

# I cannot print the document from Third Party Access (TPA)?

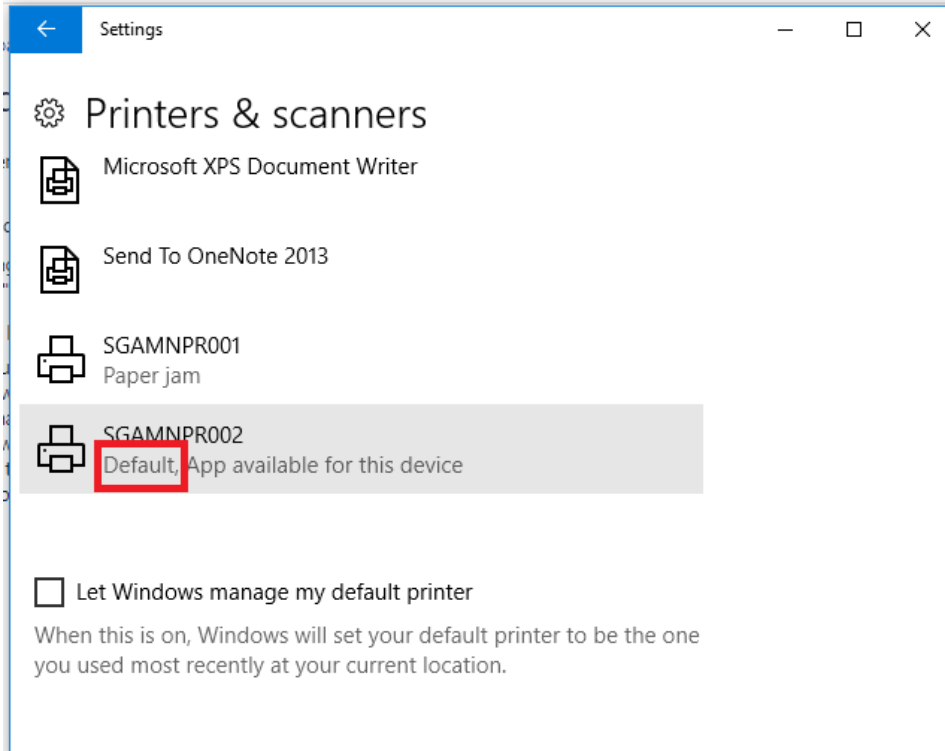
You are able to print the pdf documents from the TPA with your default printer set on your local computer.

When you are not able to print the document , this can be the following reasons:

- Your local printer is not working.
- Your local printer is not set as "Default" on your local machine.

In order to verify the following issue, perform the following troubleshooting:

1. Try to print a document on your local computer.
  - a. If it is not printing, you will need to check with your local IT about your connection and the local printer.
2. Check if your local computer has set the printer you want set as "Default".



3. After step 1 and 2, if it is still not working, please contact the designated local service desk of Solvay to help.