

## Preventing Black Boxes When Printing Tax Forms

Certain combinations of software installed (or not installed) on your computer can cause a PDF file to print with large black boxes rather than the information on the document. These software issues can affect printouts of an Edward Jones tax form just like any other PDF document. They are largely unpredictable and not specific to our tax forms. However, we have found the following solutions may help prevent the black boxes from printing.

### First, install PDF reader software on your device.

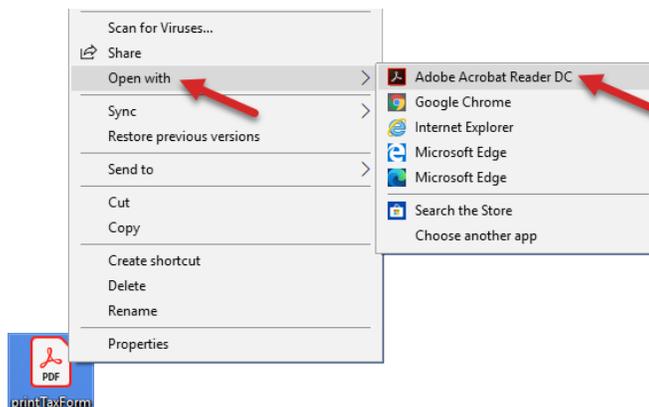
Make sure you have Adobe Acrobat Reader DC or other PDF reader software installed on your device. When there is no PDF software installed on your device, the file will open in your web browser, which can often be a cause of the problem. PDF reader software is specifically designed to read and print PDF files.

A **free** download of the Adobe Acrobat Reader DC software is available at <https://get.adobe.com/reader/>.

### Next, save the PDF file to your device. Open and print it with the PDF software.

Once you have installed or updated your PDF reader software, follow these steps from within Edward Jones Online Access, at the Documents > Tax Forms screen:

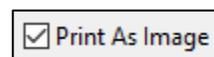
1. Click the download link and select PDF. The PDF may open in your web browser. That's fine for now.
2. Save the PDF in a place that is easy to access, for example, your Desktop.
3. Close the web browser window containing the PDF.
4. Right click the PDF file you saved and select "Open with."
5. Choose the PDF reader software, e.g. Adobe reader.
6. The PDF will open in the PDF reader software. Confirm that it has not opened in your web browser again.
7. Print the document. It should now print without black boxes. You may want to print one page first to check for effectiveness before printing your entire tax form.



**Optional:** You can make PDFs open in your reader software automatically by setting your "default app" for PDF files to the reader software. This option is usually available in your device's system settings or control panel.

### Another Possible Solution: Print As Image

If the above process does not work, setting your printer to treat the PDF pages as images may help the file to print properly. However, not all printers have this option. If yours does, find and select the **Print as Image** checkbox, which is typically available in your printer settings that appear when you select "Print." You may need to select "Advanced" settings to find and select the checkbox.



### Send Your Tax Forms to Your Tax Preparer Electronically

Are you printing your tax forms to take them to your tax preparer? Send them electronically through Online Access instead. The process is quick, easy and secure. Have your tax preparer's email address ready and select the **Share** checkbox to the right of the Download link for the forms you would like to share. Click the **Send to Tax Preparer** button to get started and follow the easy steps. Your tax preparer will receive an email with a link to a secure server and a unique PIN code via a separate email.



### Still Need Assistance?

We are here and ready to help. If you need a printout of your tax form, contact your branch office for assistance. Home office associates are available at 1-800-282-0829 to help with questions about your tax forms.

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Specific questions should be referred to a qualified tax professional.