

## Frequently Asked Questions

### How to use PDF documents

#### **When I print a document from your website not all the information on the screen appears in the printed copy. How can I get a good copy from the site?**

When printing any documents from the website, be sure that you are using the “Print” icon from the PDF browser, which is located within the site on the top left hand side of the document and below the “Sample Training Program” menu item. This ensures that you are printing the information contained inside the PDF document. **DO NOT** use the “Print” button on the web browser which is located at the very top of the screen as, by doing this you are trying to print everything on the screen, including the address bar and menu items.

#### **What does the “Email This Page” menu item do?**

The ‘Email This Page’ menu item is at the bottom of every web page. If you click on this it will take you to a page asking you to provide some basic information related to sending an email, and a ‘submit’ button. You can email a document, such as a Sample Training Program or a Job Pathway chart, to an employer or colleague directly from the website.

#### **Why can I only email one document at a time via your ‘Email This’ function?**

Sample Training Programs can only be emailed one at a time as they are generated ‘on demand’ to ensure currency of information, not from stored static pages that can be attached in bulk to an email. However, you can save multiple PDFs to your PC and email them through your own email browser.

#### **Can I save any information from this website onto my computer?**

If a document is displayed as a ‘PDF’ you can save it to your hard drive. At the top left of the PDF browser there is a “Save” icon that looks like a floppy disk. Click on this icon to save the document to your hard drive. **Note: When saving a document make sure you click on the “Save” icon within the PDF frame and not the web browser.**

#### **Can I take the information in a Sample Training Program and put it under my organisation’s letterhead? How?**

You can do this by clicking on the “Snapshot Tool” in the PDF browser – it looks like a small camera – click and drag to highlight the area that you wish to copy. Once the area has been highlighted it is copied ready to be pasted onto document with your letterhead.