**State of Kansas**



**Tips for Resolving Issues Printing**

**from SMART**

***Statewide Management, Accounting and Reporting Tool***

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| **Date Created:** | 4/3/2019 |
| **Version:** | 2.0 |
| **Last Updated Date:** | 4/8/2019 |
| **Background:** | This document is intended to provide some possible solutions for when users encounter issues trying to print documentation directly from the SMART online pages.  Browser settings and the specific browser being used play a large part in printing, so this document is broken down into sections based on browser. Generally, adjusting margins, page scale and removing headers/footers are helpful options to try.  Note: At this time, Microsoft Edge does not have a compatible print function for online pages within SMART. |
| **Internet Explorer** | After the April 2019 upgrade, Internet Explorer requires a few extra steps to print online pages in SMART.   1. Collapse the side navigation menu to maximize the page display.  1. Right-click on the page and choose ‘Select all’ from the menu that appears.  1. This will highlight all text and fields on the screen. Then, go to File > Print preview…  1. On the print preview screen, confirm that the right drop-down menu selection is set to ‘Shrink to Fit’. Then, change the middle drop-down selection to ‘As selected on screen’. This should capture all selected fields in the printable area.   Note: Users may also need to adjust other print settings, such as ‘Landscape’ layout, depending on the page. |
| **Google Chrome:** | In order to print from Google Chrome, users should try the following:   1. Collapse the side navigation menu in SMART to maximize the page display. 2. Open the settings menu indicated by 3 dots in the upper right-hand corner of the Chrome browser.  1. Select ‘Print…’ from the menu options.  1. Update the printer settings, using the print preview in the right pane as a visual guide, to ensure the page will print as desired. |

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| **Mozilla Firefox** | Firefox also provides ample settings to assist with printing out of SMART:   1. Collapse the side navigation menu in SMART to maximize the page display. 2. Click on the settings menu indicated by 3 stacked horizontal bars in the upper-right corner of the browser window  1. Select ‘Print…’ from the options menu  1. Make the following selections along the top of the page  * ‘Landscape’ layout option * Scale: adjust the percentage, using the print preview below it as a visual guide  1. Click the ‘Page Setup…’ box along the top bar to open additional settings, click on the ‘Margins & Header/Footer’ tab and change all 4 margins to 0.0 |