**Cannot View Paychecks as PDF**

If you cannot view any of your paychecks as a PDF, you probably have your Screen Reader mode on. Here is how you can fix this:

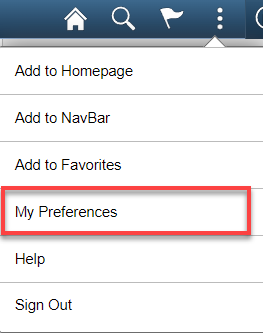
1. In ctcLink, click on My Preferences, General Options: Set the Accessibility Layout to: Screen reader mode off. Save.

2. Log out, clear browser cache and re-start the internet browser.

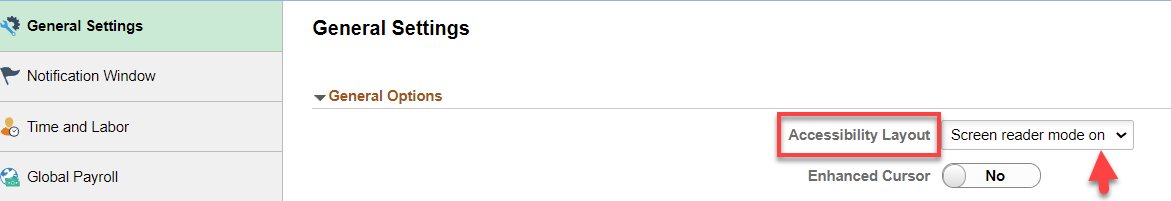
3. Login and click through the tiles to get to Payroll tile, Paychecks.

**Here’s the process with screenshots:**

1. Click on My Preferences, General Settings.



Cause of the issue: Accessibility Layout in My Preferences is set to **Screen reader mode on**



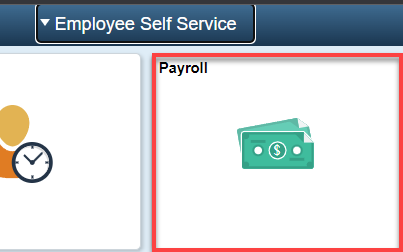
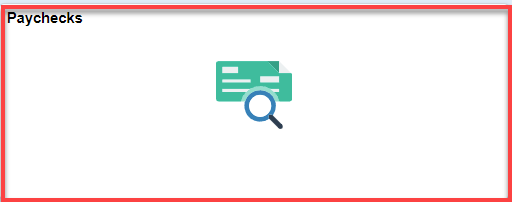
Set the Accessibility Layout: Screen reader mode off, save.



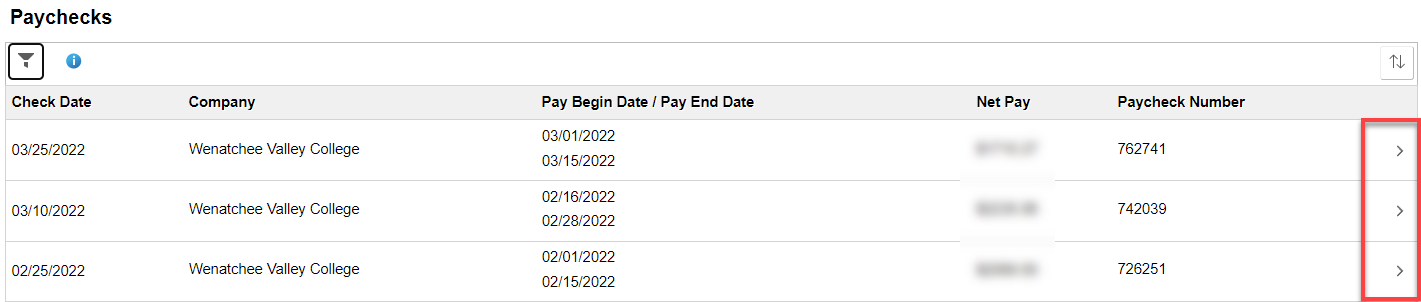
Select Save. Then select Ok.

Log out, clear browser cache and re-start browser.

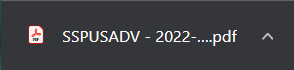
Login and click through the tiles to get to Payroll tile, Paychecks:

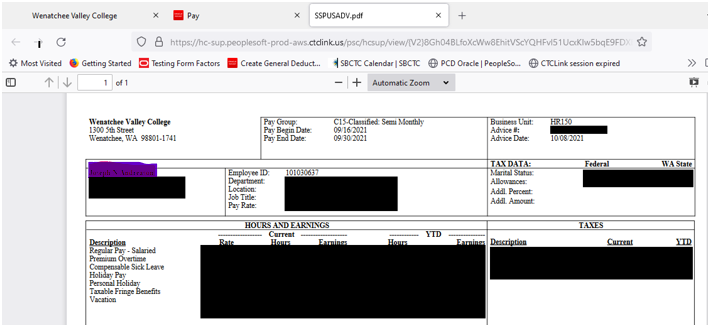
Paychecks are listed in the normal format and the chevron icon is enabled and available to link to the PDF version of a paycheck. Click on the chevron icon to view the PDF pay advice/check for pay period:



If you have PDFs opening in Adobe, you will see a PDF “Icon,” like the one below, download somewhere on your screen. Click on it to open the PDF.



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That’s it! 😊