exceeded the character limit when trying to copy/paste a post/reply to a discussion forum?

Character count includes not only letters and numbers, but spaces as well. When you are performing a typical copy/paste from a Word document (right-click paste, edit paste, or Ctrl-V), Word adds additional coding, which increases the word and character count. See the example below.

The image on the left is a “Normal” view with 81 Words and 485 characters. The image on the right is the actual HTML view which shows 305 Words and 2325 characters.

The image shows two side-by-side screenshots of a forum post editor. The left screenshot is in 'Normal' view, showing a text area with a toolbar and a status bar at the bottom indicating 'Words:81 Characters:485'. A callout box points to the text 'A typical copy/paste from a Word document.' in the text area. The right screenshot is in 'HTML' view, showing the raw HTML code for the post. A callout box points to the HTML code, stating: 'The word count has almost tripled, and the character count has increased almost 5 times.' The status bar at the bottom of the HTML view indicates 'Words:305 Characters:2324'.

### Solution:

#### 1. (Recommended)

Enter your post/reply directly into the text area. After typing your text into the text box and formatting as you wish, highlight the text and copy it before you click the Submit button. Copying it before you submit will cover you in case something happens and the system does not take your text. At least you have a copy that you can paste into a Word document for safe keeping.

2. **If you must copy/paste from a Word document**, use the Word paste icon from the toolbar...allowing access when prompted. This will remove **some** of the extra coding, keeping the word and character count lower, but still higher than directly entering the text.

