

Technology Issues and Solution

Fillable PDF Issues

Note: Most issues can be fixed using Adobe

- While browser-based PDF viewers, such as Microsoft Edge, Google Chrome, and Apple Safari do work correctly sometimes, they are not reliable.
- Adobe Reader DC is the best program to use when completing the work for my class. It is a free download and should work for PC and Mac. Here is the link, just make sure you don't accidentally download the optional offers! <https://get.adobe.com/reader/>
- I am able to type in the fillable PDF, but I cannot save my work. When I open the file, everything I typed disappears.
 - Possible solutions:
 - Use Adobe.
 - Sometimes, browser-based PDF viewers do not work well with fillable PDF documents.
 - See the section titled "Most issues can be fixed using Adobe" for information on how to download the proper program.
 - Download the file to your computer.
 - If you are using Adobe Reader DC:
 - Select "File"
 - Select "Save As"
 - Save the document to your computer
 - If you use Google Chrome or Windows Edge:
 - Send the file to Google Drive or your computer.
 - Complete your work. You will not be able to edit your work at the end of this process!
 - Click the "Print" button at the top right of the screen
 - The next step depends on whether you use Chrome or Edge
 - For Edge:
 - Select "Destination"
 - Select either "Save as PDF" or "Save to Google Drive"
 - Again, make sure to complete the work BEFORE you do this. You will not be able to type into this document when you save it this way!
 - For Chrome:
 - Select "Printer"
 - Select "Microsoft Print to PDF"
 - Select "Print"
 - This will allow you to save your work to your computer as a PDF.

- Again, make sure to complete the work BEFORE you do this. You will not be able to type into this document when you save it this way!
- I can see my work when I open the file, but the text I typed disappears when I submit it to Turnitin.com.
 - Possible solutions:
 - Check your word count.
 - Turnitin.com will not accept documents containing less than 20 words. Check your work to make sure you have met this requirement.
 - Redo your assignment using Adobe.
 - Download the free Adobe Reader DC mentioned above.
 - Open the assignment with Adobe.
 - Redo your assignment in the new document.
 - While you may be able to copy and paste your work into a new PDF using Adobe, this may not work.
 - For the best results, you will need to type your work directly into the new document.
 - Check with me.
 - For some people, their work does upload correctly to Turnitin.com even if they cannot see the text themselves.
 - In this case, please contact me and I will let you know if your work uploaded correctly.
 - If nothing works:
 - If you have tried the solutions mentioned above, please email me. Your email should contain the following information:
 - A copy of your work
 - A brief explanation of the solutions you tried.

Presentation Issues

- I can open the presentation, but I can't hear the sound.
 - This is an issue that I am still investigating. If you have this issue, please let me know so that I can find a better long-term solution.
 - Solutions:
 - Make sure you open the file with PowerPoint. The presentation does not seem to work correctly with Google Slides.
 - Download the presentation from the file titled "READ FIRST: English 11 Instructions Week 1 April 6-10".
 - Some students have reported that they have been unable to access the audio in the presentation when they download it directly from my website. The issue has been fixed by downloading it from another source.