# 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.

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Want to print colors as gray & black?	
	Page 1 of 1
Page Setup	Print Cancel

### PC User printing instructions if the Adobe toolbar does not 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.

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Printer: \\SYTPRNTQP01\vw-ad-ricoh4000   Properties Advanced	] <u>Help</u>
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### MAC User printing instructions if the Adobe toolbar does not 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.

Print	<b>•••</b>
Printer: 1 Advanced Copies: 1	Help 🕖
Pages to Print  All  Current page Pages  1	Comments & Forms Document and Markups
More Options	8.5 x 11 Inches
Page Sizing & Handling       Image: Size         Size Options:       Image: Multiple         Fit       Actual size         Shrink oversized pages       Shrink oversized pages         Choose paper source by PDF page size       Print on both sides of paper         Orientation:       Auto portrait/landscape         Portrait       Landscape	
Want to print colors as gray & black?	
Page Setup	Page 1 of 1 Print Cancel

## 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".

Categories:	Web Browser Options
Commenting	☑ Display PDF in browser
Documents	C:\Program Files\Adobe\Acrobat 10.0\Acrobat\Acr
Full Screen	6-
General	Display in Read Mode by default
Page Display	~
3D & Multimedia	Allow fast web view
Accessibility	Allow speculative downloading in the background
Forms	
Identity	Internet Ontions
International	Internet Options
Internet	Connection speed: 56 Kbps 👻
JavaScript	

**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.

