

I don't have Adobe Acrobat Reader ...

THE CHALLENGE



THE SOLUTION (S)

Solution 1

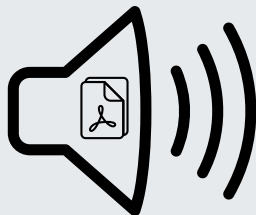
To set your PDF so it automatically opens links in another tab, follow these steps:

- Open Adobe Acrobat or Acrobat Reader.
- Select the Edit tab and then Preferences.
- In the Preferences dialog box, go to the General category.
- Check the box for Open documents as new tabs in the same window.
- Click OK to save your changes.
- After these steps, all links in your PDF will open in separate tabs rather than separate windows on your device. This setting can be overridden by the device's default behavior, so it's important to check your device's settings if you encounter issues.

NOTE: Adobe Acrobat Reader is required when downloading the T2202 tax form.

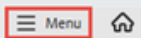
Can the Comprehensive PDF Read to Me Aloud?

THE CHALLENGE



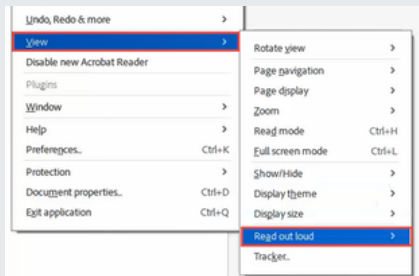
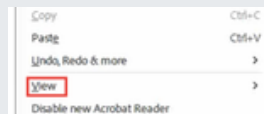
THE SOLUTION (S)

Step 1 - Open the PDF in Adobe Acrobat Reader DC

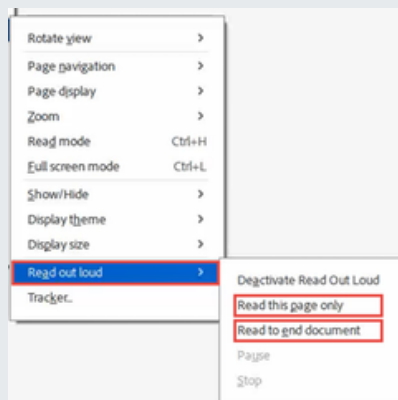


Step 2 - Select Menu icon if not open

Step 3 - Hover on View in the Menu



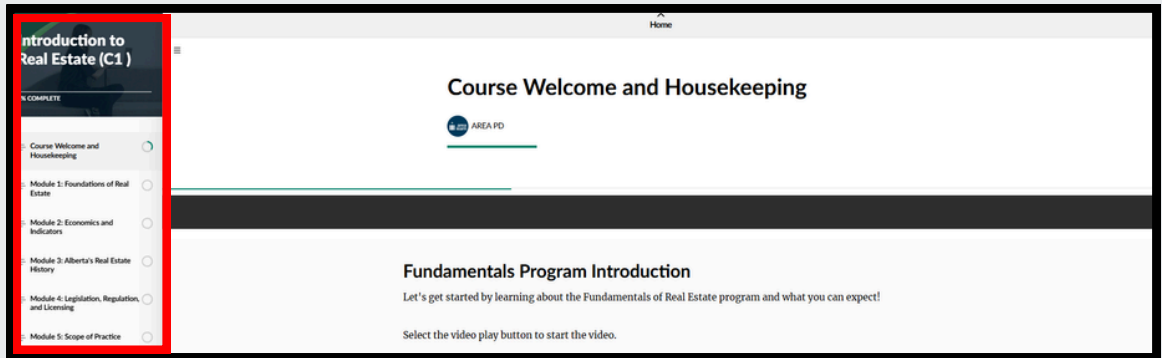
Step 4 - Hover on View until you see the pop-up. Then select Read out loud



Step 5 - Hover on Read out loud and select the option you want.

How Do I Minimize the Progress Menu on the Left?

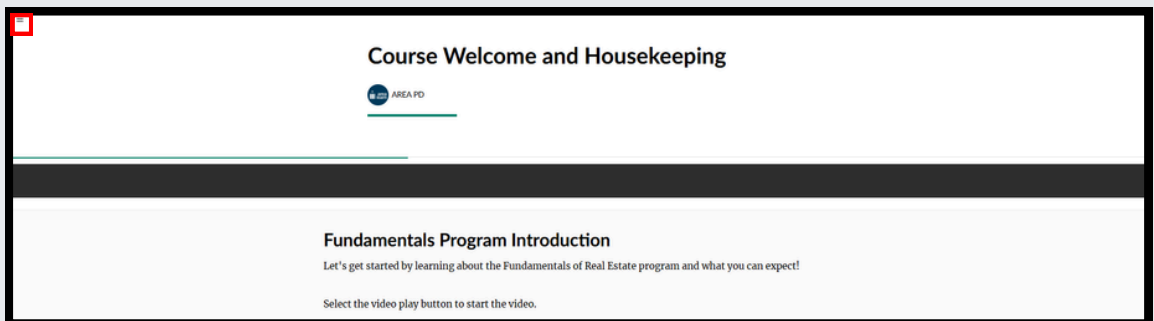
THE CHALLENGE



THE SOLUTION (S)

Solution 1

Select the Hamburger to the Right of the Menu



Can Videos be Made Bigger?

THE CHALLENGE

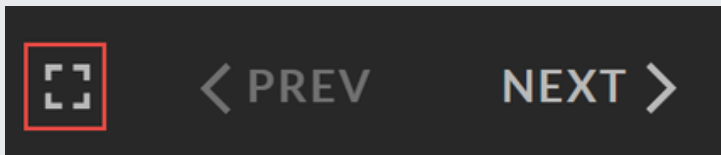


THE SOLUTION (S)

Solution 1

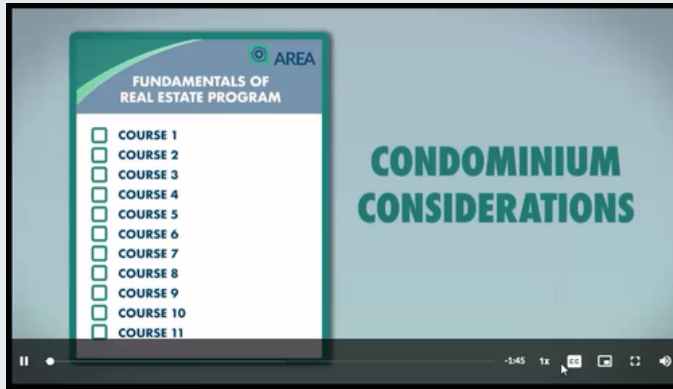
Select the icon similar to this, to move to expanded or full screen view.

Note: Depending on the software we use, this icon may differ.



How Can I See Slides Captioning (CC) on Videos?

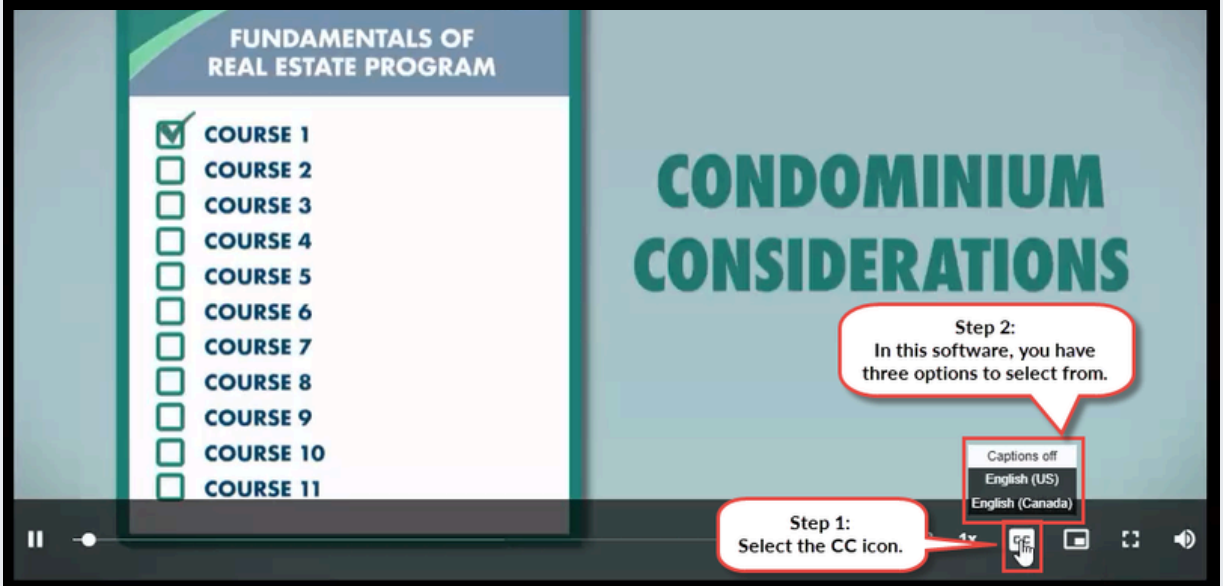
THE CHALLENGE



THE SOLUTION (S)

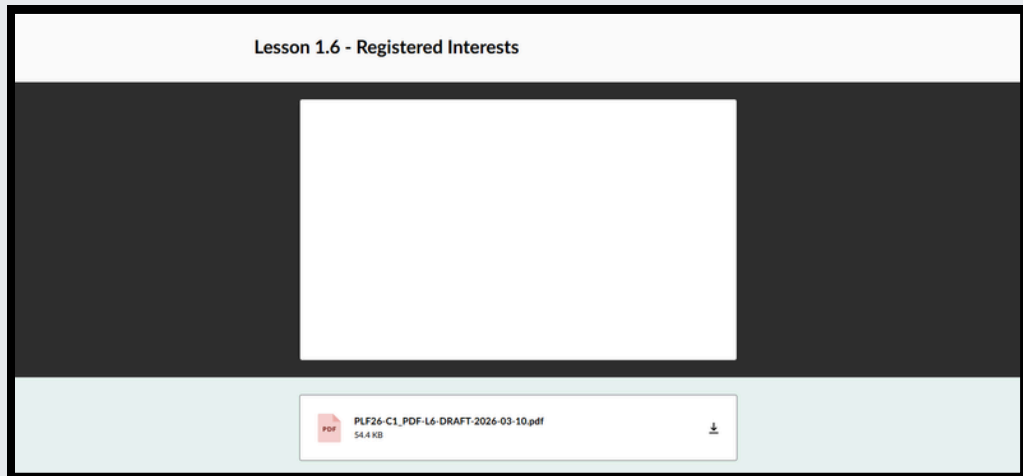
Solution 1 Select the icon similar to this to view Closed Captioning.

Note: Depending on the software we use, this icon and features may differ.



When the embedded PDF does not show ...

THE CHALLENGE



THE SOLUTION (S)

Solution 1

Download the PDF under the interactivity.

Solution 2

Refer back to your comprehensive Module manual.

Solution 3

Refresh your browser.

CAUTION: You will be moved to the start of the course.

This appears to occur
when *you scroll*
faster than the
technology can load
the PDF.

Some of the Content is Too Small on My Smart Phone!

THE CHALLENGE



THE SOLUTION (S)

Solution 1

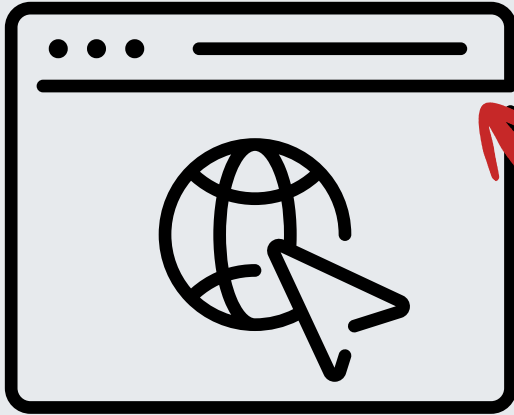
Yes, this is true.

Though you are able to access learning on your smart device, because of the type of content and learning activities, this course was **designed to be taken on a desktop or laptop computer**.

If you find content too small, please switch to a device with a larger screen.

How Do I Refresh my Browser?

THE CHALLENGE



A browser, or web browser, is a software application that allows users to access, view, and interact with content on the World Wide Web.

THE SOLUTION (S)

For instructions on how to refresh your web browser or run your browser incognito, search for:



Refresh my Safari browser
Run Safari browser incognito.



Refresh my Chrome browser
Run Chrome browser incognito.



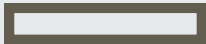
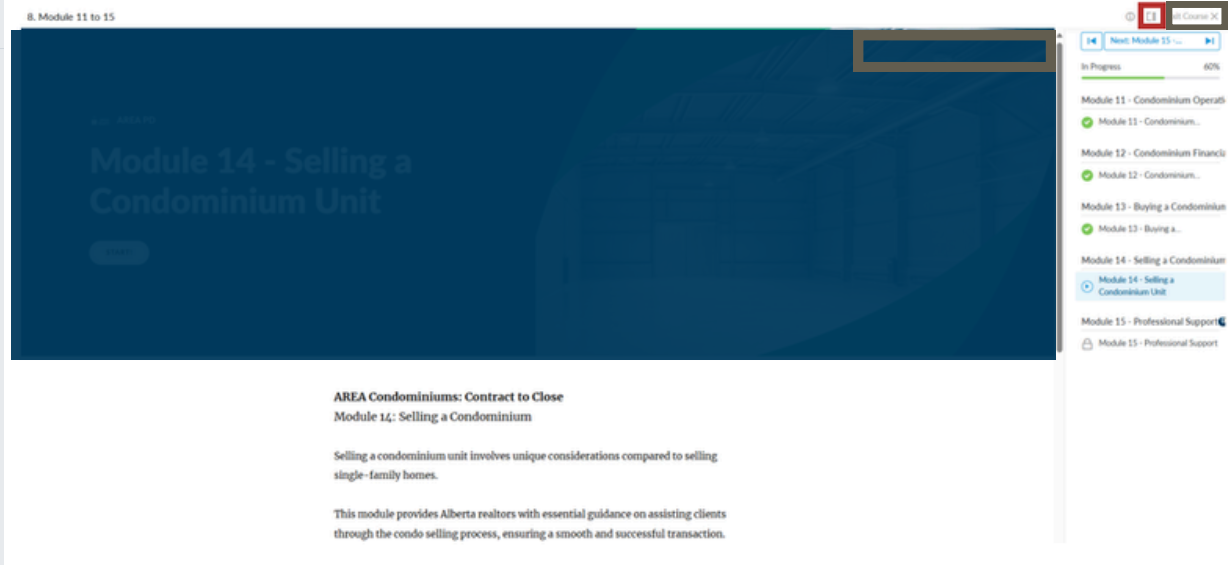
Refresh my Edge browser
Run Edge browser incognito.



Refresh my FireFox browser
Run FireFox browser incognito.

How do I change my view and exit the course in the Learning Management System?

Full-Screen View



Two ways to exit course. Must select in order to save your progress.

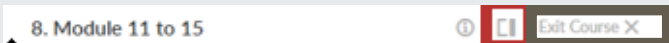


Select to identify your preferred view.

THE SOLUTION (S)

There are four views in the Area Learn Learning Management System:

- Combined View.
- Sidebar View.
- Details View.
- Compact View.



How do I Download Content?

THE SOLUTION (S)

Depending on the software, you are looking for a icon similar to:



Step 1: Click the Download Link

- Click the Download link or button provided on this page.
- The file will usually begin downloading automatically.

Step 2: Find the Downloaded File

- Most files download to your Downloads folder.
- To find it:
 - Windows: Open File Explorer → click Downloads
 - Mac: Open Finder → click Downloads

The file name will match the name shown on the download link.

Step 3: Open the File

- Double-click the file to open it.
- If prompted to choose a program, select Microsoft Word (or another recommended program).

Step 4: Save a Copy (Recommended)

- Once the file is open, click File → Save As
- Choose where you want to save it (for example, Desktop or Documents)
- Click Save

If You Don't See the Download

- Check the Downloads folder again.
- Look for a small download bar or arrow at the top or bottom of your browser.
- Try clicking the download link again.

If You See a Security Message

- Some browsers may ask you to confirm the download.
- Choose Keep, Allow, or Download anyway if you trust the source.