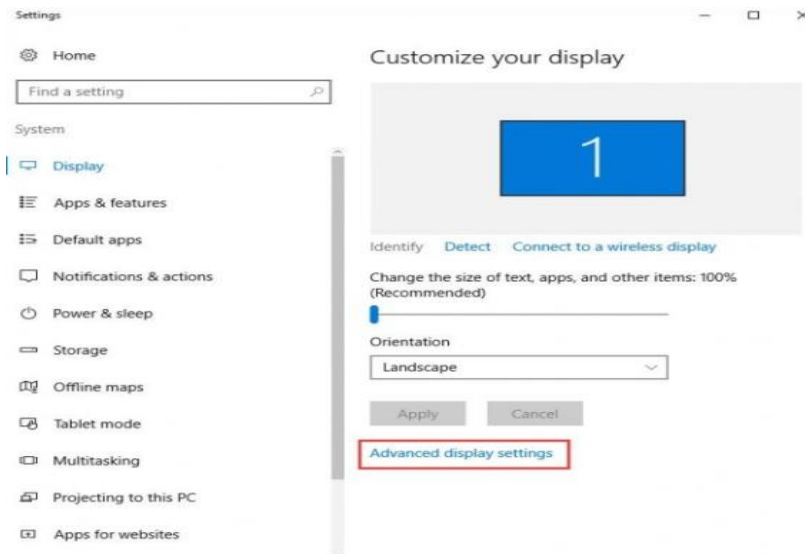


## OTTER Display Issues: Windows 10

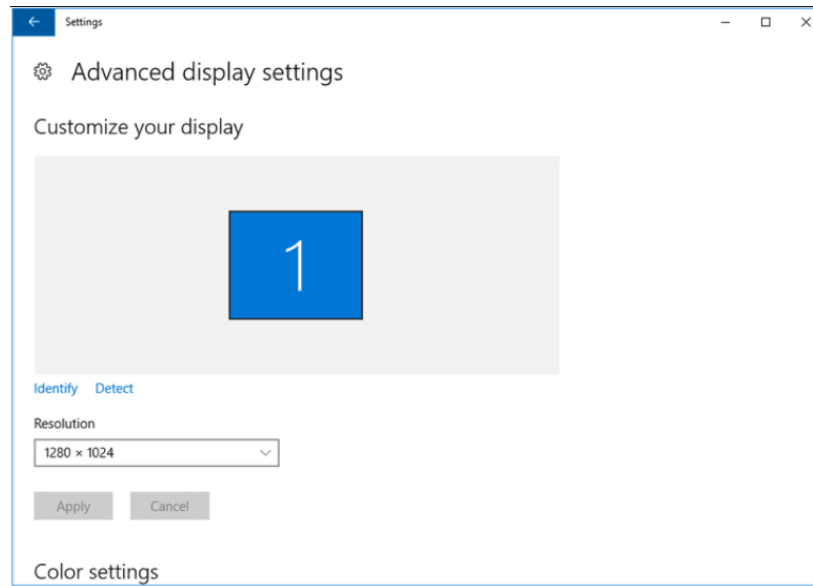
**PROBLEM:** OTTER Program does not display correctly.

**SOLUTION: Step 1:** Select Start and select **Settings > System > Display**



**Step 2:** Adjust the size of text on your screen

- Change text size to 100%
- Click “Apply”
- Log out of Windows and then log back in
- Open OTTER
  - If still not working, close OTTER and go back to **Start** and select **Settings > System > Display > Advanced display settings**



**Step 3:** Adjust your resolution from the recommended setting (i.e. 1920x1080) to a higher or lower setting

**\*\*Note:** You may need to re-adjust the resolution a few times before it looks the way that you would like it to\*\*

**Step 4:** Click Apply

- Log out of your computer and then log back in
- Open OTTER
  - If it still is not working, close OTTER and go back to **Start** and select **Settings > System > Display > Advanced display settings**

\*If you have gone through all steps and you are still unable to view OTTER, then the issue is not with OTTER, but your Operating System. You will need to contact Windows Support by following this link:  
<https://support.microsoft.com/en-us>.