

# Child Support Guidelines

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## Automated Web-Style Calculator – Help/Troubleshooting

Click on the question below to go to the related answer:

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2. [I'm having trouble downloading or running the Calculator. What would cause this?](#)
3. [Can I use the Calculator on a Macintosh computer?](#)
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### 1 - How do I install PDF Creator so that I can save my results?

Once you have entered the necessary facts in Steps 1 through 8 of the Calculator, Step 9 will display a document, titled "Child Support Worksheet", on which the information you entered in the previous steps will be displayed along with the automatically calculated results.

In order to save a Child Support Worksheet the Calculator creates, you must first have the PDF Creator tool installed on the computer you are using. PDF Creator is available for download at no cost at

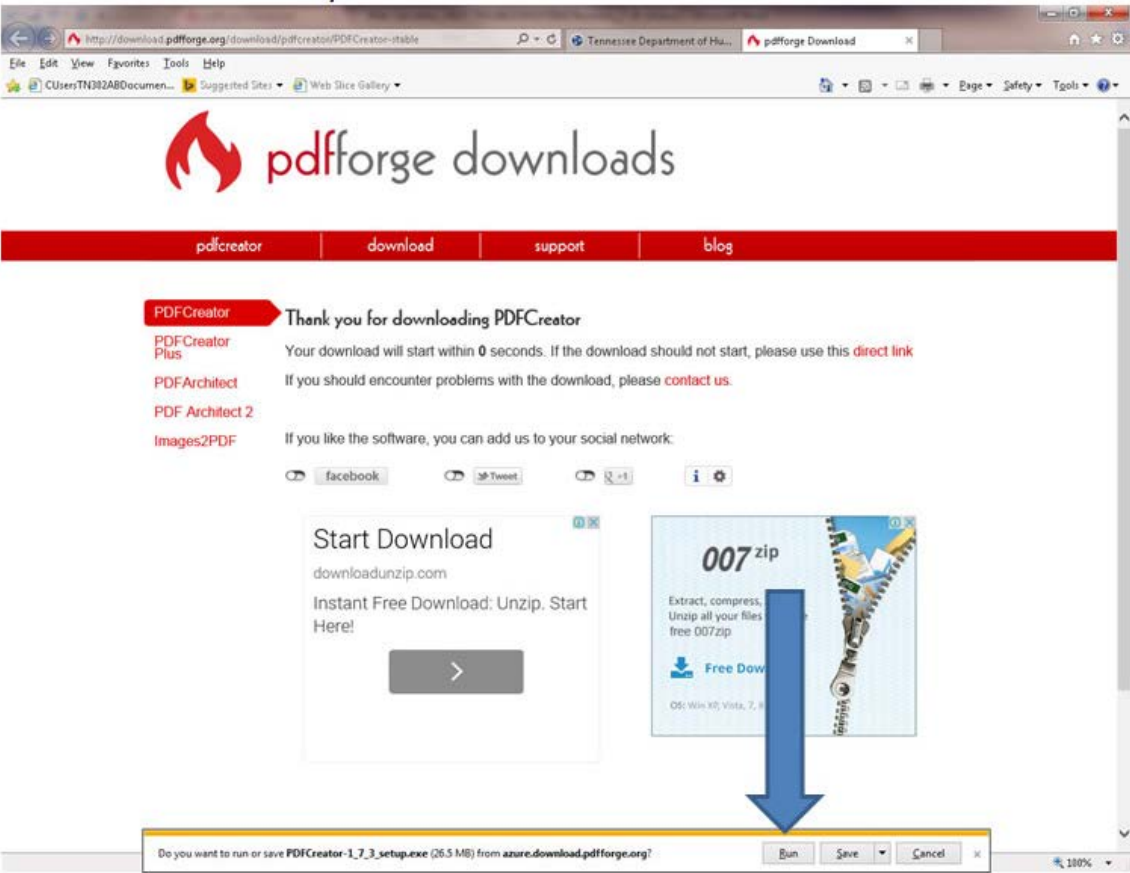
<http://download.pdfforge.org/download/pdfcreator/PDFCreator-stable>

Take the following steps to install PDF Creator on your computer (or on a flash drive or CD if you are unable, or do not wish to install it on the computer you are using).

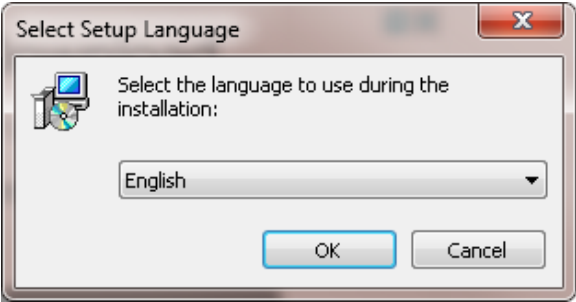
**NOTE:** In order to download software (such as PDF Creator) on a Windows computer, you must have administrator rights over the computer. If you are unable to download the tool because you do not have administrator status (typically, if you are using a business or government computer), contact your network administrator or your technical support contact or department for assistance.

#### **STEP 1:**

Select **Run** when asked if you want to Run or Save PDF Creator



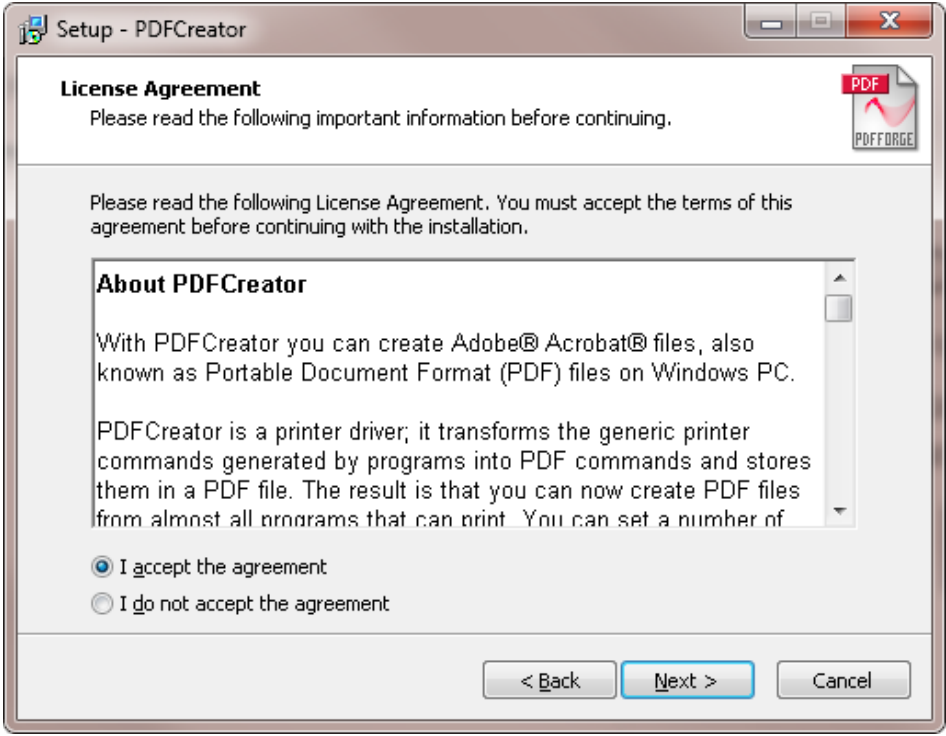
**STEP 2:**  
Select the language to use during installation



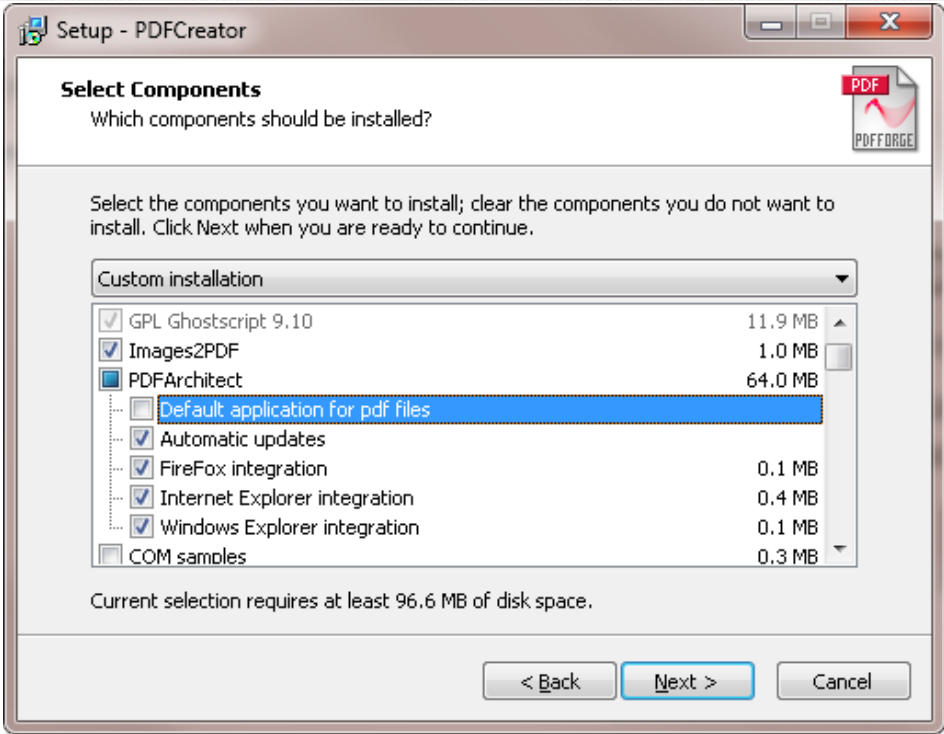
**STEP 3:**  
The PDF Creator Setup Wizard will guide you through the installation process,as shown below.



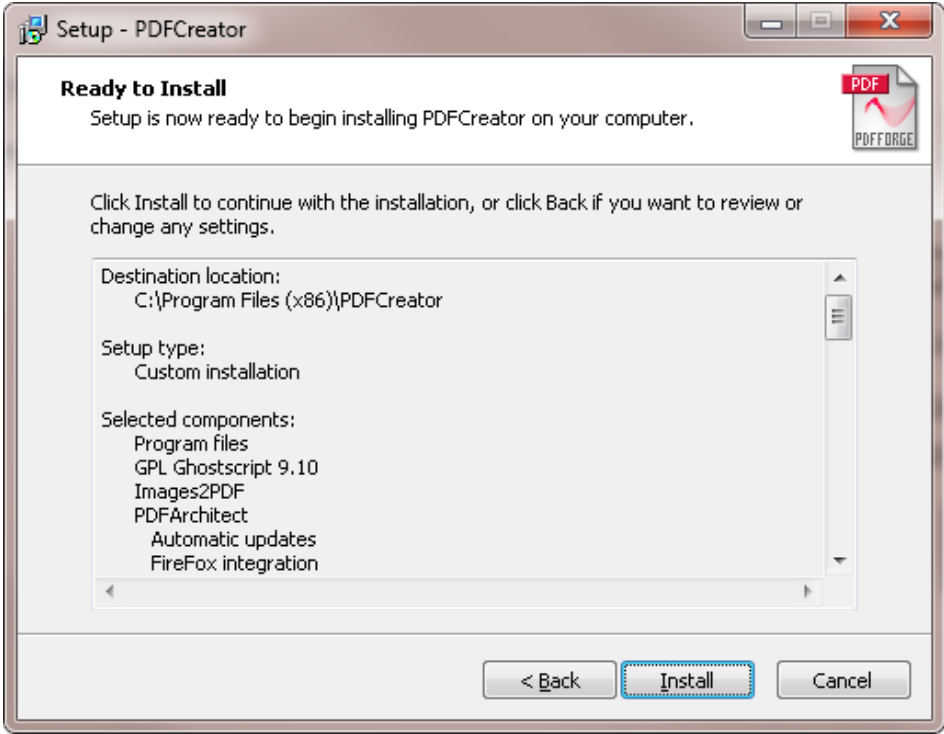
STEP 4:



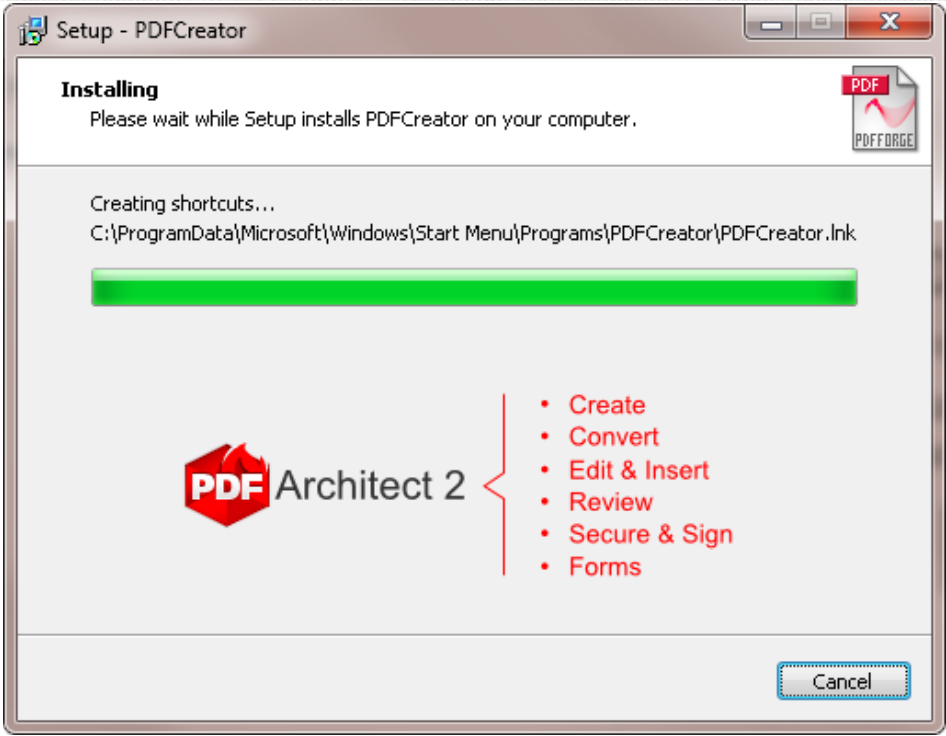
STEP 5:



STEP 6:



STEP 7:



STEP 8:



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2 - I'm having trouble downloading or running the Calculator. What would cause this?

- If you are getting the following error message



Make sure you

configure your Internet Explorer as follows:

- Click on "Tools", "Internet Options", "Security" tab
- Select "Local intranet"

- Click on "Sites", "Advanced"
- Add the following web address to the sites and make sure that "Require server verification (https:)" is NOT checked: <http://www.tn.gov>
- Click on "Close"

• You are attempting to download the Calculator to a Mac computer

The Child Support Calculator is not compatible with the Macintosh operating system (MacOS). However, we do provide a tool for Mac users, a Mac version of the Child Support Worksheet in Excel. On our [DOWNLOADS](#) page, click on "DOWNLOAD SPREADSHEET - Mac Version" to download the Worksheet.

All 3 of our three automated tools (the Web-Style Calculator, the Excel CS Worksheet for Windows users, and the Excel CS Worksheet for Mac users) yield the same results when the same set of facts are entered.

• You do not have "administrator rights" allowing you to download the tool to the computer you are using

In order to download the Calculator, you must have administrator rights over the computer you are using

• You are attempting to download/run the Calculator on an older computer that does not support the current Calculator

Most problems running the Calculator are caused by outdated operating systems that do not support the latest version of the Calculator. The current Calculator requires your computer to have Microsoft .NET Framework 4.0 (or higher) installed. If you are using a Windows XP (or older) computer, try installing a free copy of Microsoft .NET Framework 4.0.exe from the following link.

<http://www.microsoft.com/en-us/download/details.aspx?id=24872>. Follow the "Install Instructions" provided there. Also see the following screen shots.

**Step 1:**

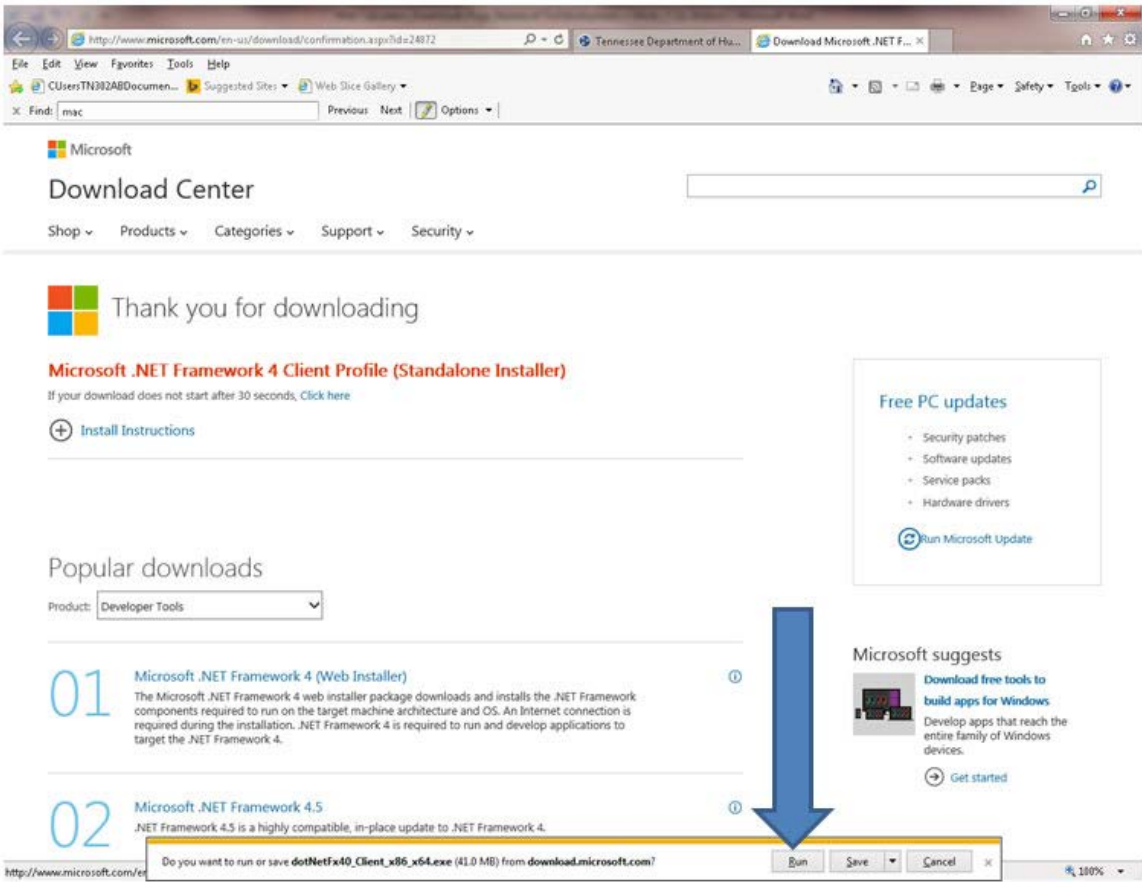
Click on "Download" below.



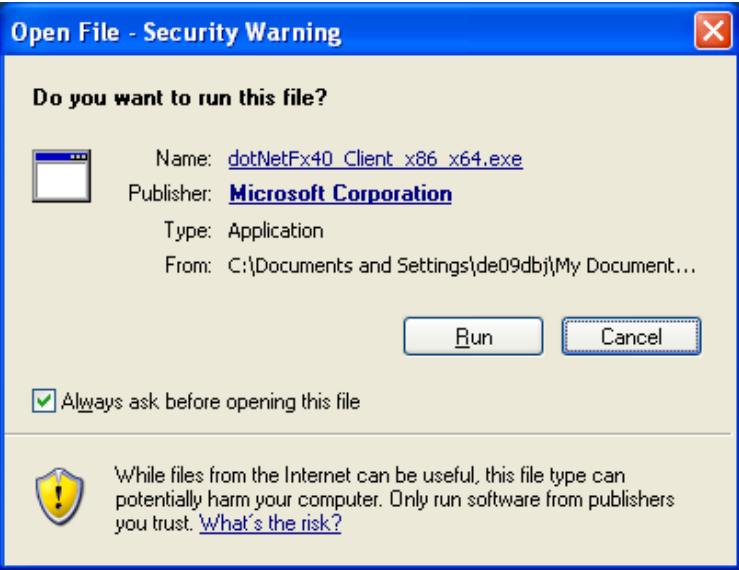
**Step 2:**

Click on "Run" at the bottom of the page.

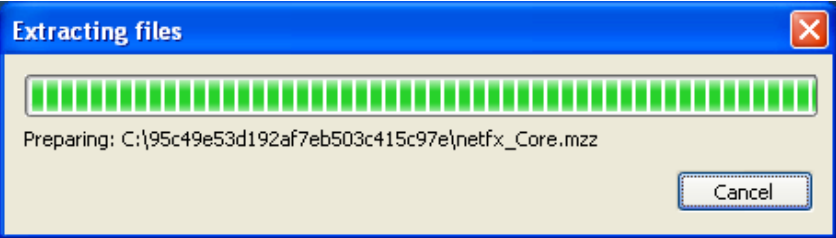




Step 3:



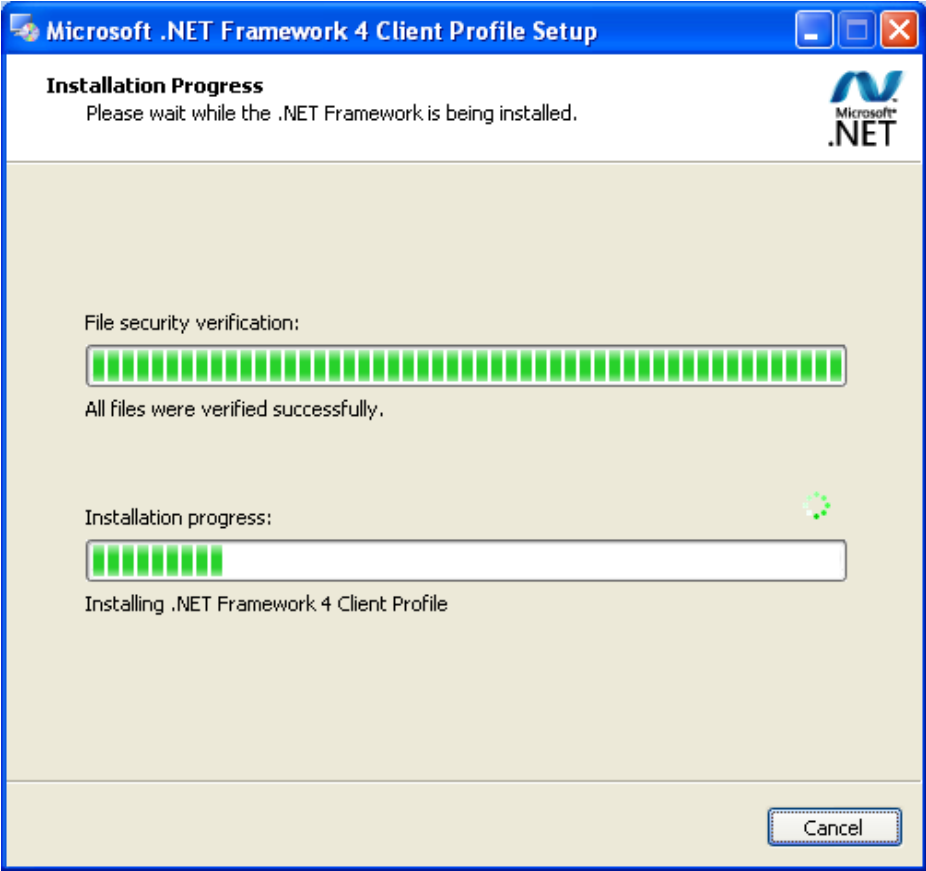
Step 4:



Step 5:

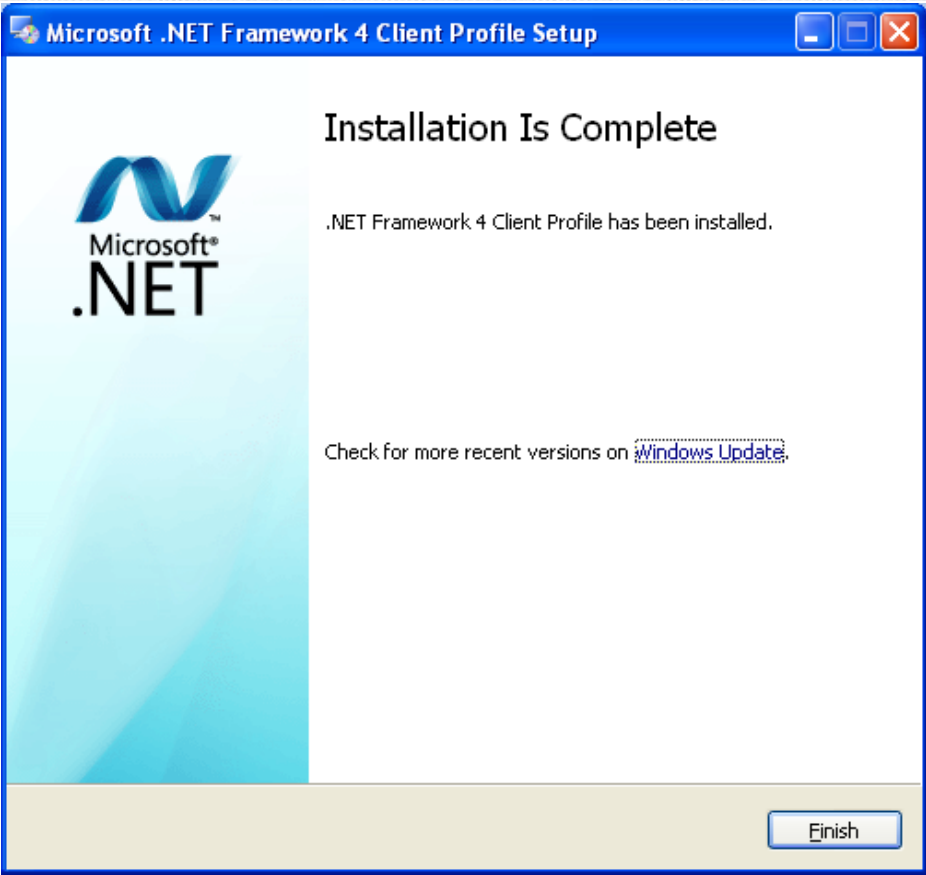


Step 6:



Step 7:





**3 - Can I use the Calculator on a Macintosh computer?**

No. At this time, the Web-Style Calculator is not compatible with the Macintosh operating system (MacOS). However, we do provide a version of the Child Support Worksheet in Excel for Mac users. Click on "DOWNLOAD SPREADSHEET - Mac Version" on the Downloads page to download this tool.

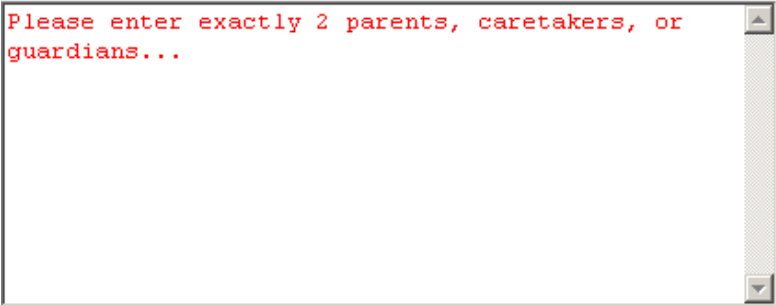
All 3 of our three automated tools (the Web-Style Calculator, the Excel CS Worksheet for Windows users, and the Excel CS Worksheet for Mac users) yield identical results when the same set of facts are entered.

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**4 - I clicked on one of the steps in the Calculator and now I can't move to the next step. Why is that?**

Some pieces of information are so important to the calculation of child support, that the Calculator won't let you move to another step without providing them. Check the Help Window at the top of the page to find out which piece of required information is missing.

Help Window:



Also, the tool works best if filled out starting with Step 1 and proceeding through the other steps in order. Some later steps require that you have filled in the information on earlier steps. If you get really stuck, you can always click "Reset" and start over from the beginning.



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**5 - After I look at my results in Step 9 on the Calculator, can I go back to previous steps and change some values?**

Yes. You can go back to any of the prior steps and change one or more of the values you entered. You can also click "Reset" to clear all information from the Calculator and start over.



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**6 - In Step 9, the amount of the PCSO on Line 16 doesn't seem to add up from the amounts on Line 15. Am I doing something wrong?**

Certain valid situations could cause this.

First, in a Split Parenting case, the PCSO (Line 16) will be the difference between the larger amount and the smaller amount on Line 15

Second, when the dollar amounts on Line 15 are over a certain amount (for a specific number of children) the amounts get capped. This can cause a smaller amount than expected to appear on Line 16. For details, please consult the Child Support Guidelines at <http://www.state.tn.us/humanserv/is/Documents/1240-02-04.pdf>.



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**7 - Someone else using the Calculator came up with a different result than I did even though we used the same information. What would cause that?**

Assuming the exact same information was entered into both Calculators, it is possible that you are running different versions. Occasionally the program will be updated, which is why it is essential that users frequently visit the "Downloads" page to check for new versions.



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**8 - How can I share the Calculator with someone else who doesn't have an internet connection?**

The calculator (StateTNCalculator.exe) is small enough to save to a flash drive or CD in order to share it with someone else. Similarly, the saved .pdf document may also be sent as an email attachment.

However, the person you send it to must have PDF Creator installed on the computer they are using in order to be able to save the values in .pdf format.



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**9 - After I have entered my information in the Calculator, can I save my completed Worksheet?**

Yes. To save a worksheet requires PDF Creator to be installed on the computer you are using. If it is not already installed, go to <http://download.pdfforge.org/download/pdfcreator/PDFCreator-stable> to download a free copy.

- Click on the "Print/Save" button on your document, then select PDF Creator in the Print box that appears.
- In the PDF Creator box that comes up next, click on "Save"
- In the Save as box that appears next, choose the location where you want to save your document and click Save.

You can now print your saved .pdf document.

For additional information about installing PDF Creator, also see #1 in this troubleshooting guide.



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**10 - After I have entered my information in the Calculator, can I print my completed Worksheet?**

Yes. To print a completed Child Support Worksheet, click on the "Print/Save" button on your document in the Calculator, then click the Print button in the Print box that comes up.

NOTE: This will only print your completed Worksheet. It will not save it. For instructions for saving a completed Worksheet, see #9 and #1 in this troubleshooting guide.

You can also save your calculations as a .pdf document and then print the .pdf document.



**11 - Can I use Calculator without downloading it to a computer or external memory device, such as a flash drive?**

Yes. However, when you close the Calculator after using it, the information you entered will not be saved. To use the Calculator again, you will have to reopen it and reenter the necessary information.

To run the Calculator without downloading it

- Click the [DOWNLOAD CALCULATOR](#) link on the Downloads webpage.
- In the “File Download” box, click “Run” (instead of “Save”) and click “Run” again in the next window that appears.
- Enter your information in Steps 1 through 9, as applicable

When you finish entering your information in the Calculator, you can save the resulting worksheet in a PDF document and print it. However, once you close the Calculator itself, the information you entered there will no longer be available and you will have to reenter it if you wish to create a new Worksheet.

