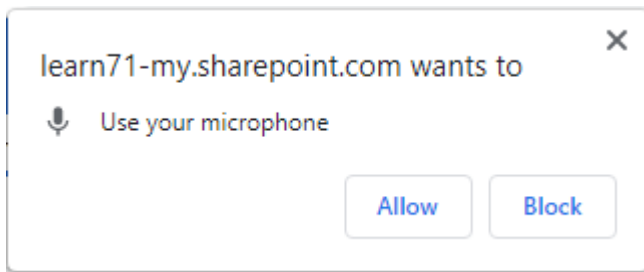


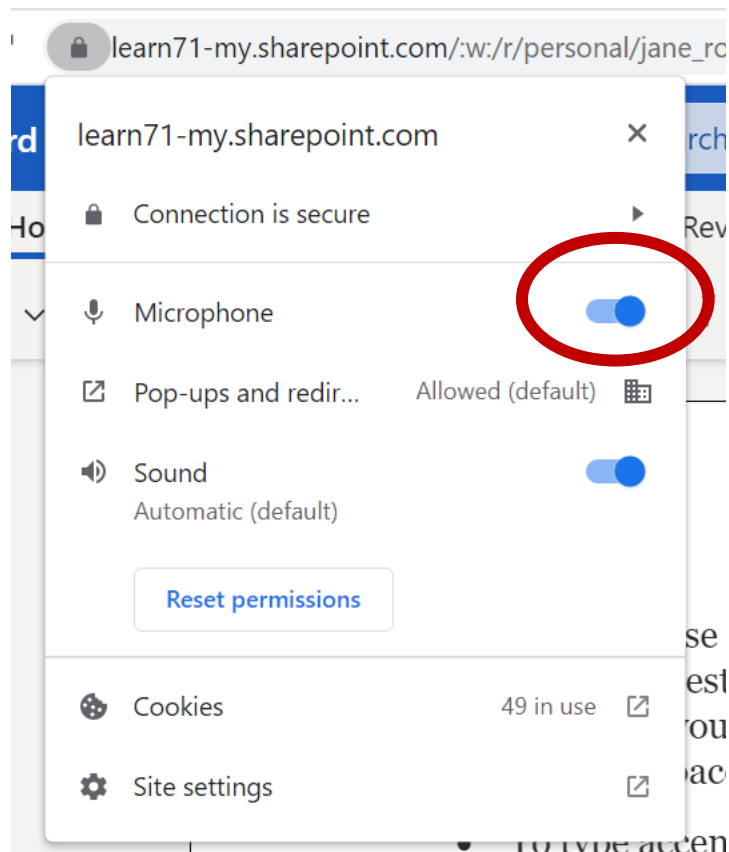
## Troubleshooting tips for Read&Write – Google Chrome Browser

### Enabling Microphone

1. If student selects BLOCK instead of ALLOW to use microphone (suppose to click ALLOW)

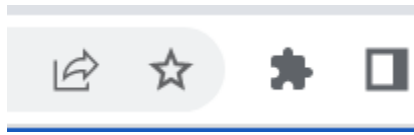


2. Click the lock icon in the URL bar and turn Microphone on. You may have to re open the document once this change has been made.



## No extensions showing up in the Chrome Browser – pin extensions

1. If the extensions aren't showing up on the Chrome toolbar they might not be pinned.

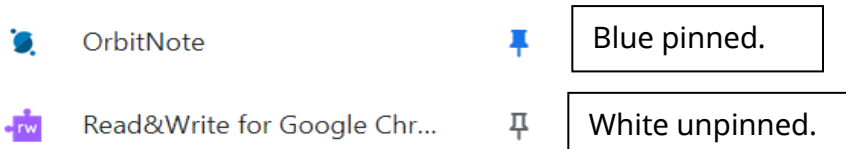


No extensions pinned.



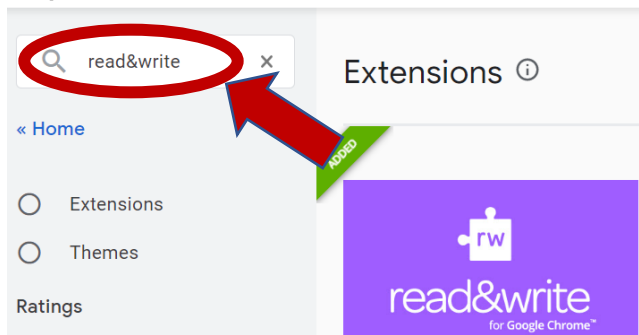
Extensions pinned.

2. Click the grey puzzle icon  and then click the pin icon to pin the extensions.



## No extensions in the Chrome Browser – add extensions

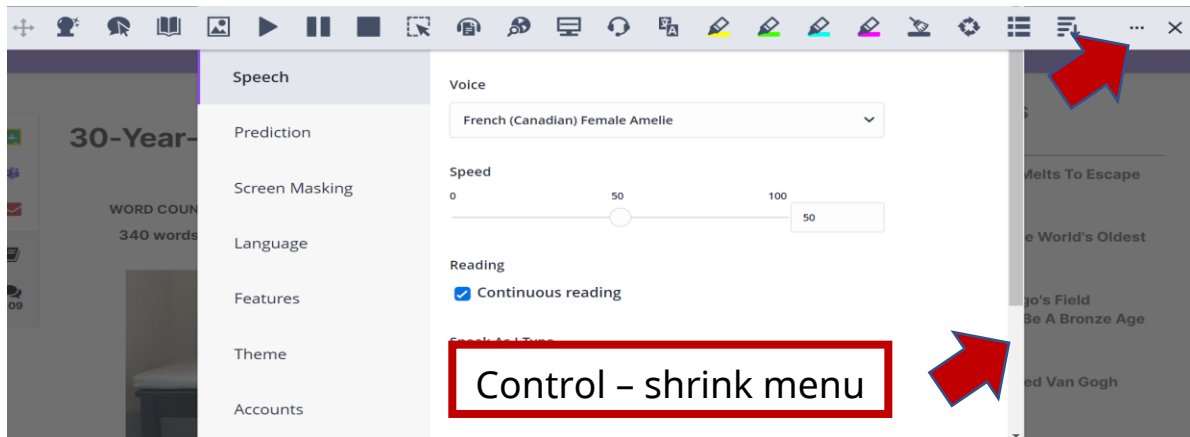
1. Open Chrome web store  
<https://chrome.google.com/webstore/category/extensions>
2. Type in extension name Read&Write and click Add to Chrome.



Add to Chrome

## Changing and Saving settings in Read&Write for Google Chrome

1. Open the Read&Write Toolbar
2. Click the 3 dots on the far right > click settings
3. Change the settings
4. Can't see the whole menu, scroll down or click (Control - to shrink the settings window or Control + to make the settings window larger)



## Read&Write Windows toolbar DON'T use unless you are creating Accessible PDFs

There are 3 copies of Read&Write on our school district computers.

1. **Read&Write extension for Google Chrome Browser** best to use with web based content, Office 365 (online) and LMS tools like Canvas and D2L Brightspace.



2. **Read&Write for Windows** ( installed version) with the purple puzzle piece on the desktop. This is best to use when creating accessible PDFs to share with students as there is a built in ORC scan (Optical Character Recognition) tool built in.



3. **Read&Write extension for Edge Browser**

## **Preferences in Word online (bottom) missing when Read&Write toolbar open**

1. If the preferences are covered up or not showing in Word Online with Read&Write open, click the up arrow on the Read&Write toolbar to close minimize the toolbar and then change your Word preferences.