

# Troubleshooting Guide

## Printing

Engage uses the browser's print functionality to print the course material, so differences in how browsers set print margins will affect your printed version of the course material. These differences may cause problems such as:

- A print job may print on multiple pages
- Pages may print very small, making the printed text difficult to read
- Pages may be shifted and "break" from one page to the next
- When pages break across pages, some text may be obscured by the page break or missing entirely

The lists below indicate the best browsers to use based on our testing. Google Chrome provides the best printing results by default, and is also the only browser that allows you to adjust the print margins easily. If you have problems with your printed pages, see the **Adjusting Margins in Google Chrome** section below for troubleshooting steps.

- PC operating systems
  1. Google Chrome (best)
  2. Mozilla Firefox
  3. Microsoft Edge
- Macintosh operating systems
  1. Google Chrome (best)
  2. Mozilla Firefox
  3. Apple Safari

## Adjusting Margins in Google Chrome

Use the following steps to correct printing problems by adjusting the print margins of your document. You must complete these steps while using the Google Chrome browser.

1. Complete steps 1-5 of the Printing to Your Printer procedure in Google Chrome. A print preview window appears. See example image below.
2. Select the printer you want to use from the **Destination** drop-down.
3. Check the **Total** sheets of paper that the preview is set to print (highlighted in the image below). If the number is greater than you expected, proceed with the following steps.
4. Choose **Custom** from the **Margins** drop-down list (highlighted in the image below). A blue dotted line appears around the margins of the page preview.
5. Click the blue dotted line on the right side of the page (highlighted in the image below) and drag it slightly inward. Repeat until the **Total** sheets of paper equals the number of pages you expected to print.
6. Click **Print**.

