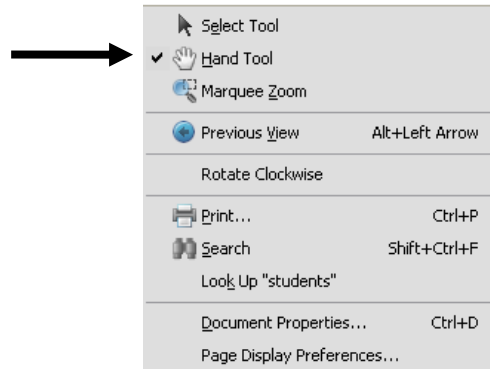


Troubleshooting Tips for Reviewing Compliance Narratives

BSCC's online Focused Report is best accessed using Internet Explorer 7.x or higher and Adobe Reader 9.1. The tips provided below give general advice for common errors encountered when using Adobe Reader. For more specific advice, contact Danny Arnold at 334-534-0080, darnold@bscc.edu or Josh Madison at 205-648-3271 ext. 5464, joshm@bscc.edu.

Problem: Nothing happens when I click on the hyperlink.

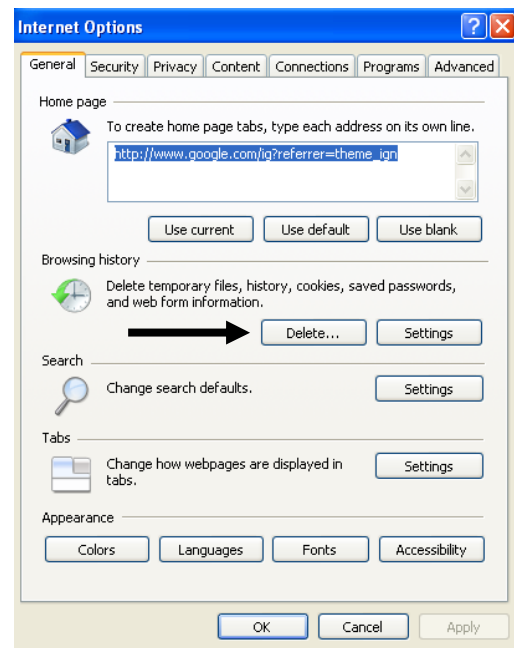
Solution: Check to make sure that the mouse is set to “hand tool.” Do this by right-clicking on any whitespace on the PDF to open the mouse menu. Then select “hand tool” as displayed below.



Problem: When I try to open a hyperlink I receive a “There was an error opening this document. The file cannot be found,” message.

Solution 1: This may be related to amount of temporary files currently stored on your computer. Try clearing your temporary files to see if that resolves the problem.

1. In Internet Explorer, click on **Tools**.
2. Click **Internet Options**.
3. Under browser history, click the **Delete** button.



Solution 2: Your computer may be running an older version of Adobe Reader. Browse to <http://www.bscc.edu/sacs/index.php> to download the most recent version of Adobe Reader.