



# BAT, GPT, Socrates - Technical FAQs (Frequently Asked Questions)

*Last Updated - 4 December 2025*

## Resolved issues

The following issues have been resolved in the latest version of the BAT and GPT published in Socrates.

### GPT

- Now works with the 2016 version of Microsoft Office/Excel (previously it was the 2019 version)

### BAT

- Location can now be selected in List View without receiving a warning
- Values set for "Enjoying my privacy" in Plan View appear in the correct field in List View
- Improvements have been made to how text appears in some of the pop-up windows
- Text entered in Plan View now aligns to the top in all text boxes

## FAQ

**Given the print function is only likely to be used to share with the person/provider, could the print area be set in List View before it's released to us? Just reduces risk of inappropriate sharing.**

This has been implemented in the latest version of the BAT uploaded to Socrates. An updated version of the User Guide also includes this information.

**I can't enter information in most of the GPT. It states that it is a protected sheet (though I have pressed enable edit). It states that I need a password and should request one.**

Most of the GPT is locked and you should not choose to enable editing, as this will cause the password prompt that you mention. The only fields that you can enter information into are the fields with an orange heading:

- Name - First and Last

- Location - Town/City
- Care Hours - Core Shift, Assistance Shift
- No. of Bedrooms

**When pasting text into the text boxes, what we paste sometimes drops to the bottom of the text box and I can't get the text back to the top.**

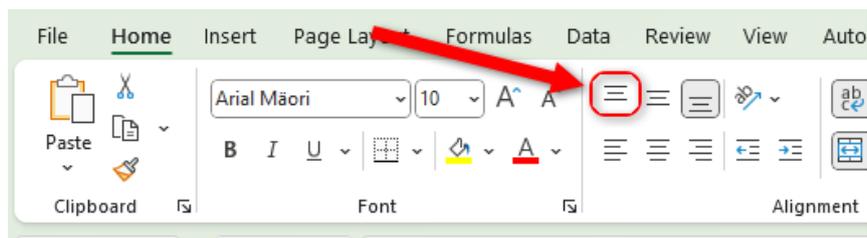
This has been resolved in the latest version of the BAT tool, which has been published in Socrates.

If the issue continues, there are two other solutions:

1. Double-click into the box and make sure that you haven't accidentally inserted a few empty lines into the box before the text. In the image below, click to the left of "My faith..." and hold the backspace (or delete) button down to remove any unwanted additional lines before all the text.



2. The vertical alignment of the textbox may need changing. Click on the textbox in question (make sure you select the box as a whole) and on the **Home** tab, click the **Top Align** button (as shown in the image below).



## Macros can't be enabled

The use of macros is a complex issue to resolve, due to the way in which different organisations have set up their security policies. If you are unable to perform either of the following fixes, you will need to consult with your IT support/staff or use the BAT in List View.

If macros cannot be enabled, you are still able to:

- Add text into the text boxes in Plan View
- Complete all details in List View
- Generate the required **Inputs for GPT** needed to enter into the GPT.

### **Possible fix #1 – Add Socrates as a trusted site on your computer**

- Close all open Excel files on your computer
- Click on the Start icon in Windows or use the Windows search bar
- Search for **Internet Options** and open it.
- Click on the **Security** tab.
- Click on the **Trusted sites** icon, then click the **Sites** button.
- Click **Add** - If this option is not available, your IT team have most likely locked down the ability to do this and you will need to contact them to discuss the situation.
- In the field below **Add this website to the zone:** enter [\\*.socrates.net.nz](https://www.socrates.net.nz) and click **Add**.
- Click **Close**
- **Open** the Excel file again.

### **Possible fix #2 – Enable VBA macros in the BAT**

- With the BAT file open in Excel, click **File**
- Click **Options** (most likely in the bottom left of your screen)
- Click **Trust Center**
- Click **Trust Center Settings**
- Click **Macros Settings**
- Click **Enable VBA macros** - If this option is not available, your IT team have most likely locked down the ability to do this and you will need to contact them to discuss the situation.

## **Getting Help**

View the BAT User Guide and additional support material at <https://www.disabilitysupport.govt.nz/training-and-support>