

## No 2: Printing of search reports



# BMDW BiteSize

# Learning

### Printing of search reports

This week's topic is focused on the printing of search reports.

**Print results**

**Print selected results**

BMDW Search & Match service providers uses the ability to print a full search report or a customised report. However, regularly we get support questions around printing which relate to:

1. Layout of the report is not as it should be as shown in the userguide
2. Donor details are divided over 2 pages
3. No PDF file is generated; only a strange text file

The print function within the BMDW system is browser-specific. We support the following web browsers: Internet Explorer (IE7 and above), Google Chrome, Mozilla Firefox and Safari. The printing function has been tested on the most up to date versions of these web browsers. If you don't use the most up to date version, you might experience one of the above mentioned problems.

**Therefore, if you are experiencing any printing problems, first check if your web browser is up to date.**

To get a proper layout, it is also important to use the actual print button provided on the search results page. If you use the print function provided by your web browser directly (e.g. by using the key combination Ctrl+P or Cmd+P), the layout template is not used causing donor details to be divided over 2 pages or the printout isn't legible

In future, we will make the print function of the search report web browser independent by providing a pdf file. In the meanwhile, please take the above mentioned advises into account.

If you have any questions about printing or other topics from the BMDW Search & Match Service, you can always contact us via [support@bmdw.org](mailto:support@bmdw.org)

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