

### **Live Text Trouble Shooting Tips:**

1. Students experiencing slowness or freezing when editing their LiveText document.

It is very important that Technical Support receive details from the students regarding exactly what they are experiencing, what web browser and version they are using, what LiveText document they are experiencing the problem with, whether or not they are copying and pasting information appropriately, and so forth. Please have the students contact us directly if they continue to have problems.

a). If using Internet Explorer, click Tools, select Internet options, delete files and delete cookies, then try again.

b). If using Firefox, click Tools, select Clear private data (must sure cache and cookies are checked), click clear private data now then try again.

c). If you are cutting content from Microsoft Word, a web page, or from anywhere else outside of LiveText and directly pasting it into a section on a page within your LiveText document, that may be the source of the problem. If you need to paste text, we recommend always using the "Paste as plain text" tool. Text pasted as plain text may be safely formatted, if needed, using the tools on the editing toolbar in LiveText.

You will not be able to safely paste images or tables. If you need to include an image in your LiveText document, we recommend attaching it. If you need to include a table, we recommend creating it within LiveText.

d). To paste text into a LiveText document, follow these steps:

1. Log into your LiveText account.
2. Click the "Documents" tab.
3. Click the title of the document that you want to paste content into.
4. Go to the page where you want to paste by clicking on the page title in the "Table of Contents" on the right side of the screen.
5. Click the "Edit" button across from the title of the section that you want to paste content into.
6. Copy the text from the Microsoft Word document.
7. Click within the large text box to position the text cursor within it.
8. Click the "paste as plain text" button on the LiveText editing toolbar.
9. Format the text within LiveText using the LiveText editing toolbar if desired.

I recommend first deleting all of the content in the section where you are experiencing the problem and then, afterward, pasting whatever you need to paste into the section using the "Paste as plain text" tool. To ensure that everything in the section is deleted, follow these steps:

1. Log into your LiveText account at <http://www.livetext.com> with your

- username and password. If you are already logged in, click the "Documents" tab.
2. Click the title of the document that you want to remove content from.
  3. If needed, go to the page where you want to remove content by clicking on the page title.
  4. Click "edit" across from the title of the section where you want to remove content.
  5. Click the "Source" button on the editing toolbar. (This will cause the HTML view of the section to display. You need to have this view because sometimes not all of the content in the section is visible in the non-HTML view.)
  6. Highlight all of the text in the section and press the Backspace key on your keyboard to delete it. (Make sure that all of the text is highlighted before deleting because if any pasted content isn't deleted, this may cause the problem to persist when you proceed to add new content to the section.)
  7. Click the "Source" button again to toggle back to the non-HTML view of the section.
  8. Click the "Save" button to save your changes.

Please let us know if you have any additional questions or concerns.

Thank you  
LiveText Technical Support  
866.548.3839 x708  
Mon-Thu 7:00am - 9:00pm CT  
Fri 7:00am - 6:00pm CT  
Sun 2:00pm - 7:00pm CT

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