

Fixing Print Format Issues in ExamWritePad

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If you print a document from ExamWritePad and see formatting issues on the result, such as misaligned text or a cut-off header or footer, this is likely due to a conflict between the **document set-up of ExamWritePad and the properties set-up of the printer**.

To establish which set-up needs rectifying, please first complete the checks listed below:

- Check the in-app ExamText before clicking 'Print' - does this show any of the formatting issues you are seeing on the print result?
- After clicking 'Print', check the 'Print Preview' - does this show any of the formatting issues you are seeing on the print result? If you retry this step with a different printer set as your default (preferably a virtual printer to rule out a properties problem, such as the built-in Microsoft Print to PDF), does this still show the same issues?
- Perform a test print with a different printer (preferably a virtual printer to rule out a properties problem, such as the built-in Microsoft Print to PDF) - does this print show any of the formatting issues you are seeing on the original print result?

If the answer to most or all of these is **yes**, the issue is likely concerning the ExamWritePad document set-up; please reference troubleshooting steps for this section below.

If the answer to most or all of these is **no**, the issue is likely concerning the original printer you experienced the issue with and its properties set-up. Please reference troubleshooting steps for this section below.

ExamWritePad Document Set-Up Troubleshooting:

To resolve issues affecting ExamWritePad's document set-up, please follow the advice below predominantly concerning the Exam Settings (JSON) file:

- Check the 'Document_Paper_Size' option in the Exam Settings file - make sure this is set to the result you are expecting from your printer (e.g. ensure this is A4 if you are printing to A4 paper).
- Check the 'Document_Paper_Margin' options in the Exam Settings file (one for each margin) - make sure these are set correctly and for your expected result. Extreme values for the Top and Bottom margins, in particular, can cause content to get cut-off in the header or footer.
- Check the 'DisableFooterOnPrint' option in the Exam Settings file - make sure this is set to '0' (the default) if you require footers to appear on printed work, else they will be removed on print.
- Check the 'DisableHeaderOnPrint' option in the Exam Settings file - make sure this is set to '0' (the default) if you require headers to appear on printed work, else they will be removed on print.
- Check the 'DoubleLineSpacingPrint' option in the Exam Settings file - if this is enabled (as is by default), printed work will use double-line spacing even if this was not present whilst writing/editing the ExamText. Content may be in a different position to how it appeared in-app and there may be additional pages, but nothing should be missing. Ensure this option is set to meet your expectations between writing and print.

Printer Properties Set-Up Troubleshooting:

To resolve issues affecting your printer properties set-up, please follow the advice below. Note that this is general advice designed to cast a wide net over as many printer types as possible and your available printer settings and how they are managed may differ depending on the manufacturer and model. These steps should be considered auxiliary support to point you in the right direction and used alongside direct investigation with your own printer manual/documentation once the issue is confirmed to be with the

print set-up:

- In Windows, navigate to 'Settings > Bluetooth & devices > Printers & scanners' and check to ensure the intended printer is set as the default here, as this is the one that ExamWritePad will print to. You can change the default here if it is not set correctly; you may need to uncheck 'Allows Windows to manage my default printer' first to do so.
 - In 'Printers & scanners', click on your intended printer and then 'Printer properties'. On this page, check the paper size/paper type (or page size/page type) set by default for printing and make sure this matches your chosen document size in ExamWritePad and the physical paper size you are using (e.g. A4 if you are printing to A4).
 - In 'Printers & scanners', click on your intended printer and then 'Printer properties'. On this page, check for any settings concerning the paper tray in use - make sure this is set by default to the correct tray for the paper type you are using.
 - On your physical printer (or in 'Printer properties' if managed there for your model), check for any settings concerning page alignment and ensure this is set correctly for your paper size. You may need to perform a test print to check this.
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