

## **Frequently Asked Questions (FAQs)**

1. I do not see my project on the list.
  - a. Make sure you are connected to the VDOT network, and then use the Update Project Listing button on the left hand side of the screen from the Enter Contractor Scores screen.
  
2. When I hit the roll bar nothing happens?
  - The roll bar has been disabled within this application.
  
3. I am a Construction Manager and have three different projects for which I need to create Final/Annual CPEs. Can I save all the attached files from the emails I have received at one time?
  - a. No, you must save one file at a time, and then import each file into the CPE system. Saving multiple files at the same time will just overwrite the previous file.
  
4. How do I delete a page in the CutePDF Pro window?
  - In CutePDF Pro select “Tools”, “Delete Pages” and use menu selections to select pages to be deleted. Click OK.
  
5. I keep getting an error that this record already exists.
  - a. Go to Update Contractor Scores. Your record, with the Contract ID and evaluation/report dates, should be there. You may need to use the arrow keys at the bottom of the screen to move to that record.
  
6. If you are having problems printing use the following steps to ensure CUTEPDF Professional was installed properly:
  - a. Make sure CutePDF Writer is your default Printer
  - b. Click Start, All Programs, CutePDF, and ensure CutePDF Professional has been installed.
    - i. If not, call the help desk and request that it be loaded.
    - ii. If so, continue with the instructions below.
  - c. Open CutePDF Professional
  - d. Click View
    - i. Ensure there is a check beside the following two options, if not click to ensure a checkmark appears, close and then try to print again.
      1. Integrate with CutePDF Writer
      2. Append CutePDF Writer Jobs