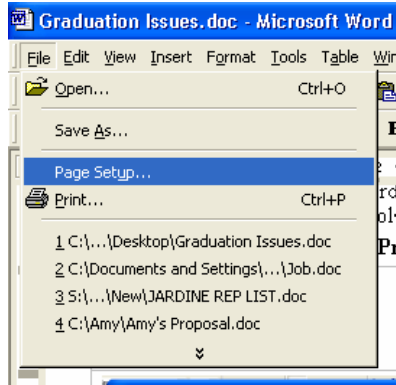


## Problem #1- Template prints off centered

### Answer:

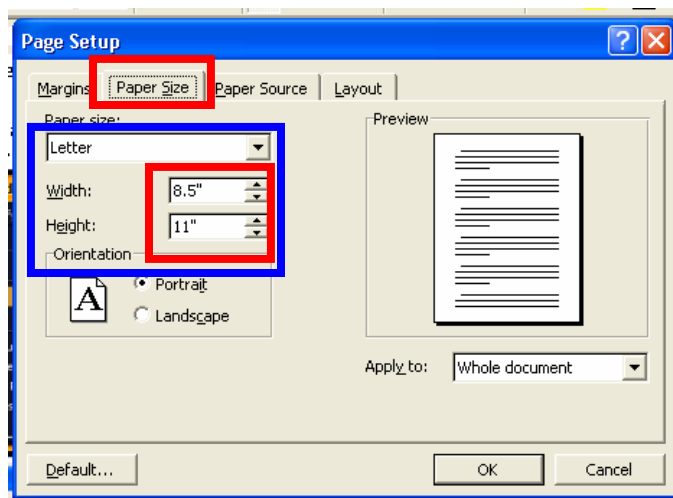
Make sure they are in MS Word

Check Page Set under File and Page Size under the Printer Properties



Go to File, Page Setup

Click on **Properties**



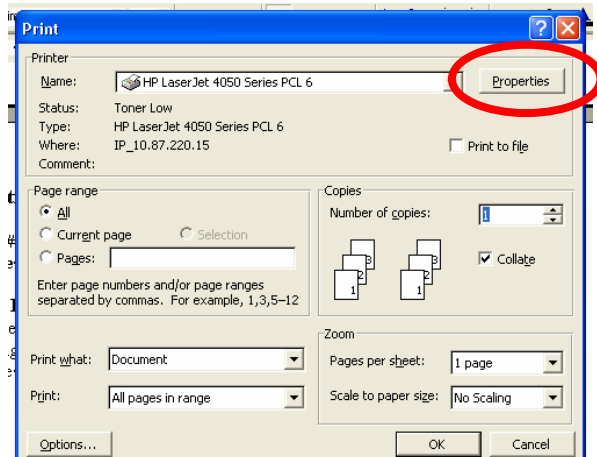
Click on the **Paper Size** tab

If the **size is** letter, it needs to be changed to:

**6.13 width**

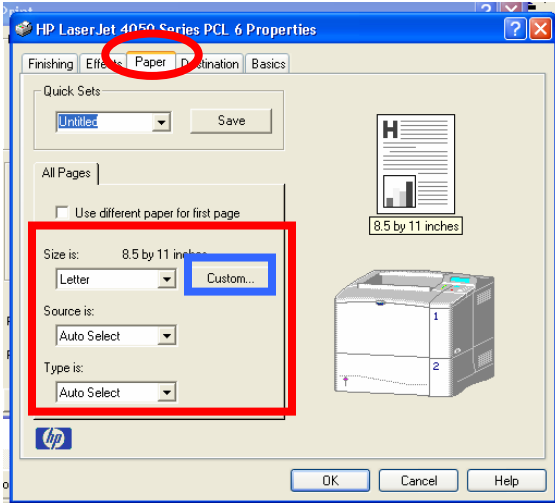
**9.25 height**

Click okay

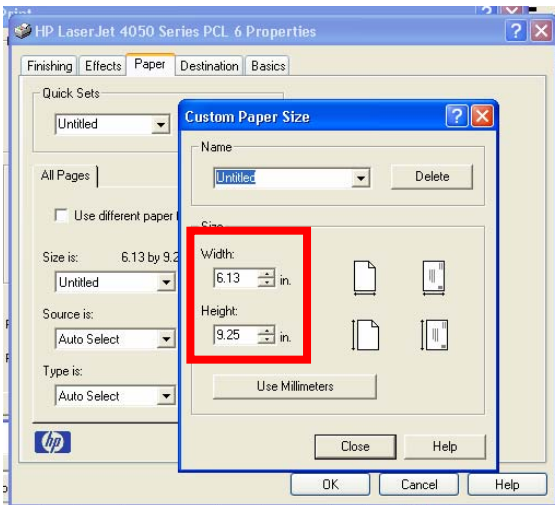


Go to File, Print

Click on **Properties**



Choose the **Paper** tab  
If the **size is** letter, it needs to be changed.  
Click on the **custom** box

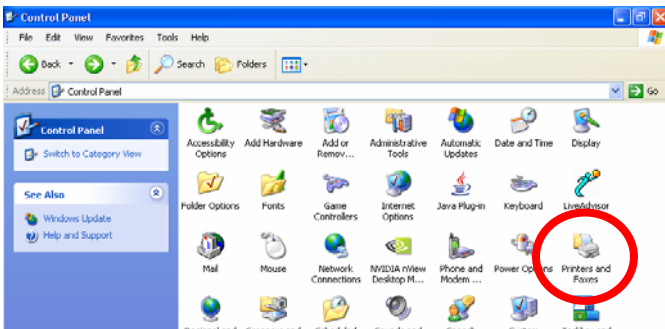


the dimensions to:

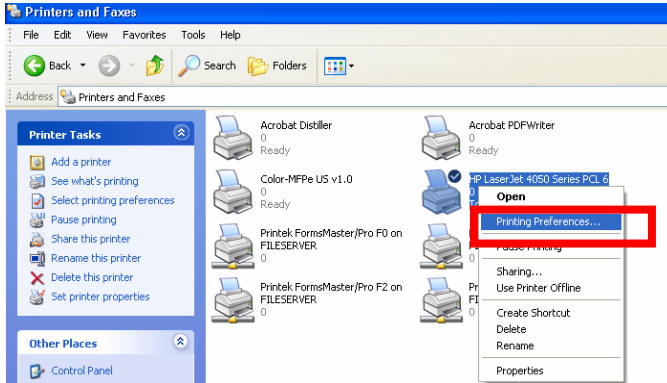
**6.13 width**  
**9.25 height**

Click close and okay

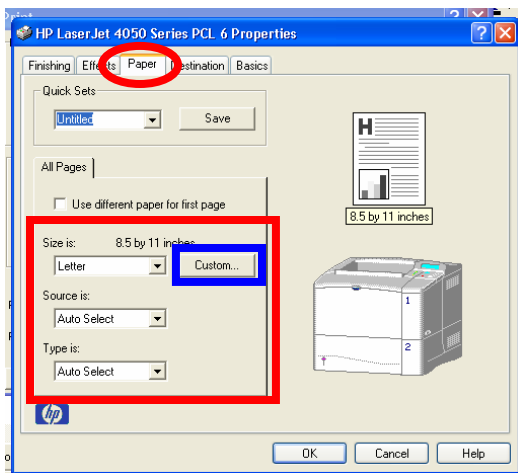
The text should print correctly. If it doesn't have them check their printer properties under Printer Set-up in Control Panel



Go into Control Panel  
Click on Printers and Faxes

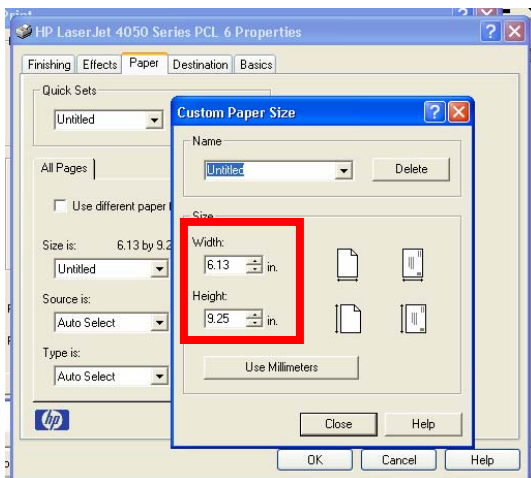


Right click on the printer they are printing to and click on **Printing Preferences**



Choose the **Paper** tab  
If the **size is** letter, it needs to be changed.

Click on the **custom** box



the dimensions to:

**6.13 width**  
**9.25 height**

Click close and okay

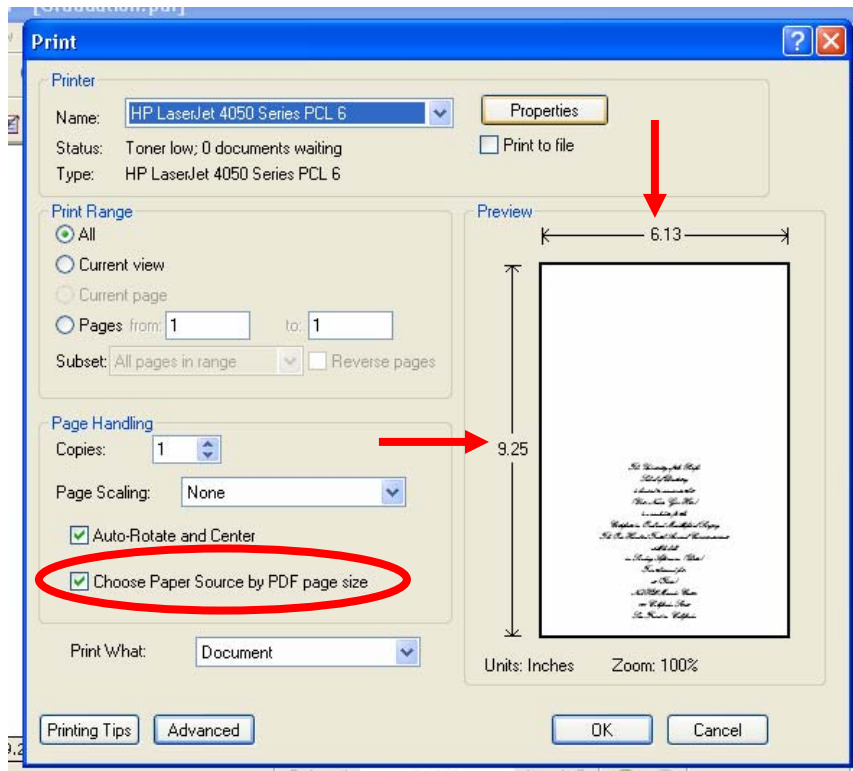
**The text should now print correctly.**

**Problem:** Template is locked or blank

**Answer:** Get their e-mail address and send them a new template

**Problem:** They can't get it to print and it's set to the correct size

**Answer:** Have them e-mail you their template. Print it out to make sure it works correctly and make a PDF and e-mail them both files. Tell them to try the new Word File and if it doesn't work to try the PDF. Remind them to check the paper size in all places.



If they are using the PDF, there is an option to check if the page size is still set to letter and they can't change it.

**Problem:** They cannot get it to print and there is nothing more you can do

**Answer:** See if we have samples here or if they can send you samples. Have them e-mail you their Word document and print the announcements for them.

