Printing Tip for Banner Self-Service

Question: Sometimes when I print using Banner Self-Service I only get **one page**, and the printout includes myCuesta icons and links not related to the document. This happens when printing my pay stub, class rosters, student records, etc.

How can I print the document, the *whole* document and nothing but the document?

Answer: It's true that some browsers have problems printing web pages with frames, including documents accessed via Banner Self-Service.
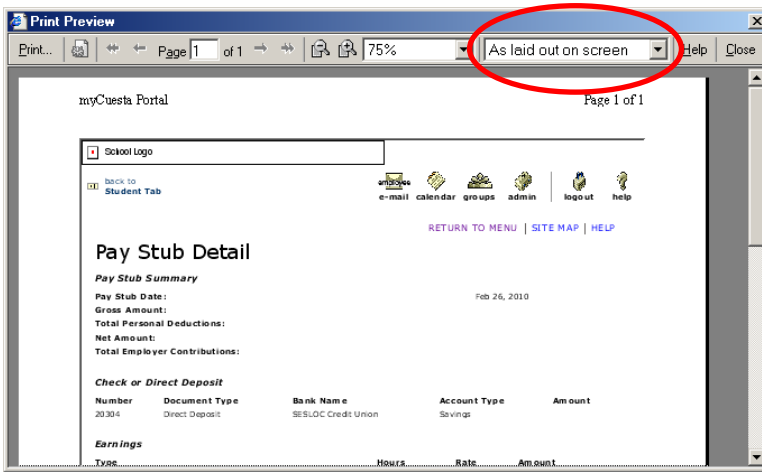
Fortunately there's an easy work-around:

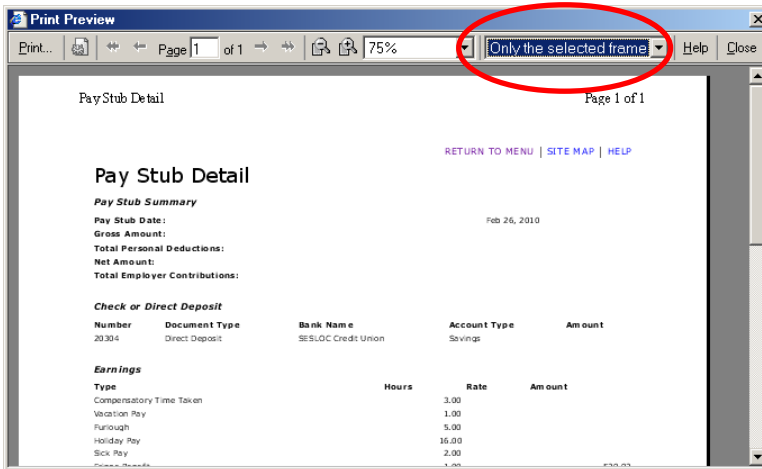1. Locate the **My Web Services** channel in myCuesta.

2. Using Banner Self-Service, access the desired document (Pay Stub, Class Roster, Leave Balances, etc.)
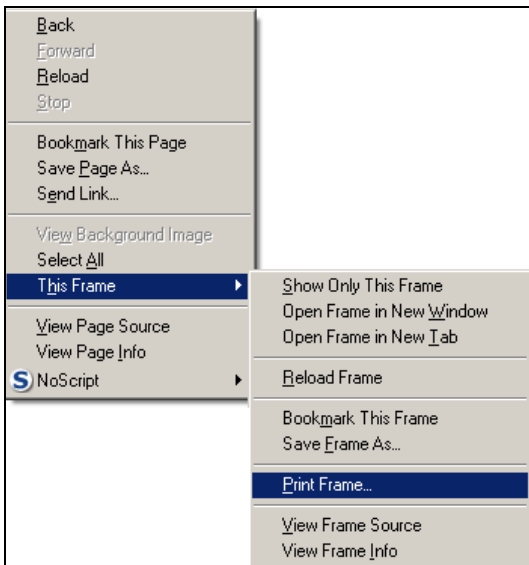
3. Depending on browser, do one of the following…

Internet Explorer	Firefox
a. Select **File** > **Print Preview**. *The Print Preview window will appear.*	a. Right-click on the document. *A shortcut menu will appear.*
b. Click the dropdown arrow to the right of "As laid out on screen". *A list of frame selections will appear. (Figure 1)*	b. Select **This frame** > **Print frame…** *The Print dialog will appear. (Figure 3)*
c. Choose "**Only the selected frame**". *(Figure 2)*	c. Click the **OK** button. *The document will print.*
d. Click the **Print…** button. *The Print dialog will appear.*	
e. Click the **Print** button. *The document will print.*	

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