

# Acclaim - Not showing up with full employee screen

## **Problem:**

In Paymate Acclaim the employee information and other screens have the right sides contents cut off and are not visible or accessible for editing

## **Cause:**

This is caused by your computers screen resolutions and display settings not being set to the minimum requirements for Paymate Acclaim.

## **Solution:**

Paymate Acclaim's minimum requirement is to have High resolution and small font size.

First, try changing your font size.

## **How to change font size?**

"Right click" on desktop and then go to 'personalize', click on display [bottom left corner] and set the font to (smaller -100% default). Or, if you are using Windows XP, right click on Desktop, select Properties, go to Settings tab, click Advanced, under Display tab, set DPI setting to Normal (96 DPI)If changing the font size does not resolve your problem, try changing the screen resolution:

## **How to change screen resolution?**

"Right click" on desktop and then go to 'Screen Resolution', set your resolution to a minimum of 1280\*1024(recommended).

Or, if you are using Windows XP, right click on Desktop, select Properties, go to Settings tab, click Advanced, choose a larger resolution (e.g 1280\*1024)

**Note: Changes may require re-starting your computer to take effect.**