"I Can't See my Attribute Checkboxes" – How to Adjust the DPI Resolution of your Machine so that Checkboxes Display Correctly

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Overview

Common Question from our Customers:
I can't select any attributes. I don't see the check marks to select the attributes. Any ideas?

Answer
Yes. You have your screen fonts set at *more* than 100% e.g. 125, 150+ percent. If you are using Windows 10 this issue has automatically been fixed in that OS.

Steps

If you are using **Windows 7**:

Right-mouse click anywhere on your Desktop.

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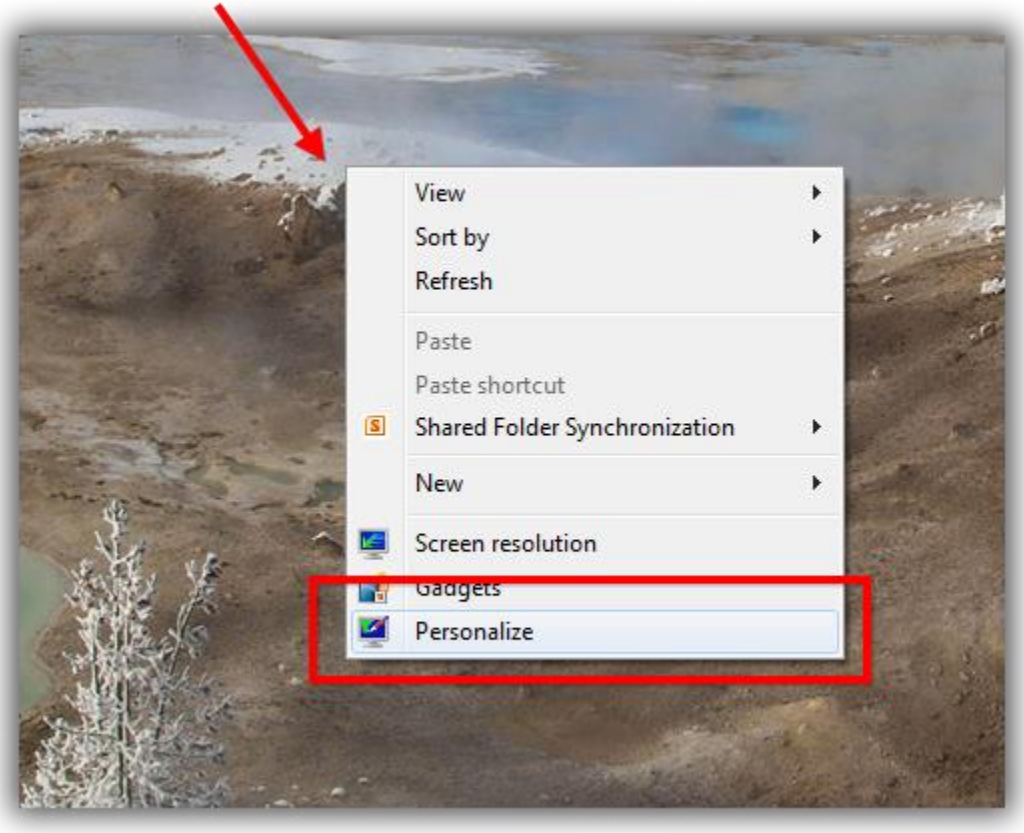
Right-click on the desktop



Select **Personalize**.

In the Search box, type: '**font size**'

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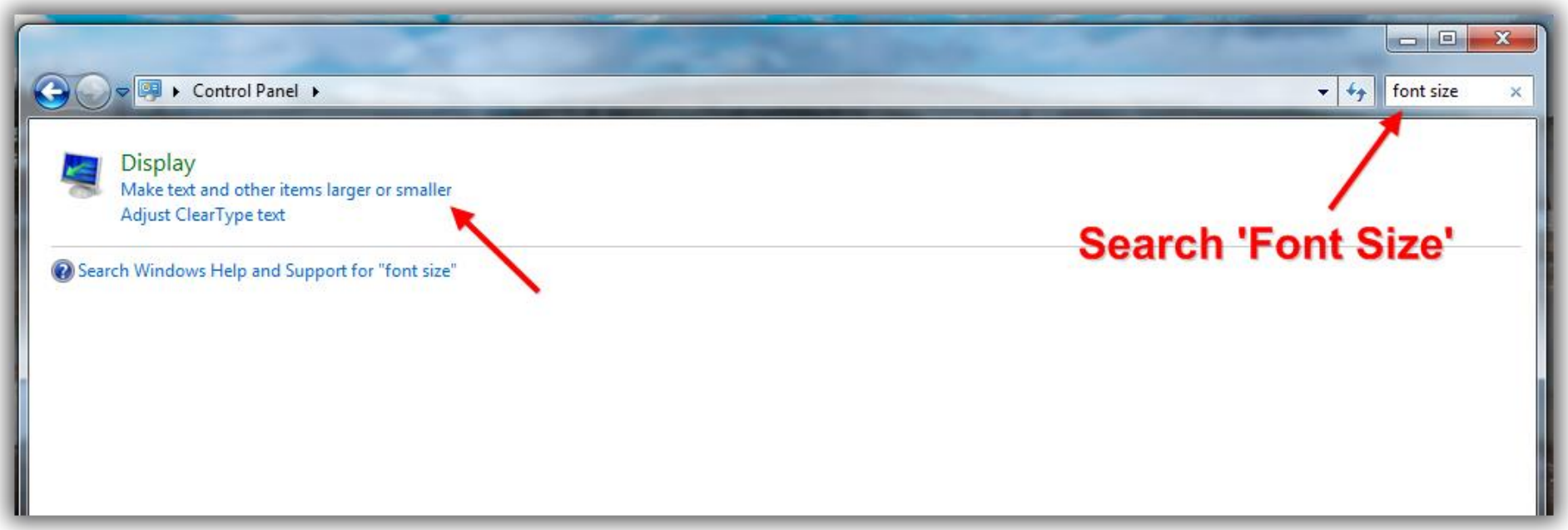

In the search results, click: **Make text and other items large or smaller**

Set the radio button for **100%**

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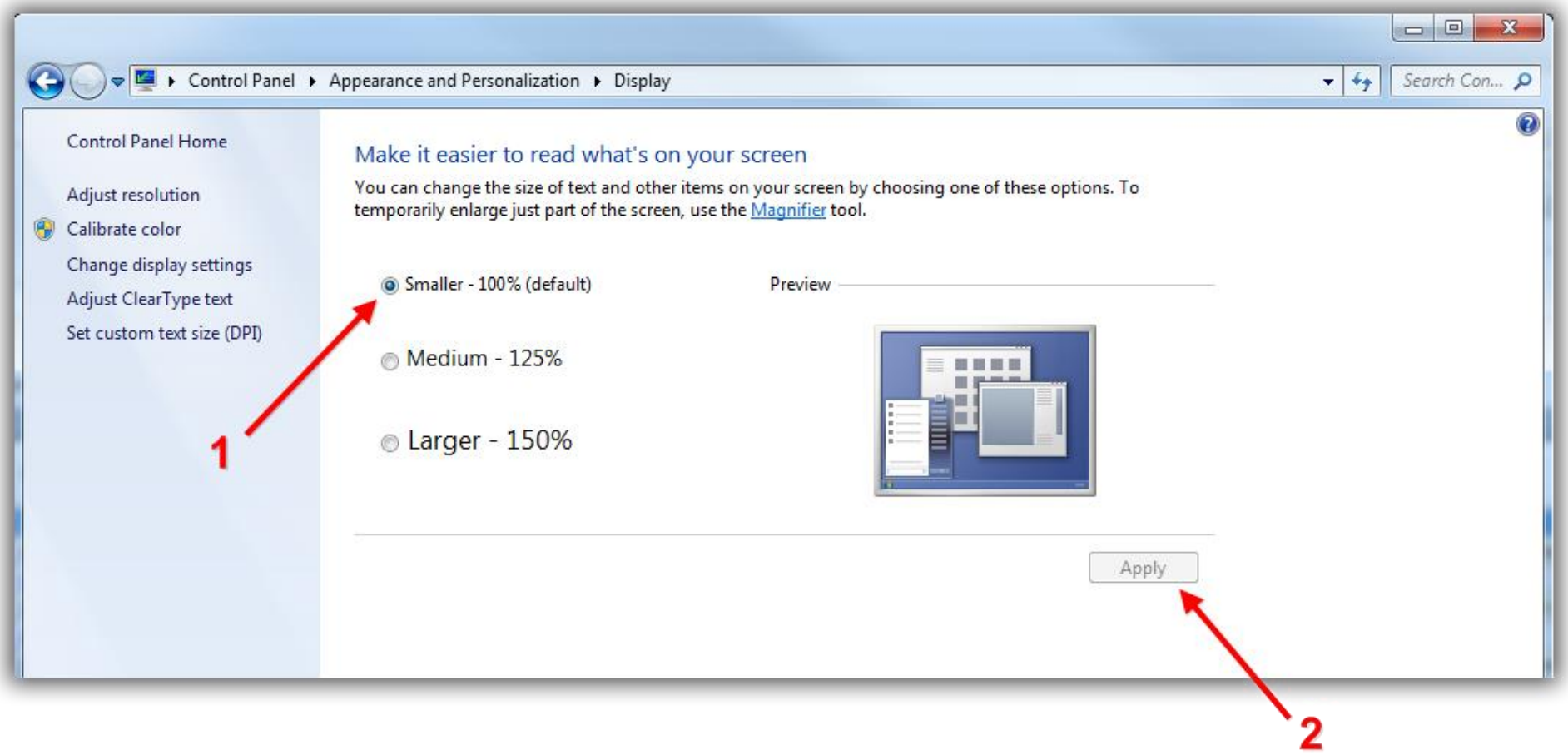

For **Windows XP** users:
http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/display_change_window_fonts.mspx?mfr=true

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💡 **Tip:** If you like your computer resolution to run at **125+ percent**, create multiple user accounts for that machine, one that runs on 100% for **Trail Blazer** work, and another one with the higher resolution/font-size so that you can switch back and forth as necessary.

Steps to Change DPI on *Other* Versions of Windows

- **XP**
  - Follow this path to get started: **Start ► Control Panel ► Appearance and Themes ► Display**
  - Open the **Settings** tab and then click on **Advanced**
  - On the **General** tab you will find the **DPI setting** list
    - § Set DPI to 100%
    - § Restart your computer if necessary
- **Vista**
  - Follow this path to get started: **Start ► Control Panel ► Appearance and Personalization ► Personalization**
  - In the left pane click on **Adjust font size (DPI)**
    - § Set DPI to 100%
    - § Restart your computer if necessary
- **7**
  - Follow this path to get started: **Start ► Control Panel ► Appearance and Personalization**
  - Under the **Display** heading click **Make Text And Other Items Larger Or Smaller**
    - § Set to 100%

§ Restart your computer if necessary

- **8 and 8.1**
  - Follow this path to get started: **Start ► Control Panel ► Display**
  - Adjust the slider under **Change the size of all items** to 100%
    - § Restart your computer if necessary

Related Resources

Article: Creating an Attribute Folder and Attribute Items
Article: Delete an Attribute Folder and an Attribute Item
Article: Add Attributes, Attribute Dates, and Attribute Notes to the Grid by Formatting them in as Columns
Article: How to Merge Attributes
Article: How to Use the NOT Attribute and Query for Records Tagged with It
Article: How to Mass Update a List of Contacts with an Attribute Item
Article: How to Set an Attribute for All Members of a Household en masse
Article: How to Un-assign an Attribute in Mass
Website Page: Frequently Asked Questions (FAQ)
Video: Getting Started 101 – Orientation to the screen
Video: Not Attribute

Trail Blazer Live Support

- **Phone:** 1-866-909-8700
- **Email:** support@trailblz.com
- **Facebook:** https://www.facebook.com/pages/Trail-Blazer-Software/64872951180
- **Twitter:** https://twitter.com/trailblazersoft

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