

# Troubleshooting

## **Why can't I see my billing statement or 1098-T online? or Why is the screen blank?**

There is an error message at the top of the screen to advise the user that the PDF viewer is either blocked or not the correct viewer to see the form.

If it is a pop blocker warning, the user needs to allow pop-ups for this form to load.

If the user is seeing a "blank" form, there is a PDF error and they will need to click on the button to the right to select their PDF option. Adobe PDF reader

You can upgrade to the latest version of Adobe Reader for Windows, Mac or Linux by visiting the Adobe website here.

**Still having trouble seeing the documents? See step by step information specific to browsers below.**

## **Student Account Statement PDF - Cannot Access Online?**

If you are having difficulty viewing your student account billing statement or 1098-T after logging into Touchnet, the online student account suite, please follow the steps below to reconfigure the Adobe Reader plug-in for your preferred browser. This has overcome the issue for most users.

In some cases - users have had to use an alternate browser (i.e. - Chrome instead of Internet Explorer).

**Mac Users-** Statements must be opened with a PDF Reader like Adobe rather than the default Mac "preview" reader. If Adobe is not installed on the Mac, click on the link on the TouchNet page to download the appropriate view.

## **Internet Explorer - Cannot View/Open Student Account or 1098-T Statement**

1. Click the Tools menu and select Internet Options.
2. Click the Programs tab, and then click the Manage add-ons button.
3. In the Show box, select All add-ons or Add-ons that have been used by Internet Explorer.
4. Scroll through the list until you find Adobe PDF Reader.
5. Make sure the status is Enabled.
6. If Adobe PDF Reader is not visible, you will need to download the latest version of Adobe Reader.
7. When opening the Student Account Statement, you may be prompted with the Protected View confirmation.
8. Select the Options button and click Trust this host always.
9. If the statement still displays blank, save the file to the hard drive and open it using Adobe Reader.
10. Please note these instructions are for all older versions of IE. Internet Explorer Edge has its own PDF viewer built in.

## **Mozilla Firefox - Cannot View/Open Student Account or 1098-T Statement**

1. Open Firefox. In Windows click the Alt key to bring up the Firefox menu bar. On MAC OS it is already there.
2. Go to Tools → Add-Ons
3. Scroll to the Adobe Acrobat section and ensure the State: is Enabled.
4. If you cannot find this entry, you will need to install the latest version of Adobe Acrobat Reader.
5. Restart Firefox

**Mac Users:** Click Go → Applications ...

1. In the Applications Panel find Portable Document Format (PDF) in the Content Type list.
2. Click the drop-down arrow in the Action column for this option and select Use Adobe Acrobat (default).
3. Close the Options menus ("OK" in Windows) and all remaining open browser windows.
4. Re-open Firefox, log into Student Account, and access statement again. Note: You may receive a popup blocker message at this time. Please select "always allow" popup if prompted.
5. When Adobe Reader opens, click Enable All Features as shown on the page for Adobe resources.

**Mac Chrome Users:** *If this caused an "Adobe License must be accepted" error that you are not able to overcome, please follow these additional steps:*

1. In a Chrome browser URL/address bar, enter `chrome://extensions/`
2. Select the Disable link for Adobe Reader or Acrobat (may be called Adobe NPAPI plugin).
3. Verify that Chrome PDF Viewer is still Disabled - or Disable it if currently Enabled.
4. Close browser, re-open and attempt to access statement again. It should now download to your computer and open directly from Adobe Reader.

**Mac Safari Users – to change default PDF viewer to Adobe Reader**

1098-T statements cannot be viewed using the Apple Preview PDF Viewer. Users must download Adobe Acrobat Reader and set it as the default PDF viewer.

1. Open Adobe Reader and select *Adobe Reader > About Adobe Plug-ins...*
2. Select the **Internet Access Plug-in** option. Ensure that the API Loaded status is **Yes**.
3. Set Adobe Reader as the default PDF reader
4. Open the Finder and select a PDF file.
5. Select the PDF file and select *File > Get Info*.
6. Click the arrow to the left of Open With to expose the application list.
7. Choose either Adobe Acrobat or Adobe Reader from the application list.
8. Click the Change All button to save the changes.

**Chrome - Cannot View/Open Billing statement or 1098-T Statement**

1. In a Chrome browser URL/address bar, enter `chrome://extensions/`
2. Select the Enable link for Adobe Reader. If you do not see Adobe then you will need to first install Adobe on your computer.
3. Verify that Chrome PDF Viewer is Disabled - or Disable it if currently Enabled. See next step for this.
4. Click the 3 dots in the top right-hand corner → Select Settings → Scroll to bottom and click advanced → Under Privacy and Security click on "Content Settings" → Find PDF and open it → Enable the setting that says "Download PDF files instead of automatically opening them in Chrome."
5. Log into TouchNet and access Student Account statement.
6. You may be prompted for your permission to load the file. If so, click the Always run on this site button.
7. Alternatively, you may see the Protected View prompt. Click Options, and select Trust this host always.
8. If the Student Account statement still displays blank, save the file to the hard drive and open it.
9. When asked if you want to change all similar documents, click Continue.