Problems Viewing Billing Statements

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Overview

Depending on your browser and/or browser settings you may experience problems viewing your billing statements. This document will try to address most of the known issues.
Adobe Acrobat Reader DC will read PDF files.

Viewing On-line

When clicking the **View Selected Billing Statement** link to view your statement:

You may see the dialog box with the default "Open with" as TWINUI:
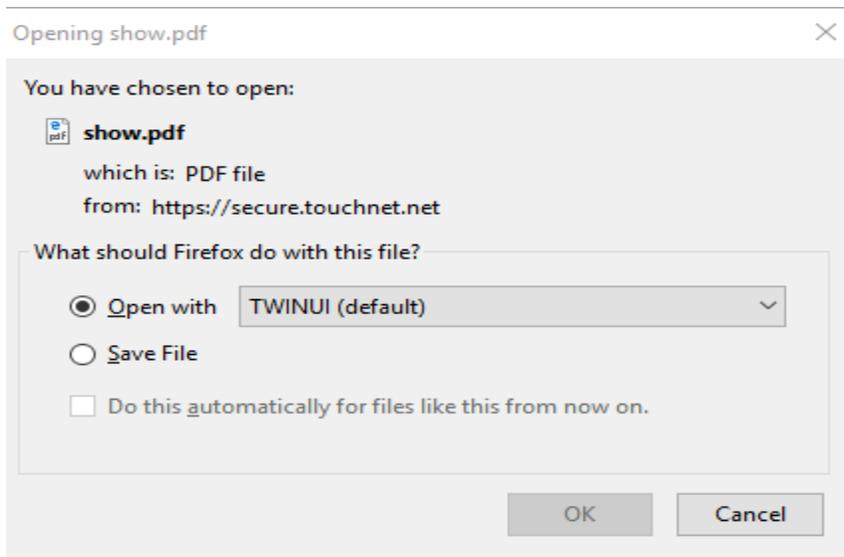
If you choose OK, you will see a "Please Wait ... " message that will not dismiss.

Do not use the TWINUI default.
1. Select the dropdown and choose "**Other …**"
2. Select the first choice on that list, **Adobe Acrobat Reader DC** (See next page)
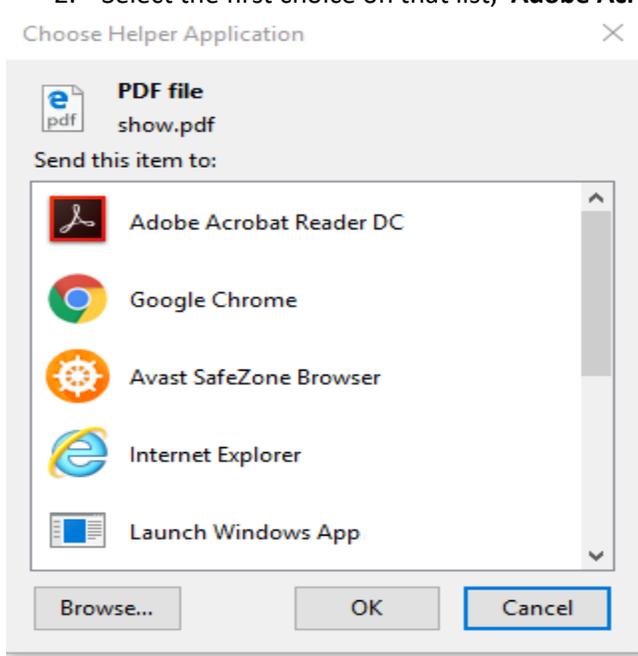
Choose Adobe Acrobat Reader DC and click OK. This will allow you to print your Billing statement.

Setting up browsers to read PDF files

The student population will have different operating systems and different browsers. The following link explains how to set up different browsers on different computer platforms for viewing PDF files:

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https://helpx.adobe.com/acrobat/kb/pdf-browser-plugin-configuration.html

Viewing saved show.pdf file

Saving the *show.pdf* file

If you save the Billing Statement to the default file **show.pdf**, you may need to make Adobe Acrobat Reader the default *PDF viewer* on your PC.
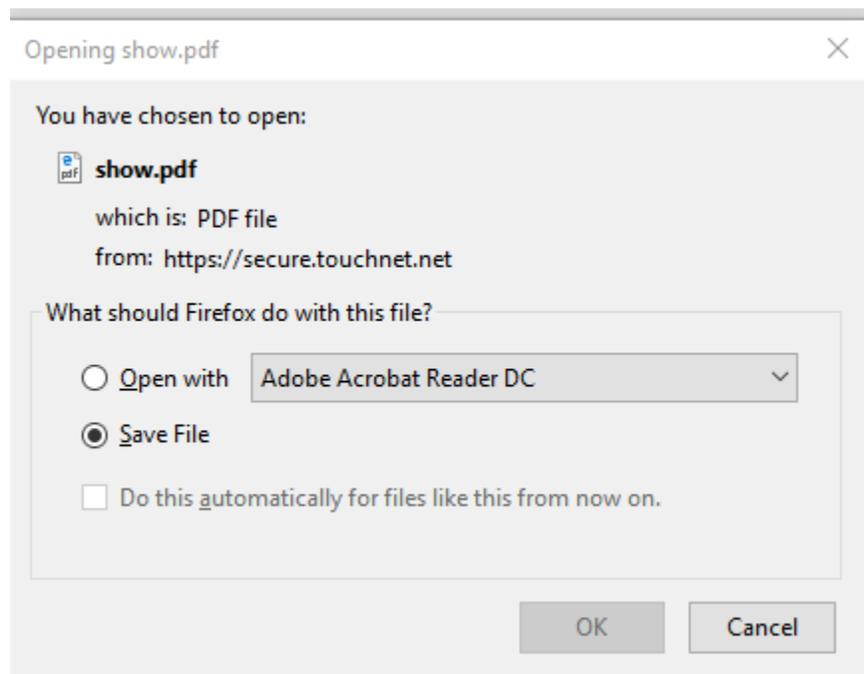
This will appear in your Downloads directory unless you have a browser setting that downloads files in a different directory.
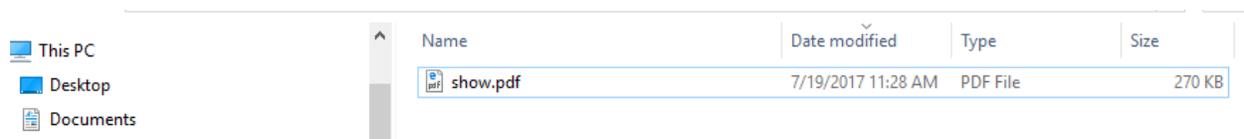
The default PDF viewer in this example is not to Adobe Acrobat Reader.   Clicking on this show.pdf file to open it will result in this message:

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/products/acrobat/readstep2.html.

For more assistance with Adobe Reader visit http://www.adobe.com/support/products/acrreader.html.

In this case you should change your default PDF viewer to Adobe Acrobat Reader.
You can change this PDF viewer default reader by following these steps:
1. Right click the file show.pdf and select Properties (note the "Opens with …"). In this example **Microsoft Edge** is the default PDF viewer.
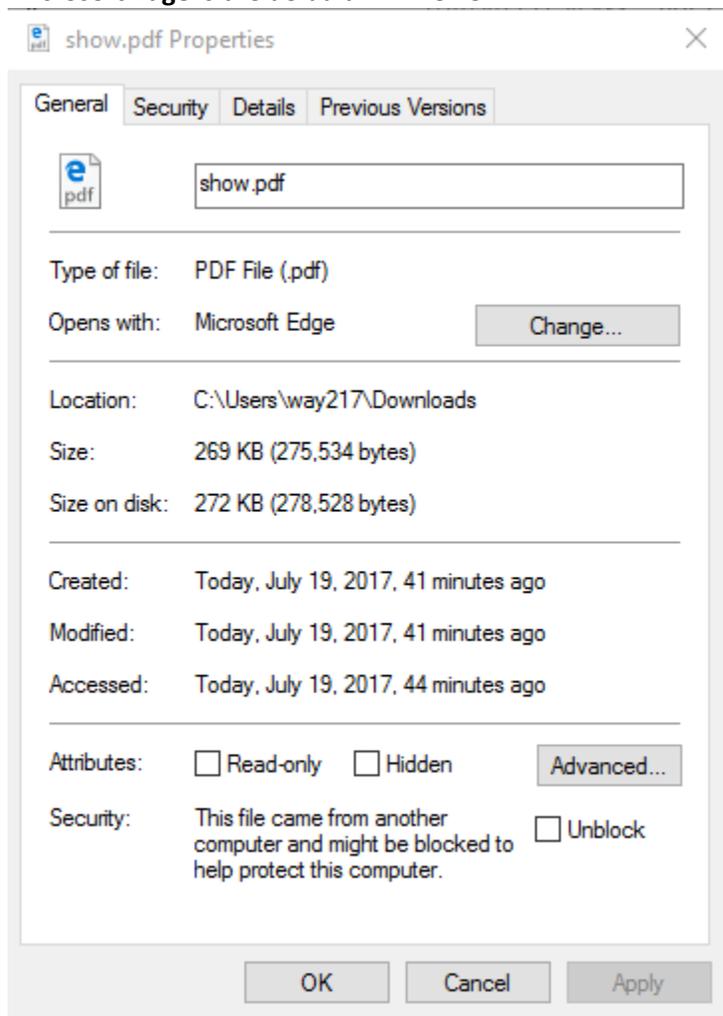
2. Click the **Change** button.
3. Select Adobe Acrobat Reader DC and click **OK** (screen shot not available)
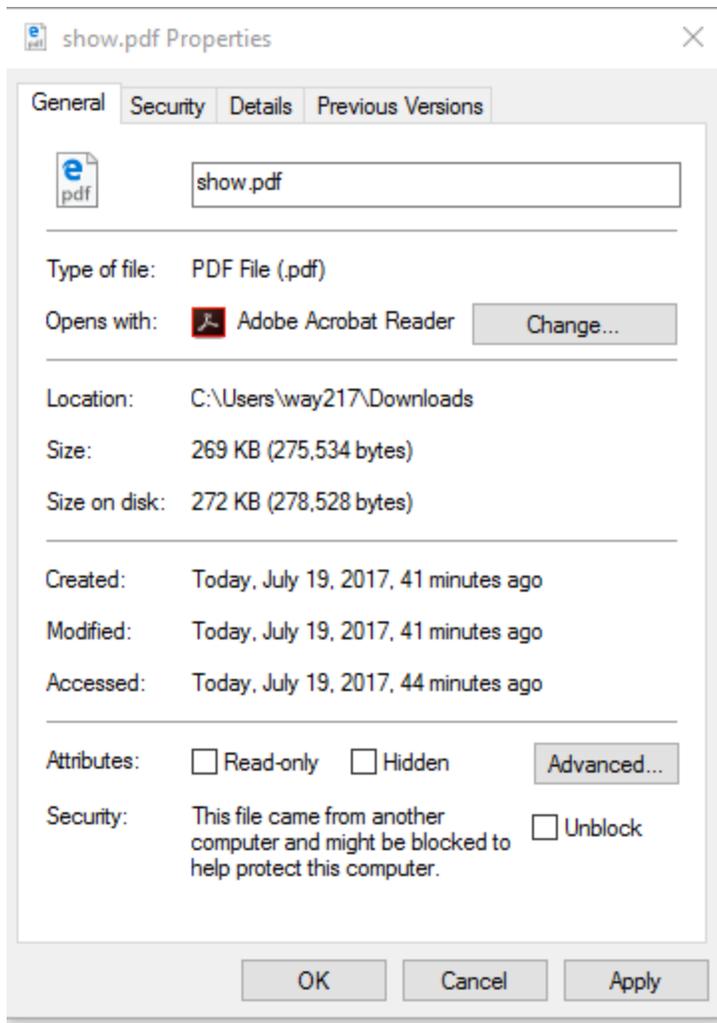
4. Click **Apply** and then **OK**

    Now the PDF viewer uses Adobe Acrobat Reader for all PDF files from this point forward on this computer. Note the icon change on the file now.
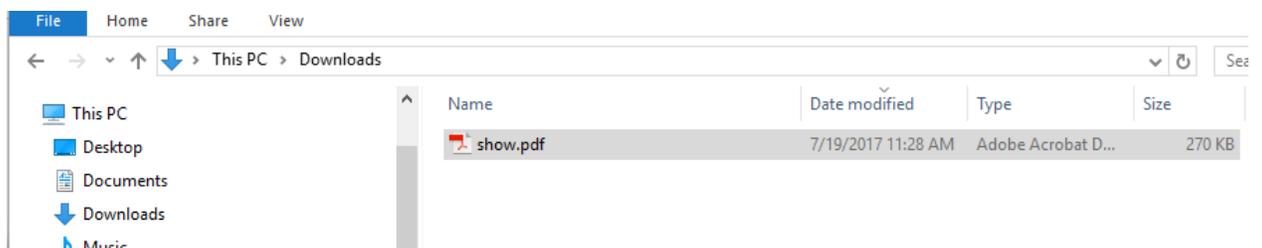
    Now when you double-click the show.pdf file, your Bill Statement will display.

Upgrade Adobe Reader

The Bursar's Office has learned that anyone using an Adobe Acrobat Reader version older than 2017 may experience formatting errors while viewing billing statements. The Bursar's Office recommends using Acrobat Reader 2017 for viewing documents created in e-Bill Suite. You can download the Adobe Acrobat Reader 2017 version by clicking on the Adobe icon below.

Note: the Adobe Install site may include optional offers. Uncheck any that you do not wish to install.

Call Bursar's Office

If you still cannot view your bill, please call the Bursar's Office for assistance at (610) 758-3160