

## Troubleshooting Guide for Printable Coupons

**If you are unable to print your coupons, you probably need to update Java on your computer. Here is how to proceed:**

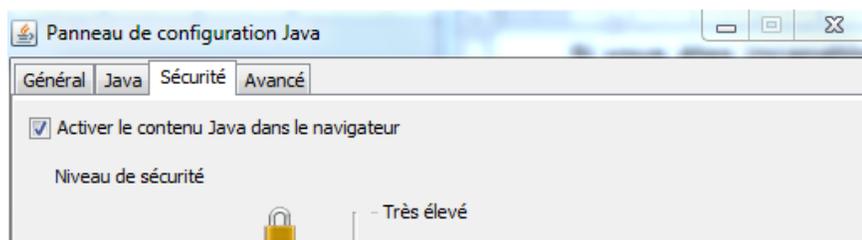
1. Make sure you are using the latest version of Java. To check which version you are using, go to this page: <http://java.com/en/download/installed.jsp>
2. If you are not using the latest version, Java will recommend you download it. Simply click “Free Java Download.”



**IMPORTANT:** Once you have downloaded the latest version of Java, you will need to restart your computer to complete the update.

**If you are still unable to print your coupons, you will need to check the following 3 things:**

1. Make sure Java is enabled in your web browser. To do so, go to this page: [http://java.com/en/download/help/enable\\_browser.xml](http://java.com/en/download/help/enable_browser.xml) and follow the instructions for the web browser you are using (Internet Explorer, Chrome, Safari, etc.).
2. Make sure Java is enabled in your operating system:
  - a. On PC: Open the Java control panel, click “Security” and make sure the “Enabled” box is checked off.



- b. On Mac: Find the Java tab in “System Preferences.” Click “View” and make sure the “Enabled” box is checked off.
3. Make sure the antivirus and firewall functions are disabled for Java.

N.B.: Java will not work on Mac with Chrome web browser.