TROUBLESHOOTING QUESTIONS

I SEE FAINT WHITE LINES and/or BLACK LINES IN MY PRINTABLE AFTER I PRINTED. WHAT CAN I DO?
White lines and black lines are caused by your printer. This happens occasionally with some printers. If you see white or black lines, you can correct it by going to “Advanced Settings” in your printer options, then click “Print Image.” That should take care of it!

I AM HAVING TROUBLE CUSTOMIZING MY LABELS. WHAT SHOULD I DO?
Make sure that you follow the step by step editable pdf directions from Schoolgirl Style (located on my sidebar of my blog, Schoolgirl Style.) Visit my blog at http://schoolgirlstyle.com.

I CUSTOMIZED MY LABELS AND WOULD LIKE TO SEND THEM TO AN OFFICE SUPPLY STORE TO BE PRINTED, BUT I CAN’T SAVE MY FILES. WHAT DO I DO NOW?
Unfortunately, editable PDF’s cannot be saved on your computer (Schoolgirl Style created all collections with editable PDF’s before 2015). Once you customize your labels, you need to print on your own printer OR use your school’s printer. Our newer collections (created after 2015) are in Power Point. Power Point files can be saved and printed.

I CANNOT OPEN THE PDF FILE BECAUSE IT SAYS THE FILE IS CORRUPT. WHAT SHOULD I DO?
If for some reason it says that your file is corrupt, move the file to your desktop and open. That should take care of it!

Rest assured the file is not corrupted and does not contain a virus. It probably just was created in a computer with a newer version of Adobe or Word than you have on your computer.

I AM HAVING TROUBLE PRINTING MY COLLECTION. WHAT SHOULD I DO?
1. In your printer’s settings, go to “Printing Preferences” and try to print one page at a time.
2. If number one does not work, make sure everything is emptied out of your recyclable bin and delete as many extra files as possible. Your computer might not have enough memory to send the information to your printer.
3. Repeat step one and instead of printing the whole document, print one page at a time by page selecting.
4. Delete the file from your computer and redownload it, then open it with the LATEST version of Adobe Reader (remember you have to restart your computer after you install it.)
5. If none of these ideas work for you, google for your specific printer and PDF printing problems. Here are some generic tips from Adobe.

I DIDN’T RECEIVE MY FILE IN MY EMAIL. WHAT SHOULD I DO?
When ordering, please be sure to use a personal email account, as some workplaces have network security restrictions blocking download links. The files from Schoolgirl Style work best when opened using
a computer. Phones and Tablet devices are not typically capable of downloading large files. If for some reason you do not see your order, please check your SPAM, TRASH and ALL MAIL folders. If you do not see your order in these folders, then please email me directly at schoolgirlstyle@gmail.com

THE COLOR OF MY PRINTABLES ARE “OFF.” WHAT SHOULD I DO?
Colors may look different on paper than they do on the computer screen. But because the colors on our files do not change from order to order, this is likely a printer issue. We recommend that you check the ink cartridges to see if they need replacement or adjust the intensity settings on your printer. Generally, this always solves the problem!

For best results and vibrant printables, use a high gloss photo paper. I like to use high gloss photo paper from Staples. Card stock can often make your printables appear “muddy.” If you do use a card stock, Astrobrights carries a high quality, bright white card stock that has worked well for me, however, my preferred method is photo paper.