In ILLiad, my screen display looks wrong

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Symptom

• When you logon to ILLiad and your screen display looks incorrect. It may look like areas of the screen are shrunk or chopped off.

Applies to

• ILLiad

Resolution

Sometimes the font size can cause a problem with the screen display in ILLiad. People increase the font size, but this creates an issue with ILLiad. Here is what you should do to fix the issue:

1. Go to your Control Panel > Hardware and Sound > Display.
2. Check to see if you are not using the “Smaller” size. If you are not, change to Smaller - 100%.
3. You also might want to change the Resolution if the screen size is too small. So if you see it is currently 1920 x 1080, go down to the next resolution of 1600 x 900. If you are at 1600 x 900, go down to 1280 x 720. This process should help if you have problems seeing the screen.