

June 25, 2009

### Trouble-shooting RES Survey Printing Problems

Some RES participants are experiencing problems printing the RES survey after completing it. The problem is that the answers appear when viewing the survey online, but when the survey is printed, the participant's answers do not show up.

Listed below are questions you can ask the customer to trouble-shoot the problem:

- What showed up on the printed version?
  - Did all 22 questions print?
  - Are the answers (radio buttons) visible?
  - Do any of the answers (including defaults - like No Response) have a selection, or are all empty circles?
  - Does the logo and title print?
- What kind of printer are you using?
  - Inkjet or LaserJet?
  - Is it a color printer, or black and white only?

In Internet Explorer 6.0 and Firefox 3.0 the selected answers are black.

In Internet Explorer 7.0 the selected answers are green. If the user has a color printer but only has black ink, the selected answers may not print. If this is the case, you can suggest that the user print in black and white only (if the printer/driver is capable of printing in black and white).

- Is there ink/toner in the printer?

Ask if the JCW logo printed (there is green in the logo). If the printer is out of blue and/or yellow ink, the selected buttons could be incomplete or missing.

After asking the customer the above questions, if the problem still cannot be resolved, please send an email to [JobCenterofWisconsin@dwd.wisconsin.gov](mailto:JobCenterofWisconsin@dwd.wisconsin.gov). Thank you.

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