

SECTION 100.00 – General Information

110.00 Introduction

120.00 Division Of Highways Manuals Mission and Function

130.00 Troubleshooting Common Issues

130.01 Easier Navigation:

130.02 Links are not working:

130.03 Zooming Issues:

140.00 Reporting Issues

SECTION 100.00 – GENERAL INFORMATION

110.00 INTRODUCTION

This guide is designed to assist you in navigating the Division of Highways (DOH) Technical Manuals as seamlessly as possible. Also included are common issues and solutions that will enhance the user friendly nature of the Division of Highways Technical Manuals. Use the links in the Table of Contents to access needed information quickly.

120.00 DIVISION OF HIGHWAYS MANUALS MISSION AND FUNCTION

DOH Systems Support Technical Writers are committed to produce quality Division of Highways Technical Manuals publications containing the most up to date technical manuals and information and provide assistance to internal and external Idaho Transportation Department/Division of Highways engineers.

The function of the DOH Technical Manuals publications is to:

- Provide accurate and current procedures, specifications and information,
- Provide accessibility to the DOH Technical Manuals from anywhere a computer and/or internet access can be found,
- Standardize, index and cross link several Technical Manuals to function as one unified publication.

130.00 TROUBLESHOOTING COMMON ISSUES

The most common issues with the ITD Technical Manuals and their solutions are as follows:

130.01 Easier Navigation: The Adobe reader by default does not have the Back and Forward buttons active on the toolbar. These allow you to go back to a previous view instead of going back one page at a time. These buttons function similarly to Back and Forward buttons on a web browser.

To add them to the toolbar, from the menu along the top, choose Tools and then Customize Toolbars. Scroll down to the heading “Page Navigation Toolbar”. Check the boxes next to the items “Previous View” and “Next”. These buttons will now appear on your tool bar as blue circles with back and forward arrows on them.

130.02 Links are not working: With all the links that appear in these manuals sometimes we miss linking a few and they are simply broken. Other times, however, if you are not able to click on a link it could be another issue. To maintain full functionality The PDF/A setting needs to be disabled as it will cause many links to become inoperable.

To turn this setting off, from the main menu along the top choose Edit, and then Preferences. In the left window pane at the top, choose Documents. In the right window pane near the bottom, set the PDF/A mode to Never by clicking on the drop down arrow.

130.03 Zooming Issues: This has been a battle for our department for several years. We have made it our standard to create the hyperlinks at a resolution in Adobe Reader of 125%; however when users view the manuals and click on links the resolution zoom can range from 60% to 300%. From intense research we've found that this zoom range changes due to the computer environment of each individual user.

To set your computer environment to the best possible settings use the following suggestions as a guideline.

Your monitor resolution should be set to 1024 X 768. Also, you can adjust the Zoom and Page Layout options of Adobe Reader. From within the Adobe Reader, from the main menu along the top, choose Edit and then Preferences. From the left window pane choose Page Display. From the right window pane in the Default Layout & Zoom options, choose to set the Zoom to 100% or 125%, and set the page layout to Single Page. This should keep the pages from being too large to view on your screen.

140.00 REPORTING ISSUES

This Troubleshooting Guide is only as good as the feedback we get from you. If you have any issues that you would like me to address, please email me with the specifics at DOHManuals@itd.idaho.gov. I will email you the solution and place the issue into this guide for future reference.