

Frequently Asked Questions

Why does my transcript have black bars instead of text?

This section of the transcript has been redacted.

If you were not intending on redacting anything in the transcript, you can go to the **Edit** menu, then click on **Redaction**, then click on **Remove All Redaction**.

How do I install PDF Support?

The built-in PDF support module is no longer available. However, you can save a PDF by using the **Microsoft Print to PDF** option when going to print your transcript. This option does not print a paper copy of the transcript, but instead allows you to save your transcript to a PDF.

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