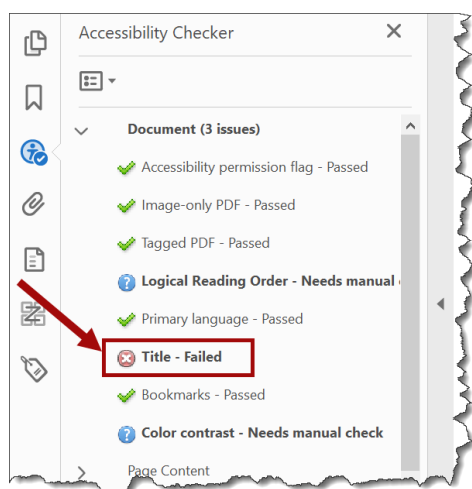




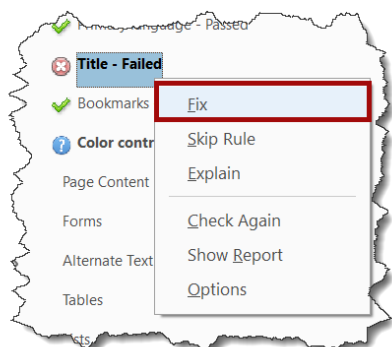
Troubleshooting Common Issues in PDF

Title Failed

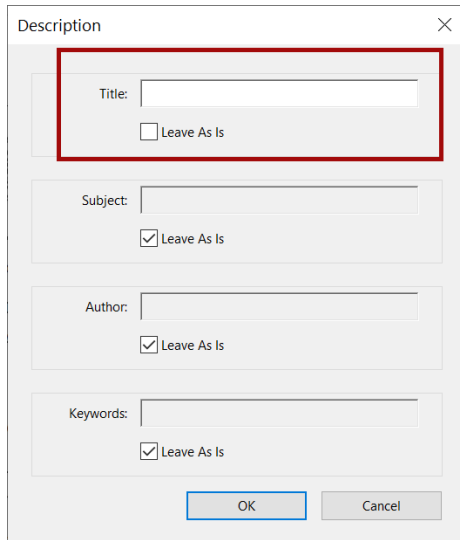
There are two possible options that generate this failure. Either there is no title filled out or the Initial View is set to File Name.



1. Right-click on the **Title – Failed** option.
2. A menu pops up. Click on the **Fix** option. This fixes the Initial View setting.



3. If a **Description** window pops-up the issue is related to the Title. Uncheck the **Leave As Is** checkbox and fill out the **Title** text field.



4. Click on the OK button to close the window.

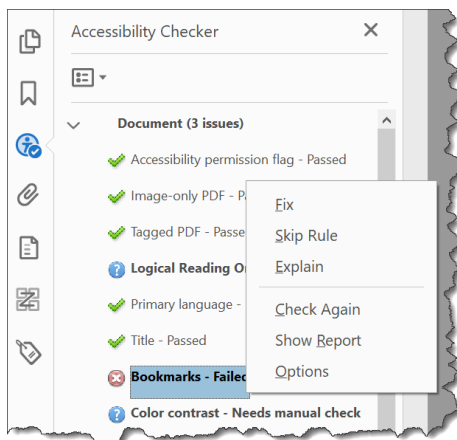
The issue is now solved!

Bookmarks Failed

The Accessibility Checker has notified you that Bookmarks have failed. This issue occurs when you have a document that is 21 pages or longer.

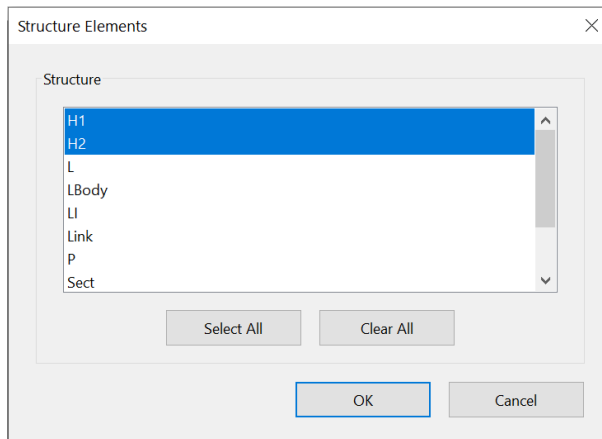
Follow the steps below to fix the issue in Adobe Acrobat Pro DC:

1. Right-click on **Bookmarks – Failed**.



2. A menu opens. Click **Fix**.

3. A Structure Elements window pops up. **Select all heading levels** in your document. To select multiple heading levels, press **Ctrl** on your keyboard and click the available options.



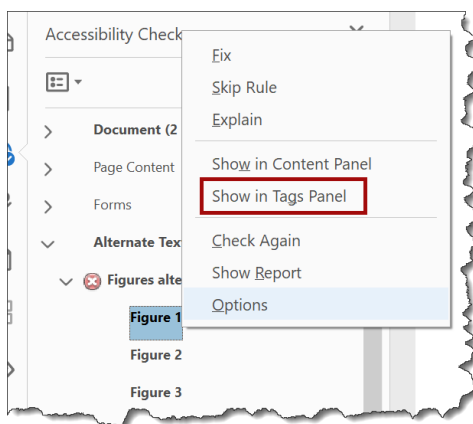
4. Click **Ok**.

The next time the Accessibility Checker is run the issue should report as Passed.

Alternate Text Failed

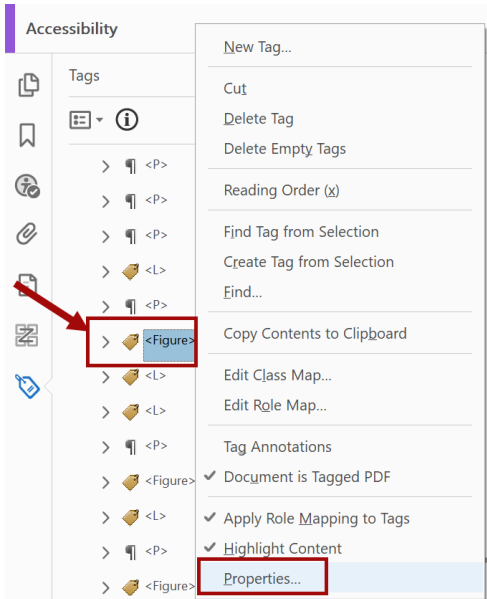
The Accessibility Checker has notified you that Alternate Text has an issue. This issue occurs when alternate text was not inserted in the source document.

1. Open the **Alternate Text** section.
2. Open the sub-section, Figures alternate text – Failed.
3. You should see a **Figure 1** button. Right-click on the **Figure 1** button.
4. A menu opens. Click on the **Show in Tags Panel** button.

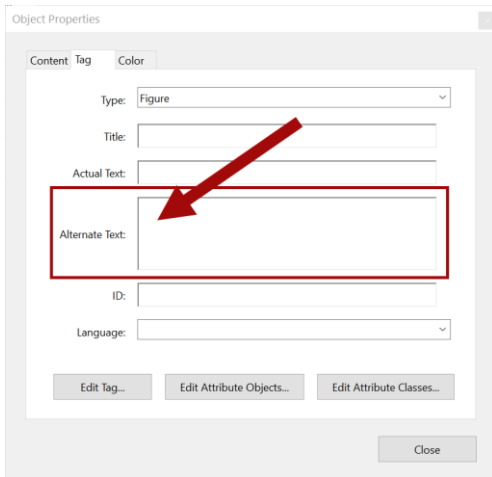


5. In the Tags panel, right click on the **highlighted problem Figure tag**.

6. A menu pops up. Click on the **Properties** button.



7. The **Object Properties** window opens. The **Alternate Text** field is now available for you to edit.



8. Fix the alternate (alt) text in the Word document.