Printing Your ESS Pay or W-2 Statement with Adobe Acrobat / Reader

Background

Due to recent changes made by Adobe in their latest release of the Acrobat and Adobe Reader software products, you may have noticed that the familiar toolbar at the top of your pay statement or W-2 window is missing (see image below).

In the latest release, Adobe has replaced the old toolbar with a floating toolbar that will appear over the document being displayed. Occasionally, the floating toolbar is not displayed or is difficult to find. This document provides instructions for several available options for printing your pay or W-2 statement from ESS.

Depending on your situation and whether you are using a PC or a MAC, choose from the following options for further instructions on how to print your pay and/or W-2 statement:

PC and MAC User printing instructions if the Adobe toolbar appears automatically

1. Scroll to the bottom of the statement desired for printing.

2. Place your pointer over the displayed pay or W-2 statement. (Your pointer must be on top and at the very bottom of the statement itself and nowhere else in the browser window).

3. The new Adobe toolbar will appear. Click the print icon.

(Adobe toolbar on PC)

(Adobe toolbar on MAC)

4. Click **Print** in the Adobe print dialog box as shown below in the screenshot, and your statement will now print..
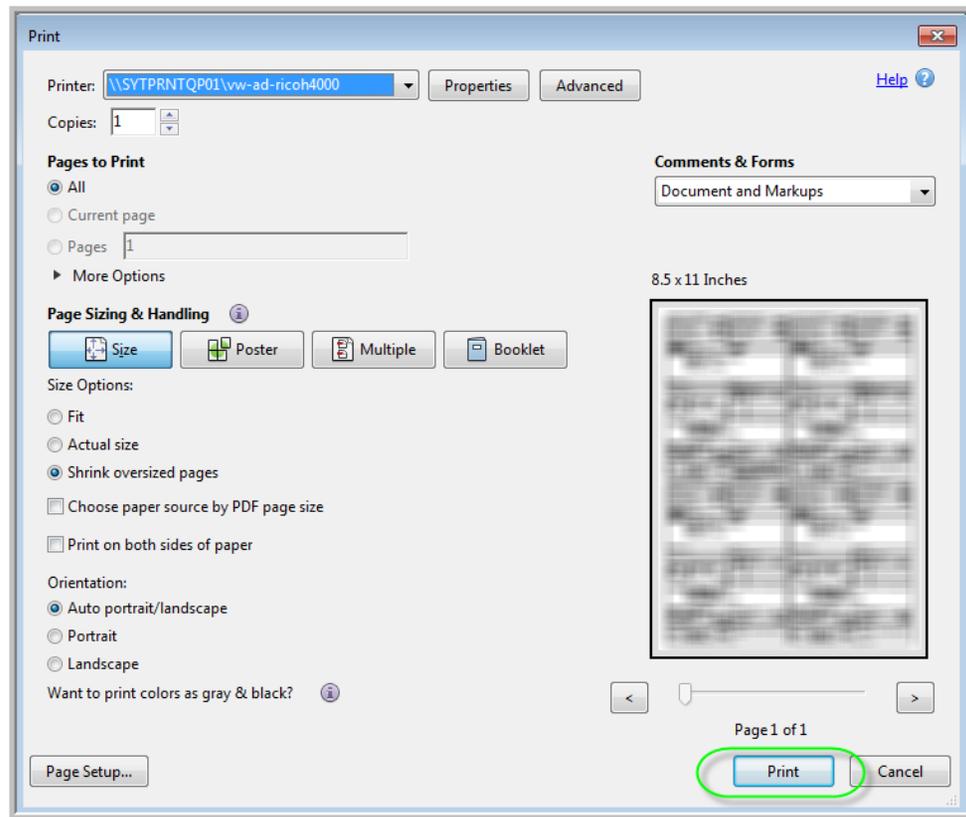
PC User printing instructions if the Adobe toolbar <u>does not</u> appear automatically

1. Place your pointer over the displayed pay or W-2 statement. (Your pointer must be on top of the statement itself and nowhere else in the browser window).

2. Right-click your mouse and you will see the Adobe Reader context menu as shown. **AGAIN, YOU MUST HAVE YOUR POINTER OVER THE STATEMENT WHEN YOU RIGHT-CLICK**.
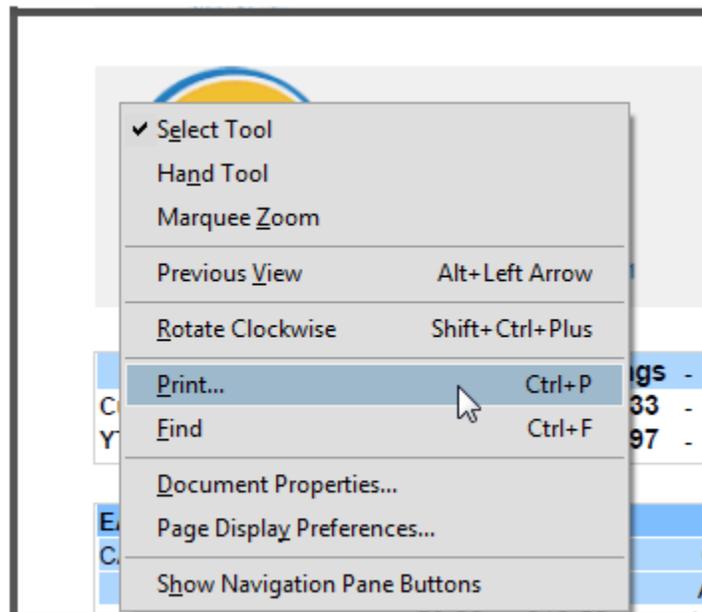
3. Select the **Print** option from the menu and the Adobe print dialog box will display.

4. Click **Print** in the Adobe print dialog box as shown below in the screenshot, and your statement will now print.
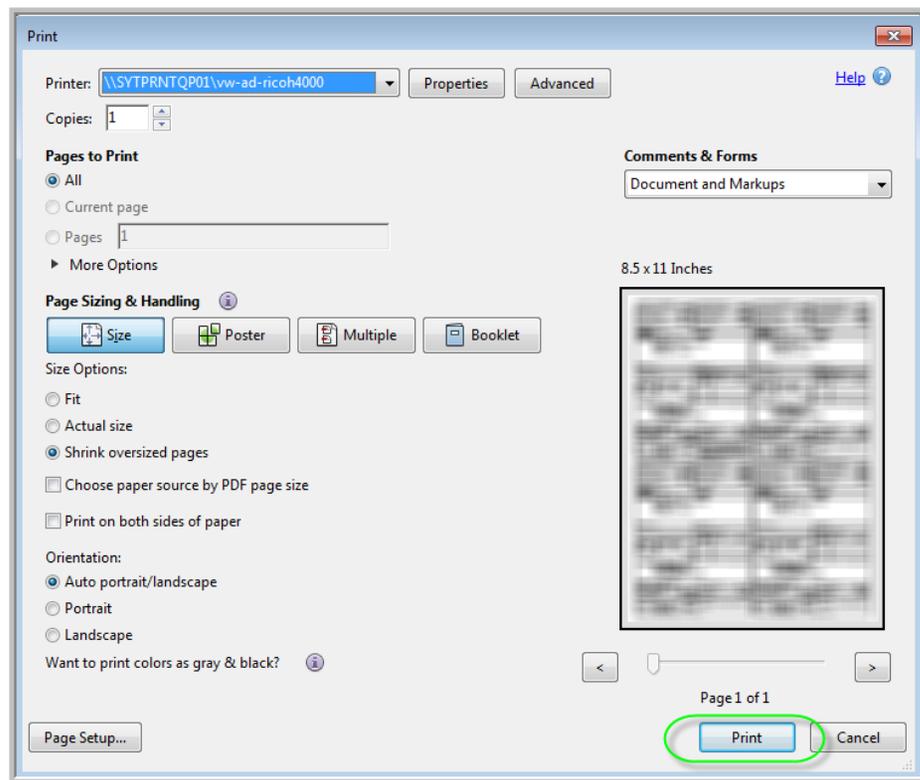
MAC User printing instructions if the Adobe toolbar <u>does not</u> appear automatically

1. Place your pointer over the displayed pay or W-2 statement. (Your pointer must be on top of the statement itself and nowhere else in the browser window).

2. Press Command (on your MAC keyboard) + P.

3. The Adobe print dialog box will display.

4. Click **Print** in the Adobe print dialog box as shown below, and your statement will now print.
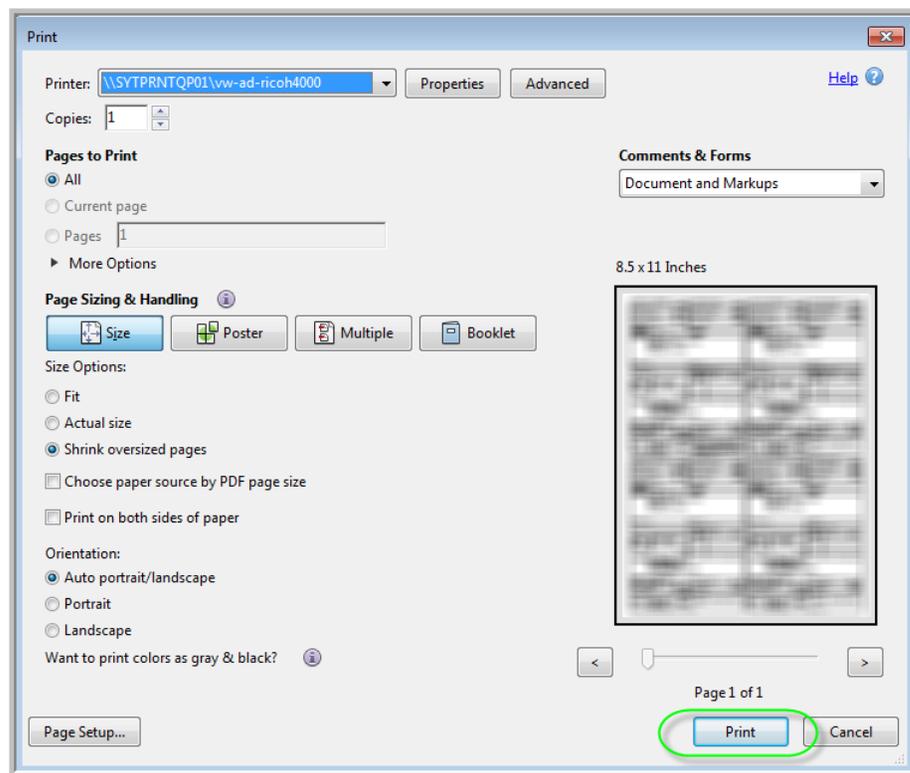
Option to display the old Adobe toolbar (works for both PC and MAC users)

If you would like to adjust Adobe Reader X or Adobe Acrobat X to display the old toolbar at the top, follow one of the two process options outlined below:

Note: This fix only applies to version X (10) of Adobe Reader or Acrobat.

Option 1 (Temporary fix):

1. From the floating toolbar, click the Adobe logo, so that the toolbar will now appear at the top of your statement in your web browser as shown here.
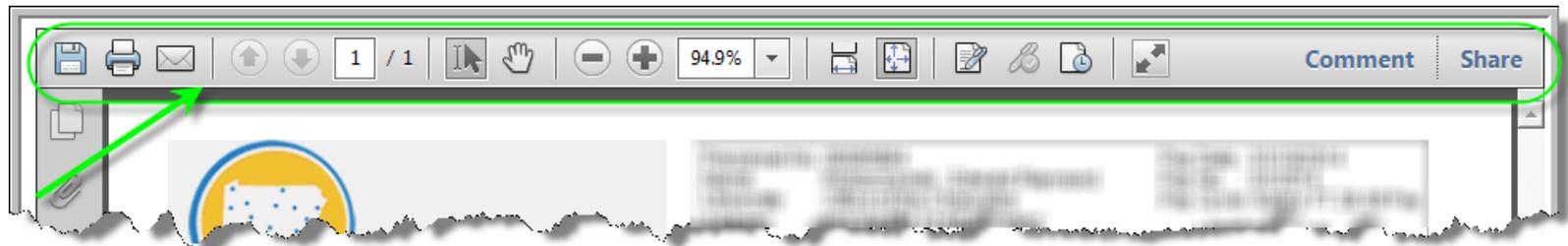
Option 2 (Permanent fix):

By following these steps, the old Adobe toolbar will always be available.

1. Open a blank Adobe Reader/Acrobat X document.

2. From the menu bar, select **Edit**, then **Preferences**.
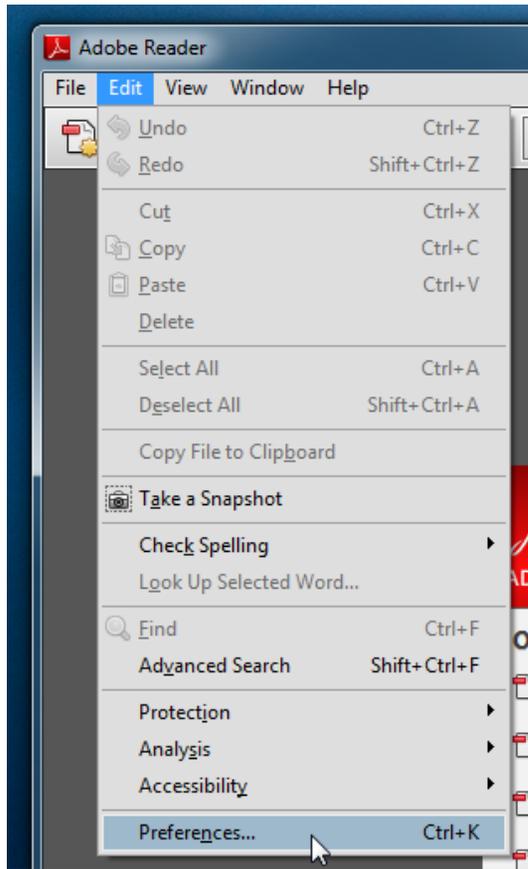
3. On the left side of the preferences window, select **Internet**.

4. Uncheck the option "Display in Read Mode by default".
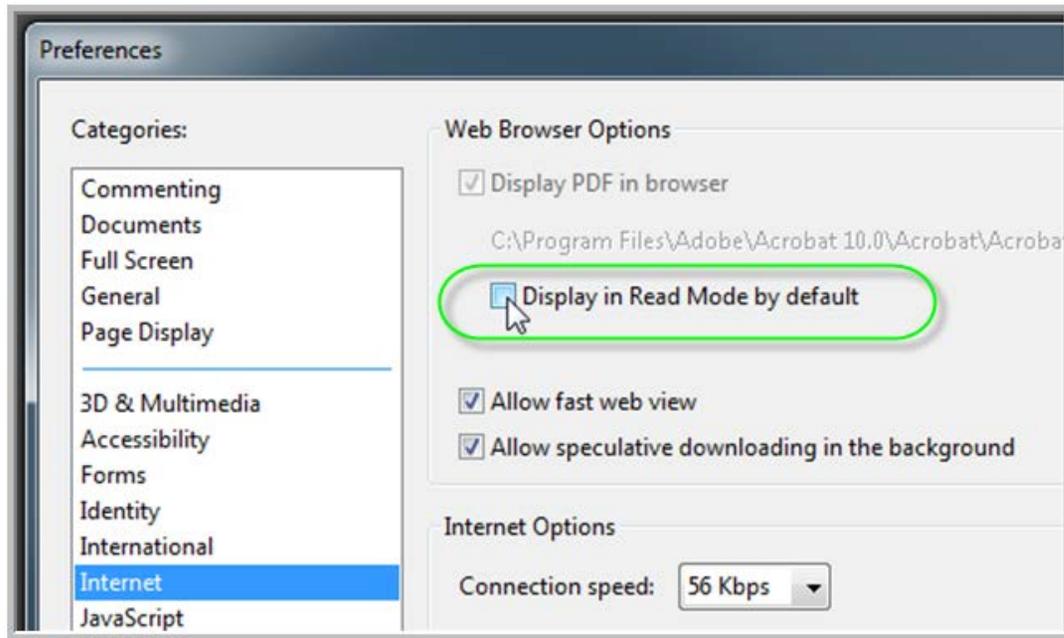
5. The next time you view your pay or W-2 statement, you will see the toolbar at the top of the statement without requiring further action.