

Sul Ross State University

Form 1098-T: How to Print

This guide is intended for students and authorized users who are having problems downloading and/or printing the Form 1098-T from SRSU’s website. For more information on the Form, please see the separate “Form 1098-T Information for Students” guide found under the "Student Account Suite (Bill + Payment)" heading at the bottom of the Cashier's Office webpage (www.sulross.edu => “Students” menu => “Cashier’s Office” option). This guide also assumes you have logged into the Bill + Payment website to view the Form (see the “Form 1098-T Information for Students” guide if you need help logging in).

Students may have trouble opening the Form on the Bill + Payment website or the Form will open but there is no data, only the outline is shown.

CORRECTED

FILER'S name, street address, city or town, province or state, country, ZIP or foreign postal code, and telephone number <div style="border: 2px solid red; border-radius: 15px; padding: 10px; text-align: center; color: red; font-weight: bold; margin: 10px 0;"> The Form will not open or the outline is shown, but the fields are empty </div>		1 Payments received for qualified tuition and related expenses \$	OMB No. 1545-1574 2013 Form 1098-T	Tuition Statement
STUDENT'S name		2 Amounts billed for qualified tuition and related expenses \$		
FILER'S federal identification no.	STUDENT'S social security number	3 If this box is checked, your educational institution has changed its reporting method for 2013 <input type="checkbox"/>		Copy B For Student This is important tax information and is being furnished to the Internal Revenue Service.
Street address (including apt. no.)		4 Adjustments made for a prior year \$	5 Scholarships or grants \$	
City or town, province or state, country, and ZIP or foreign postal code		6 Adjustments to scholarships or grants for a prior year \$	7 Checked if the amount in box 1 or 2 includes amounts for an academic period beginning January - March 2014 <input type="checkbox"/>	
Service Provider/Acct. No. (see instr.)	8 Checked if at least half-time student <input type="checkbox"/>	9 Checked if a graduate student <input type="checkbox"/>	10 Ins. contract reimb./refund \$	
Form 1098-T (keep for your records)		www.irs.gov/form1098t Department of the Treasury - Internal Revenue Service		

NOTE: Links to 3rd party websites are provided throughout this document. By providing these links, SRSU is not endorsing the products, services, or privacy/security policies of these sites.

01. Before changing the settings on your computer or installing new software, first try rebooting your computer and accessing the Form again.
02. If you have easy access to another computer or other internet ready device, try opening the Form using that device (make sure you do NOT “remember” passwords or other private information when using a device that does not belong to you).
03. The Form can be displayed using the free Adobe Reader or a licensed version of Adobe Acrobat only. Other PDF viewers such as the Apple Preview PDF Viewer will not work. If your version of Adobe Reader is out-of-date or you do not know what version you have, download the latest version from the Adobe website (<http://www.adobe.com/products/reader.html>) and install it. If you are asked to install

additional toolbars for your internet browser such as Google, Yahoo!, etc., it is recommended that you decline those offers.

04. After installing/updating your version of Adobe Reader, you need to verify that it is properly configured. Please follow the instructions in the "Form 1098-T - How to Print - Adobe Reader" guide under the "Student Account Suite (Bill + Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>). Open your Adobe Reader software and follow the instructions in the guide to verify that the Adobe Plug-in has been installed and enabled.
05. Try to open the Form again. If it will not open, verify that your internet browser is properly configured. Guides for the following browsers can be found under the "Student Account Suite (Bill + Payment)" heading at the bottom of the Cashier's Office webpage (<http://www.sulross.edu/page/902/cashiers-office>): Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari. Follow the "Form 1098-T - How to Print" guide for your particular browser.
06. If the Form still will not open, try changing the security settings in your web browser. Make sure the Bill+Payment website is a trusted/secure site and that the browser's pop-up blocker is not disabling the Form. If you don't know how to change these settings, check your browser's help files. Try adding these URLs to the settings that "allow pop-ups": <https://secure.touchnet.com/> and/or https://secure.touchnet.com/C20202_tsa/.

In addition to the official documentation included with your browser, these articles may be helpful.

Internet Explorer: <http://windows.microsoft.com/en-us/internet-explorer/ie-security-privacy-settings#ie=ie-11>

Firefox: <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

Chrome: <https://support.google.com/chrome/answer/95472> and

<https://productforums.google.com/forum/#!topic/chrome/BLOivjDTTW0>

Safari: <http://help.apple.com/safari/mac/9.0/#/ibrw1074>

all browsers: <http://www.wikihow.com/Disable-Popup-Blockers>

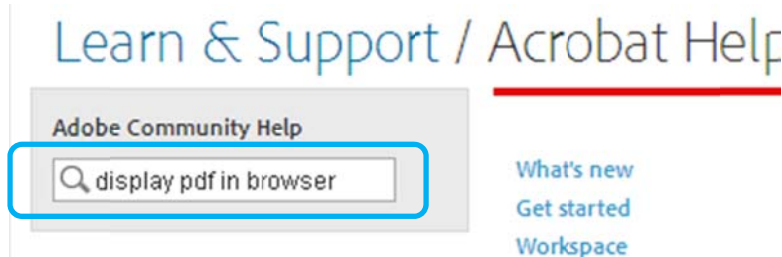
In addition to your web browser settings, you may have one or more 3rd party toolbars installed that are preventing pop-up windows. Be sure that the pop-up blocker for each toolbar (e.g. Google, Yahoo!) is disabled (check the Help file for your toolbar(s)).

Common toolbars with pop-up blockers are listed here:

<http://www2.lbl.gov/ehs/training/webcourses/globalAssets/CourseRequirements/disablePopups/disablepopups.html#yahoo>

If problems persist, try the suggestions in Steps 07 – 10 in any order that you prefer.

07. Go to the Adobe community support website (<http://helpx.adobe.com/acrobat/topics.html>) and search for “display PDF in browser”. There may be new information which supersedes the instructions found in the “How to Print” guides from Step #05.



This search should display help topics like the following:

Display PDF in browser: <http://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html>

Can't view PDF on the web: <http://helpx.adobe.com/acrobat/kb/cant-view-pdf-web.html>

08. One of the most successful methods for resolving printing issues is to use a different internet browser. All browsers such as Internet Explorer, Firefox, Chrome, Safari, etc. allow you to download and install them for free. Having a “clean” installation of a browser seems to bypass many of the configuration issues that are found in a browser that has been used on a daily basis. If you are asked to install additional toolbars or other software, do not accept. You want a clean install of the basic browser only.
Internet Explorer: <http://windows.microsoft.com/en-US/internet-explorer/download-ie>
Firefox: <https://www.mozilla.org/>
Chrome: <https://www.google.com/intl/en/chrome/browser/desktop/index.html>
Safari (Mac only): <https://support.apple.com/en-us/HT204416>

After installing a new browser, you should follow the instructions in Steps #05 and #06 again for that browser. Also remember that you can always uninstall the browser later if you do not want to maintain it on your computer.

09. Some users have reported success by uninstalling and reinstalling their Adobe software. First, uninstall the Adobe Reader software. Next, reboot your computer. Then reinstall the software per the instructions in Step #03. Follow the instructions in Step #04 to ensure the new installation is properly configured. Uninstalling the software may have reset your web browser configuration. Follow the instructions in Step #05 to verify your web browser settings.
10. Some users with multiple PDF viewers installed do not have the Adobe Reader as the default viewer. This problem is not as common, but it is worth checking if nothing else is working. You'll want to go to the list of File Types associated with different programs and find the "PDF" extension. Make sure this file type is using the Adobe Reader that you just installed. If not, make a note of the current program so that you can change it back when you are finished. Then change the program to the Adobe Reader. The following are some examples that may help you locate similar topics in the documentation for your computer's operating system:

Windows 10: <http://www.tomshardware.com/faq/id-2569594/choose-default-apps-windows.html>

Windows 7: <http://windows.microsoft.com/en-us/windows/change-default-programs#1TC=windows-7>

Mac OS X: <http://osxdaily.com/2013/08/08/change-default-application-open-files-mac-os-x/>

11. If you are still unable to print the Form, you can visit Customer Service located in the lobby of Lawrence Hall (Alpine) or Business Services in Del Rio, Uvalde or Eagle Pass. Bring your student “A” number and a photo ID to have a Customer Service Representative print the Form for you. For directions, please call: Alpine (432) 837-8050; Del Rio (830) 703-4828; Eagle Pass (830) 758-5042 or (830) 758-5008; Uvalde (830) 279-3006.

12. Students who do not reside in the local area may request a paper copy. Send an email to cashiers@sulross.edu on or after Feb. 15th (requests received prior to Feb. 15th will not be honored).. The email should include the following:

My name is *[first name last name]* and my student number is *[A#####]*. I am enrolled in the “paperless” option but I have been unable to print (see attached screenshots). I am not in the local area and I cannot visit Customer Service. Please mail a duplicate Form 1098-T to *[mailing address]*.

Alternatively, you may have the Form emailed to you if you replace the last “address” line with:
“I understand the Form may contain private information about me. I give SRSU permission to send the Form in an unsecured email to *[email address]*.”