

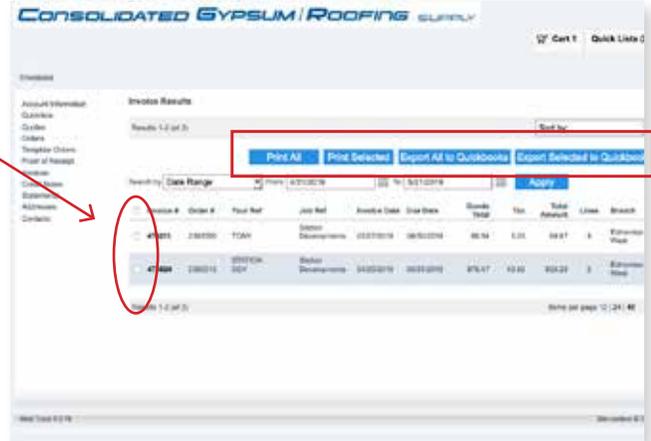
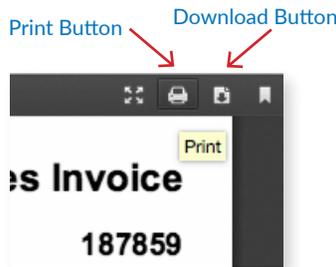
The Invoices you select to print will be in a PDF and they will “pop-up” in a new window so you can print them. You will need an Adobe PDF reader. Majority of computers have this installed. If your does not, you will need to install one. Its free and will need to be downloaded. Go to this link and click on “Install Now”: <https://get.adobe.com/reader/?promoid=BUIGO>

Also, please make sure you are running the latest version of your browser. If not, download and install a newer version.

HOW TO PRINT INVOICES

You need to “select” items you want printed. Check off corresponding box or boxes and then click on “print all” or “print selected”.

A new window will appear with a PDF. You can either print it from your browser (Internet Explorer, Firefox, Chrome, Opera, Safari) or download the PDF and print it from your desktop.



IF YOU ARE USING FIREFOX & GET THIS MESSAGE

What has happened is your invoice is trying to open in another window (pop-up) and FIREFOX has blocked it.

You are given three options on how to proceed:

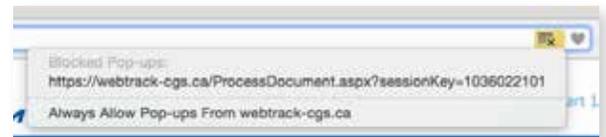
- 1- Allow pop-ups for www.webtrack-cgs.ca
- 2- Edit pop-up Blocker options.
- 3- Don't show this message when pop-ups are blocked.



Firefox

Webtrack-cgs.ca is a secure site. Go ahead and click on “Allow pop-ups for www.webtrack-cgs.ca” Moving forward, this will allow you to view and print your PDFs from your Web Track Customer Portal.

CHROME and **OPERA** will have a similar message. Go ahead and click on “Allow pop-ups for www.webtrack-cgs.ca”



Opera

IF YOU ARE USING SAFARI

Go to Preferences, then Security. Uncheck “Block pop up windows”.

When you are done viewing and printing your PDF, you may want to return to your security settings and check that box to prevent future pop ups. Note that each time you want to view or print a PDF from your customer portal, you will have to uncheck that box.



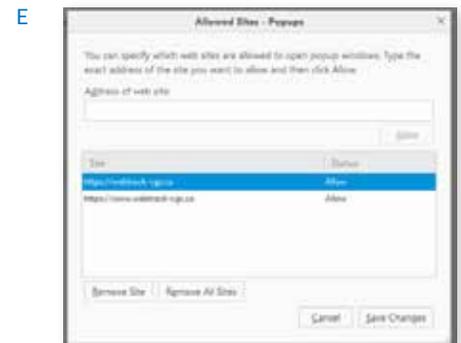
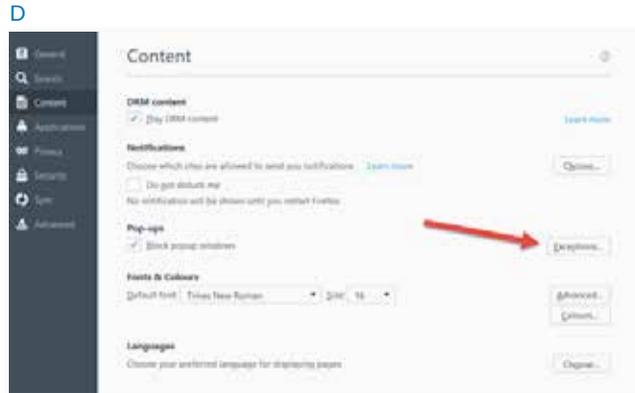
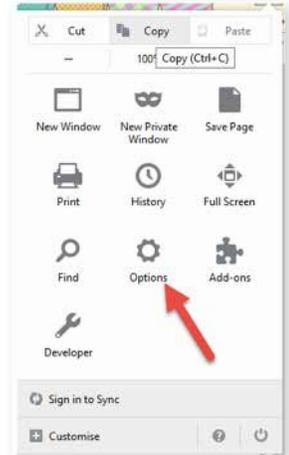
Safari

IF YOU ARE USING FIREFOX , YOUR INVOICES DO NOT PRINT & YOU GET NO MESSAGE

Click on the icon that looks like three stacked lines. This should be in the upper right corner of the Firefox window. (Image A)

Then click on the icon that looks like a gear. On a Window computer it is called "Options". On a Mac computer, it is called "Preferences". (Image B)

This will open a new tab in the browser. Click on "Content" on the left navigation bar. (Image C) Then click on 'Exceptions...' on the right side of the window. (Image D)



An "Allowed Sites" window will appear and you will need to add 'https://webtrack-cgs.ca' and 'https://www.webtrack-cgs.ca' to the allowed exceptions. (Image E)

Press "Save Changes"

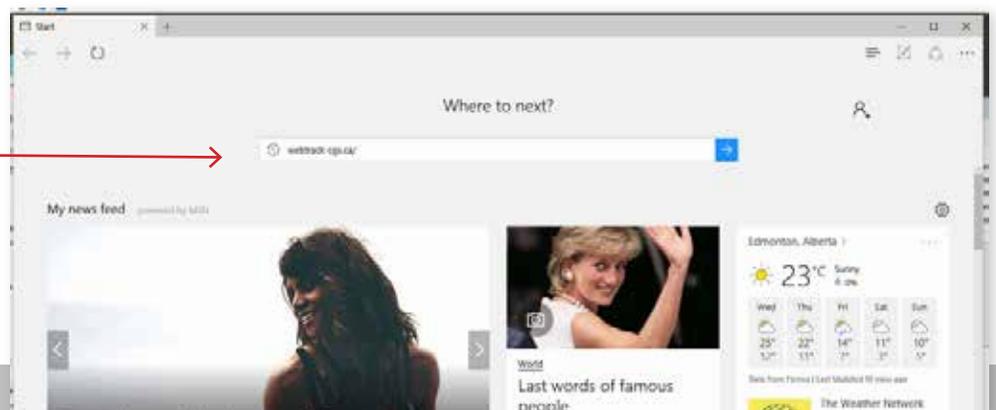
IF YOU ARE USING EDGE

It is a known problem to open PDF documents using Edge. To get around this, you can open Edge in an Internet Explorer Browser.

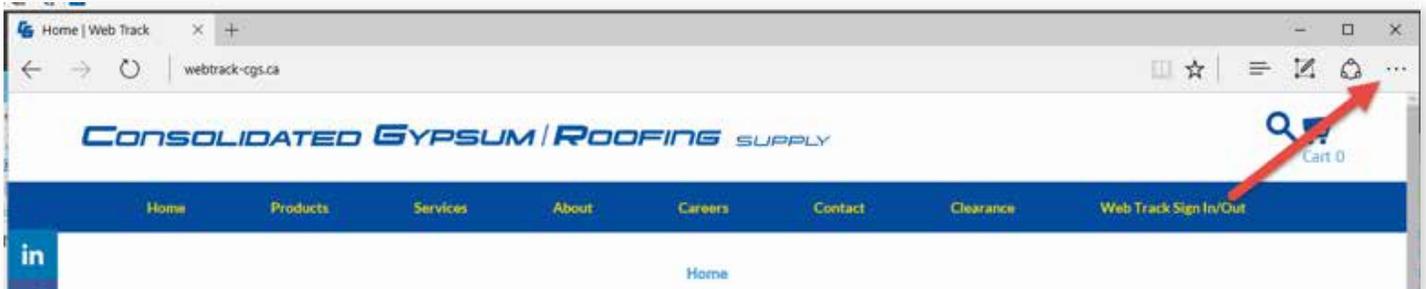
Click on the Edge Icon



This will open the Edge Browser, type the website you wish to go to in the search box and click the arrow. In this case I want to go to 'webtrack-cgs.ca'



When you get to your web page click on the '...' in the upper right corner.

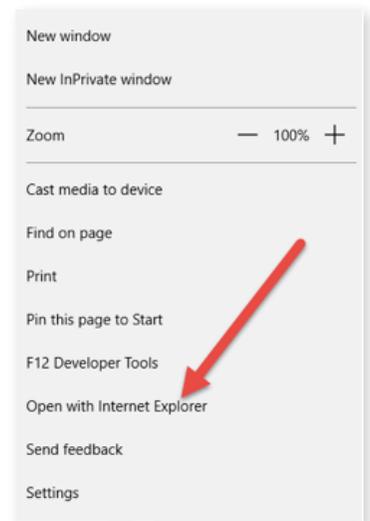


This will open a pull down.

Click on 'Open with Internet Explorer'

This will open a new browser running Internet Explorer v11.5

If you want you can right click on the new Icon and Pin it to the task bar for next time.



OTHER WAYS TO PRINT FROM YOUR BROWSER:

1- In top right hand corner there is Icon that has 3 lines horizontally stacked. Click on this icon and the window will expand. Look for the print icon and click.

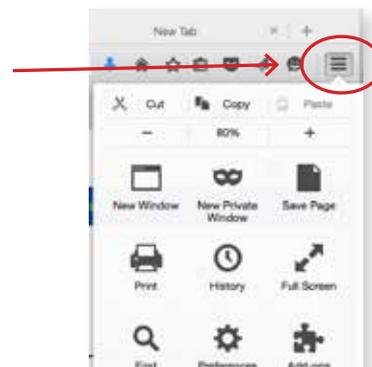
2- You can use keyboard short cuts to prompt your print window.

For PC:

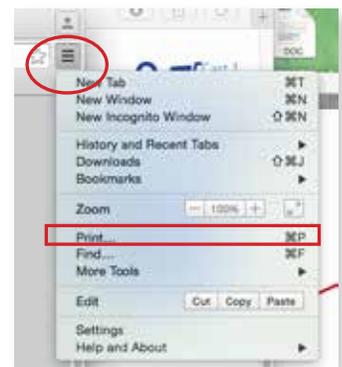
Hold down Control + P

For Mac:

Hold down Command + P



Firefox



Chrome