

## PROBLEMS GETTING INTO STUDENT BOOK

### Overview

This document will review common issues regarding only being able to view the cover page of Online Student Editions

### FAQs / Solutions

#### FAQs / Solutions

When an Online Student Edition is initially accessed, only the cover of the book will be loaded. To access subsequent sections you will need to use the **Bookmarks** tab found on the left hand side of the window the book opened in. If you do not see this tab, look for a blue ribbon icon on the extreme left hand side of the window. If the **Bookmarks** tab is still not accessible or the links within this tab do not function, see instructions below:

#### Windows:

- Internet Explorer and Firefox are supported. The only additional requirement will be to download the latest version of Adobe Reader which is available at <http://www.adobe.com>
- Internet Explorer 9 may have compatibility issues with Online

Student Editions, depending on settings/group policy. If an issue is encountered using Internet Explorer 9, try Firefox.

- Firefox has recently added its own PDF viewer, to view our book please change your settings to open the PDF with Adobe Reader in Firefox. (Tools > Options > Applications > scroll through the list and find "Portable Document Format" , out on the right - click "Use Adobe Acrobat in Firefox" \*\*Click OK\*)
- Google Chrome is not supported however adjusting some settings may allow for complete functionality. In the address bar of Chrome type: about:plugins . This will bring up an options menu, disable Chrome PDF viewer and enable Adobe PDF plugin and select always allow. Close the browser and try to access the book again.

**Mac OS X:**

The steps necessary to view Online Student Editions will be dependent upon what browser you are using. See instructions below:

**Firefox:**

- Download the most recent version of Firefox, available at: <http://www.mozilla.org>
- Download the latest version of Adobe Reader, available at: <http://get.adobe.com/reader>

**Safari:**

- Download Schubert, a PDF Browser Plug-In which is available from <http://www.schubert-it.com/downloads/>. Install the plugin specific to your version of OSX. (Instructions for determining what operating system you are using)

**If you are still having difficulty review the steps below:**

- Ensure Safari is running in 32 bit mode by opening finder and search for the Safari application. Once you have located the Safari application, highlight the icon by clicking on it once, then hold the command key and the letter "I" simultaneously to open the information pop-up. Under the general tab, select open in 32 bit mode.
- Set Schubert as your default PDF viewer by opening finder. Search for .PDF to locate a PDF file on your hard drive. Highlight this file by clicking on it once, then hold the command key and the letter "I" simultaneously to open the information pop-up.

**\*\*Schubert is a third party plug-in. We cannot support the installation or use of this plug-in, nor can we guarantee that it will resolve the issue in all cases.\*\***