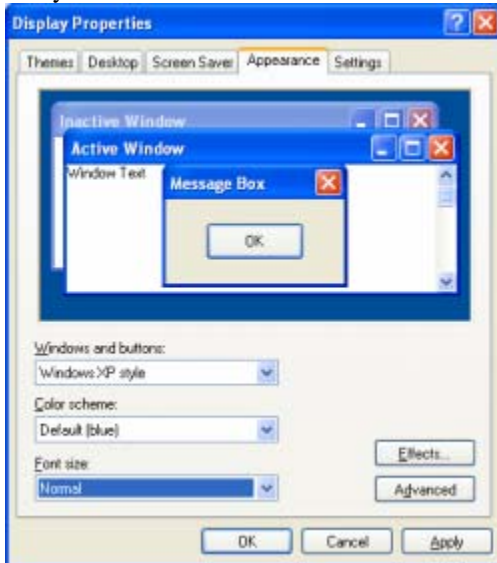


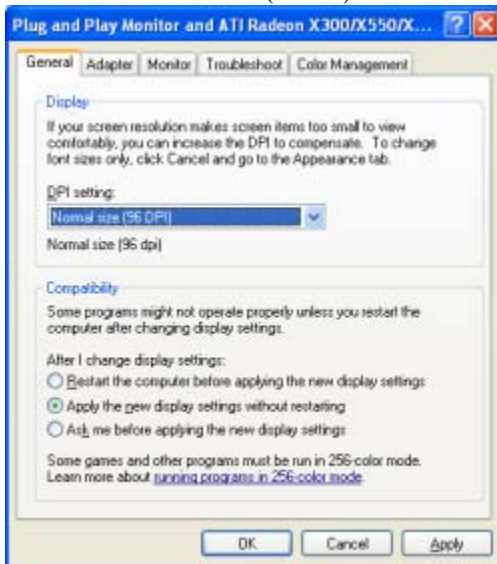
**I'm trying to install the free E-Transcript Viewer and the "Next" button will not light up at the license agreement after I've scrolled to the bottom.**

The reason that you are not able to click the accept button is because our license agreement requires that your display settings are set to defaults. Here are a few things to check.

- 1) At the display properties window, you will want to click on the "Appearance" tab and verify that your Font size is set to "normal."



- 2) Next you will want to click on the "Settings" tab and then click on the "Advanced" button. On the Advanced window you will want to click on the "General" tab and verify that your DPI setting is set to "Normal size (96DPI)."



Once you've verified that all these settings are correct, you can then go and retry to download/install the free E-Transcript Viewer. After you have successfully installed the software, you can change your settings back to what they were. If you continue to have issues, please contact support at 1-800-548-3668 Opt 2.