

FIXING SCREEN DISTORTIONS

Occasionally, we get feedback that the first time a lesson is opened, a blank screen appears, or the screen seems distorted or doesn't fit the monitor correctly. After you enter into each online lesson, you should be able to see the red arrow button on the bottom right of the screen.

If you have encountered any of these problems, please don't be concerned. This issue usually relates to how your computer is set up and it's easy to fix. There are **five** important things to check. They are listed below, with detailed explanations following.

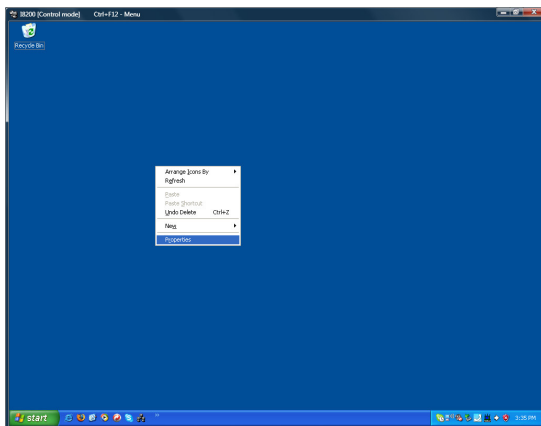
- 1. Check your screen resolution is at least 1024 x 768 pixels**
- 2. Check your Windows screen settings is set to Normal (96 DPI)**
- 3. Check if there is an error message on the bottom left of the screen**
- 4. Check your Zoom level is set to 100% for each lesson and assessment**
- 5. Log in again and wait for five minutes**

1. Check your screen resolution is at least 1024 x 768 pixels

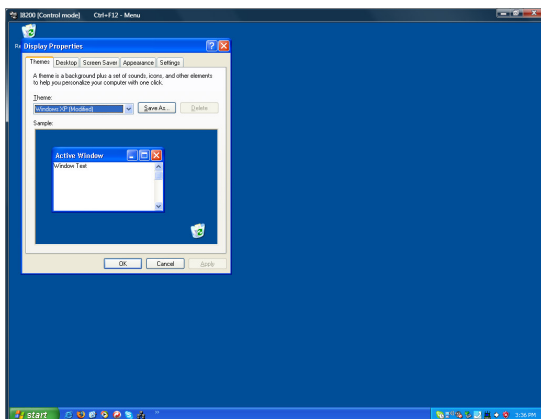
In order to run the lessons on this site, you must be running Windows is at least 1024 x 768 pixels. Here is how to check or set this resolution. The instructions may differ depending on the browser you use, so locate the heading that relates to your browser to see how this is fixed.

Windows 2000/XP

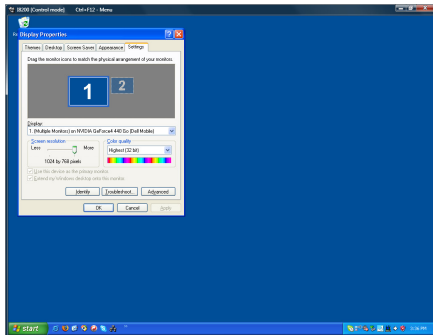
Right click on the desktop, and select the **Properties** command from the menu that appears.



From the dialog box that then appears, select the **Settings** tab.

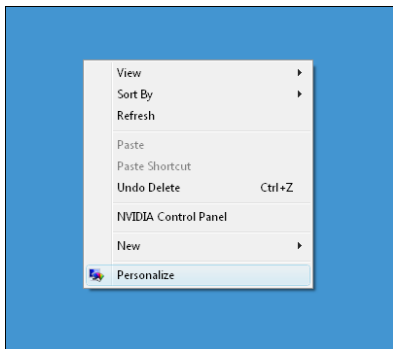


You'll then see a Screen Resolution slider. You may have many options in this slider - ensure that the resolution set to at least **1024 x 768**. If this reads 800 x 600, you may have trouble seeing the lessons on this site correctly.

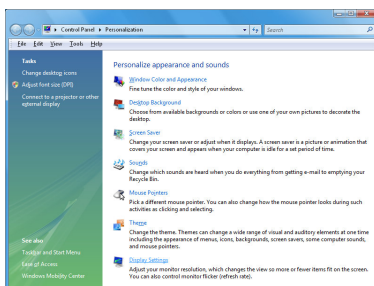


Windows Vista

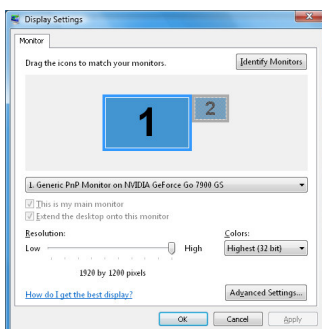
Right-click on the **Windows Desktop background** and select the **Personalize** command from the menu that appears.



Select **Display Settings** from the dialog box that then appears.



You'll then see a Resolution slider. You may have many options in this slider - ensure that the resolution set to at least **1024 x 768**. If this reads 800 x 600, you may have trouble seeing the lessons on this site correctly.



Macintosh

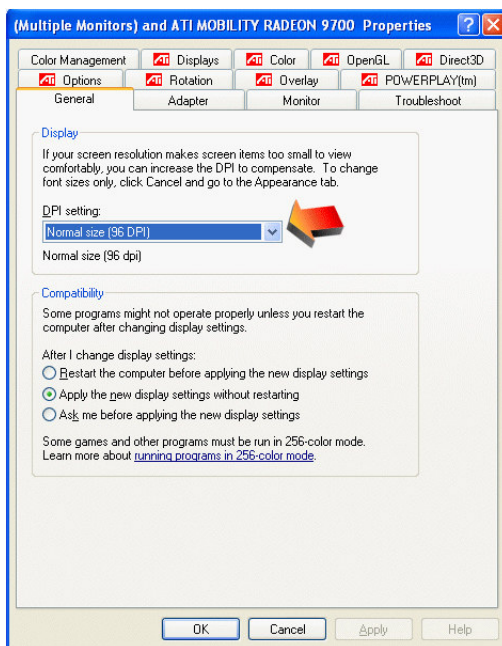
For all Macintosh operating systems below OS X, resolution settings are found under the Apple Menu. Select **Control Panels**, and then **Monitors and Sound**. Or you can use the **Control Strip** at the bottom of the screen, and click on the **Screen resolution icon**.

For Macintosh OS X, resolution settings are found by clicking the **Apple Menu**, and then selecting **System Preferences** and then **Displays**. Or you can click on the **Apple in the Dock** at the bottom, and select **Displays**.

2. Check your Windows screen settings is set to Normal (96 DPI)

The process to fix the screen settings in Windows may vary a little for different versions of Windows, but it should essentially be found in about the same area. In this example, we talk about how this is achieved in Windows XP.

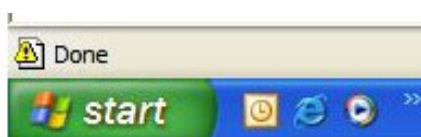
Follow this procedure to check and change your settings. Select **Start Menu/Settings/Control Panel**. From the Control Panel, select the **Display** program. (Alternatively, you can right click on your desktop and select **Properties**.) When the display properties dialog box appears, select the **Settings** tab. From here, select the **Advanced** button. A dialog box something like the one below will appear.



Note the area where the DPI is changed. This should be set to **Normal size (96 DPI)**, rather than any other DPI, or any other setting that refers to **Large Fonts**. You will need to restart you computer for any changes in settings to take effect.

3. Check if there is an error message on the bottom left of the screen

If you get a blank screen after entering your login details, there is probably an error message icon to the left of the word 'Done' on the bottom left of your screen. Please right click on the icon and send a copy of the error message to me at verne@businesswriting.biz. The information will help me work out what the technical issue is that is preventing access into the program.



4. Check your Zoom level is set to 100% for each lesson/assessment

At the bottom right hand side of the screen, please ensure the Zoom level is set to 100%.



5. Log in again and wait for five minutes

In some instances, it can take quite a while for the program files to load, depending on the server speed. Waiting extra time can occasionally solve the problem.

If you continue to have problems, please send this document to your IT Help Desk and ask them for assistance. There may be a setting that only they can change.