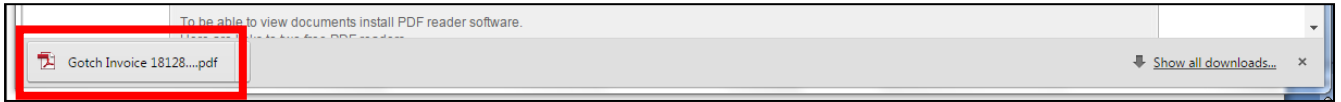


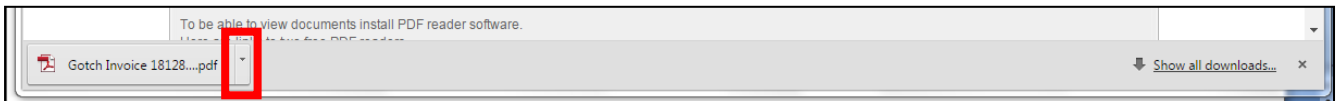
Google Chrome – Documents Previewing Blank

This document is intended to assist Gordon and Gotch customers who find when they preview documents from GotchConnect – the document appears blank. A change has been made by Google to Chrome which we can not fix.

1. Make sure you open an invoice to check this first, after this the return documents can be found by going to recently submitted returns.
2. Once you have clicked on the document, you will have the document appear at the bottom of the Chrome window. If you click on the preview button (where it shows as Gotch Invoice 18128...pdf in this screen shot) the document appears blank.



3. To solve this click on the small arrow next to the preview button



4. A menu will appear, click on “Always open in Adobe Reader”



5. Click on the document again and it will appear on screen complete.