



## Troubleshooting Snapverter Google App Read & Write for Google Chrome (RW4GC)



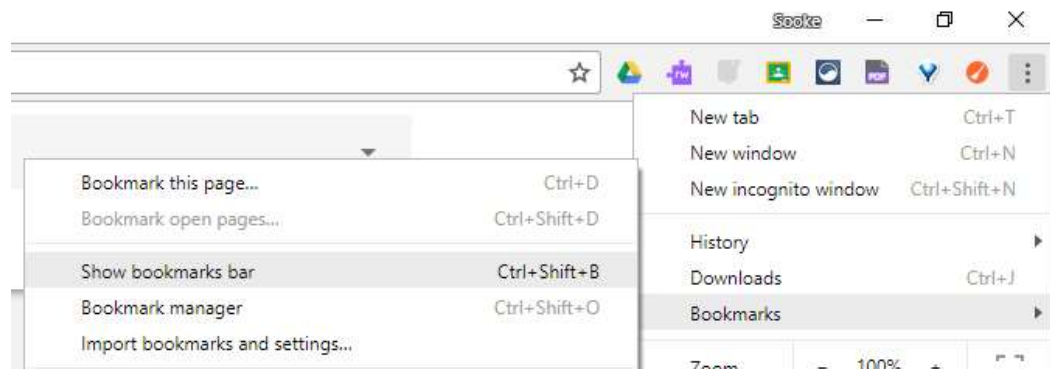
Snapverter is a Google app made by Texthelp and it is part of the Read and Write for Google Chrome program. It is a PDF creator app which works like a virtual scanner. It will convert photos of text into readable text. It will also convert other file types (such as .kes used by Kurzweil) into PDFs.

Snapverter is automatically installed by SD62 IT, however it needs student permission BEFORE it will work. This handout describes how to enable Snapverter.

Once enabled, a Snapverter folder appears in Google Drive. If you do not see such as folder, follow this process.

### ON A COMPUTER OR LAPTOP

1. Open the Google Chrome web browser. Safari, Firefox, Explorer, and Edge will NOT work.
2. Go to settings (three dots or three lines at the right edge of the web browser), then go to "Bookmarks". Make sure "Show Bookmarks Bar" is enabled.



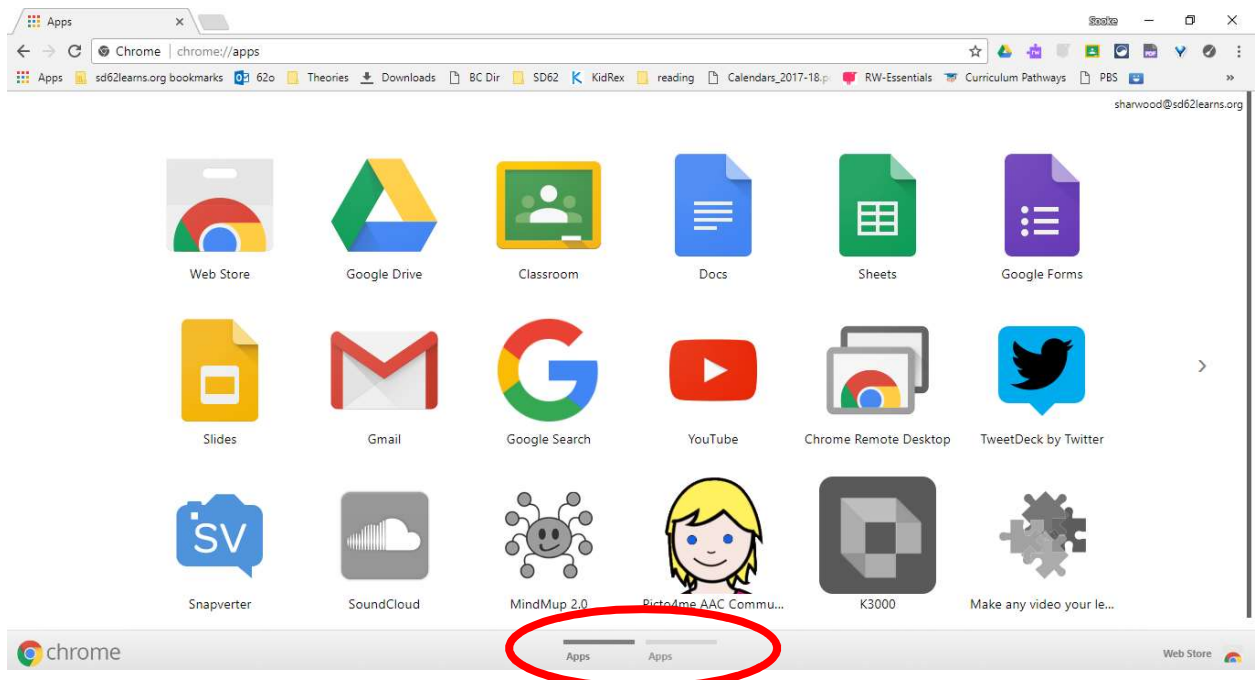
3. With bookmarks enabled, a multicoloured thumbnails icon (multicoloured waffle) with 9 small squares appears at the leftmost edge of the web browser.



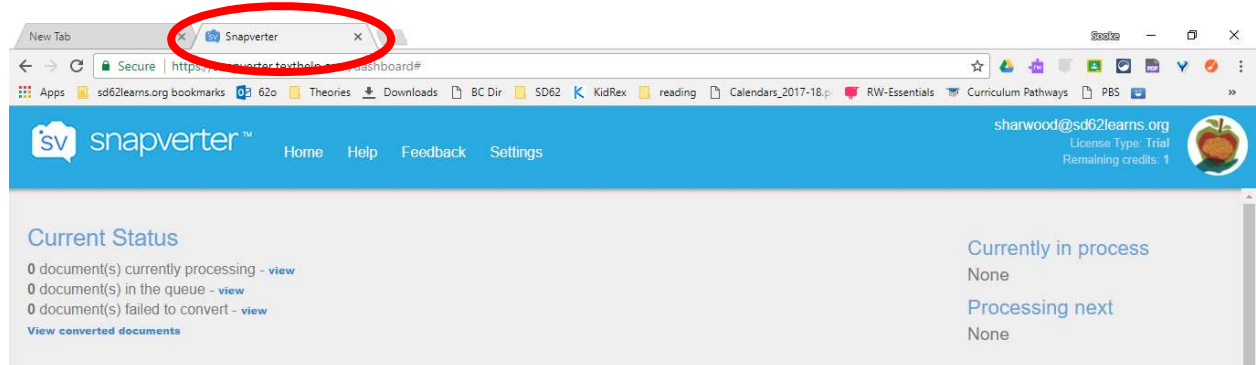
4. Click on this thumbnails/waffle icon to show all the "user" installed apps. Look for the Snapverter icon which is a blue camera with SV inside the icon.



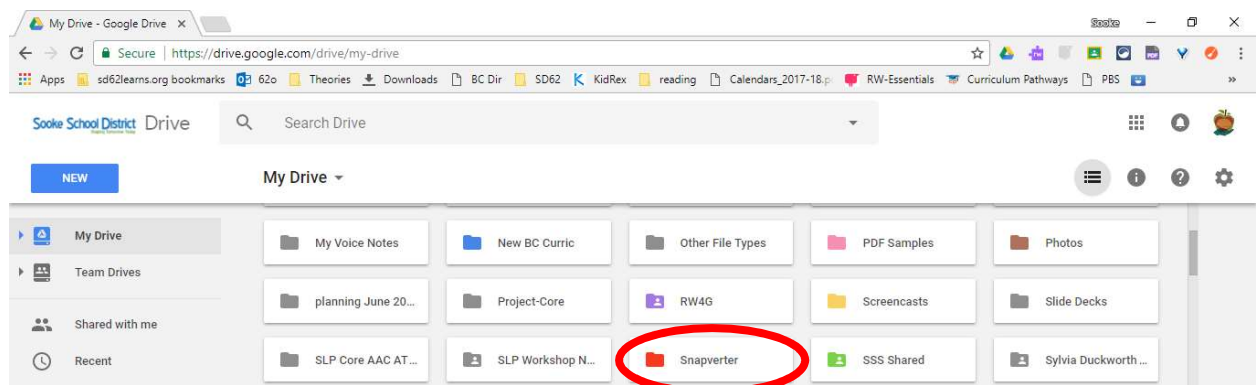
5. If enough apps have been installed, they will be displayed on two or more screens, click on the small gray bar at the bottom of the screen to change to the second page of apps if needed.



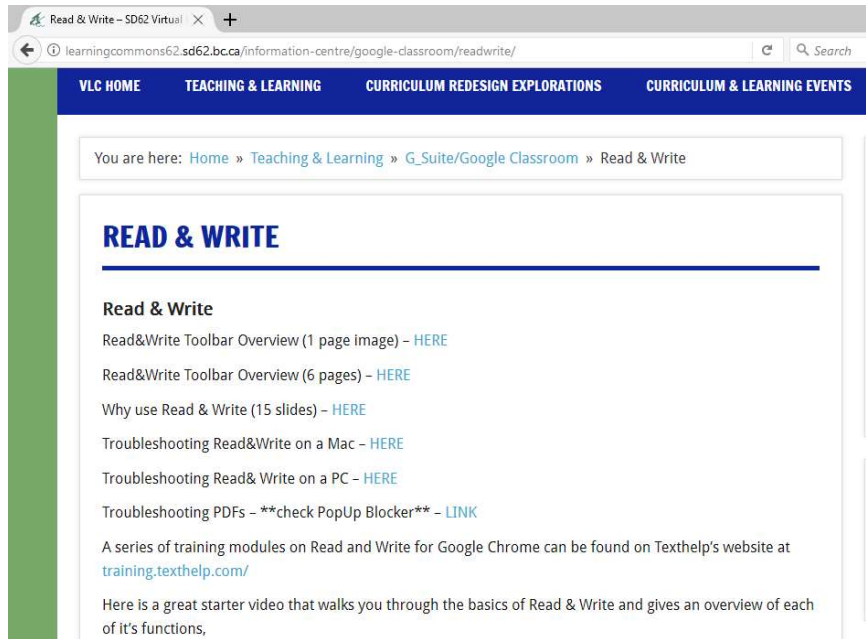
- Click on the Snapverter icon. You will be prompted to “allow” this app to have access to your SD62learns.org account. Once permission is given, you will be taken to a Snapverter summary page. Close this tab.



- Go to Google Drive, either by going to the Google apps thumbnail/coloured waffle or by typing in “drive.google.com”.
- Click on “My Drive” and check if there is a Snapverter folder installed. If so, installation is done.



- If there is not a Snapverter folder, you may not be fully logged-in to your school Google account. Read the handout titled “Troubleshooting Read&Write on a PC/Mac” that is posted to the Read&Write section of the Virtual Learning Commons website.



### ON A CHROMEBOOK

- After signing in to a Chromebook, open the google apps folder by either pressing the search key on the keyboard or by pressing the search icon in the lower left side of the bottom menu/shelf.

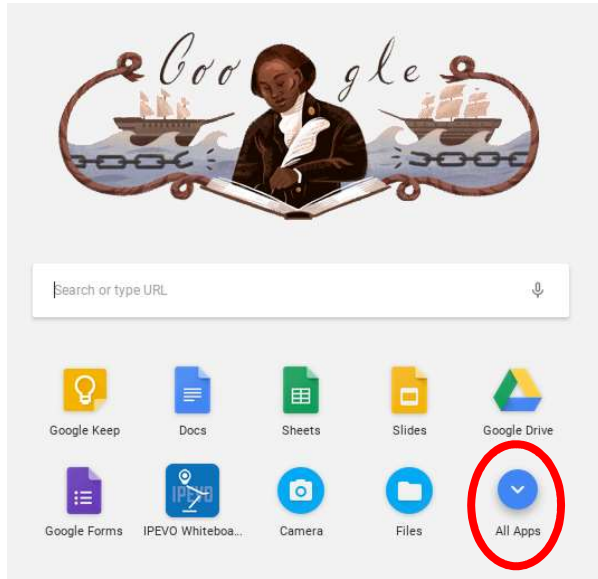


- Look for the Snapverter icon, which is a blue camera with SV inside it.

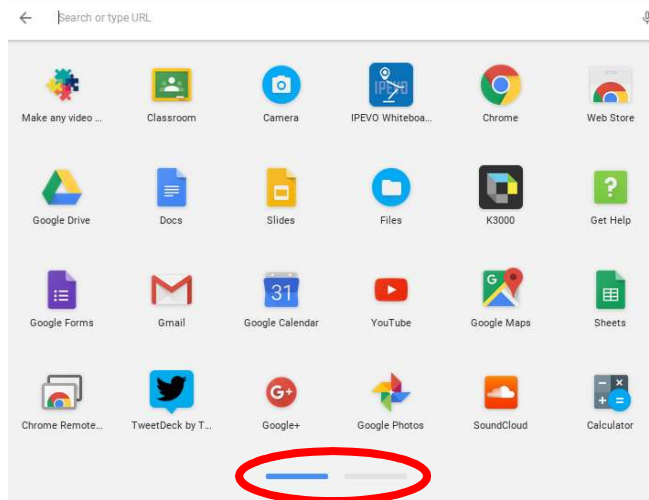


- Apps are organized by frequency of use. You may need to choose “All Apps” to see more app icons. Also, If there are a lot of apps installed, they will be shown on two or more screens/pages. There is a very faint gray bar at the bottom of the app launcher window, click on it to move to other pages/screens.

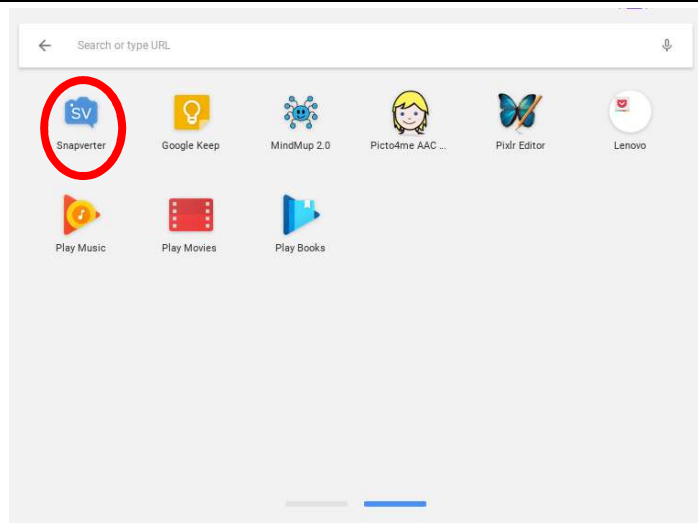
Choose  
"All Apps"



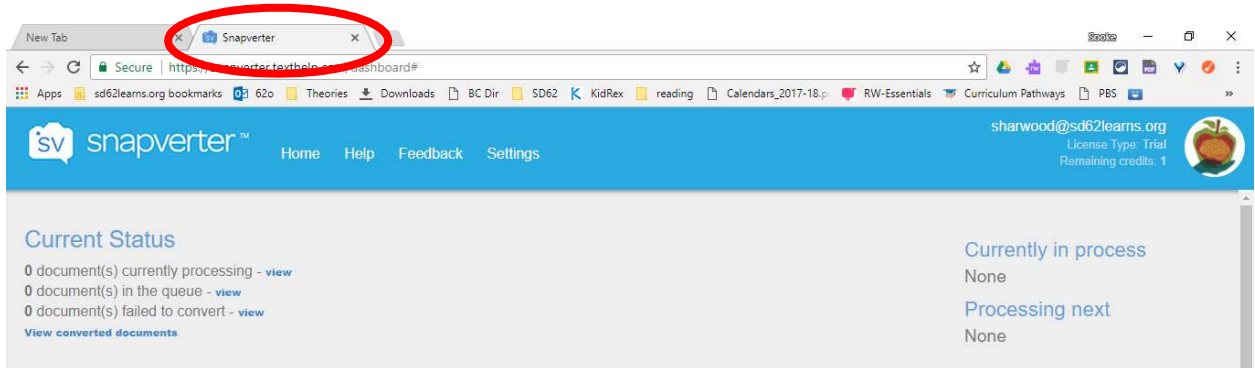
Click on the  
gray bar next to  
the blue bar/line



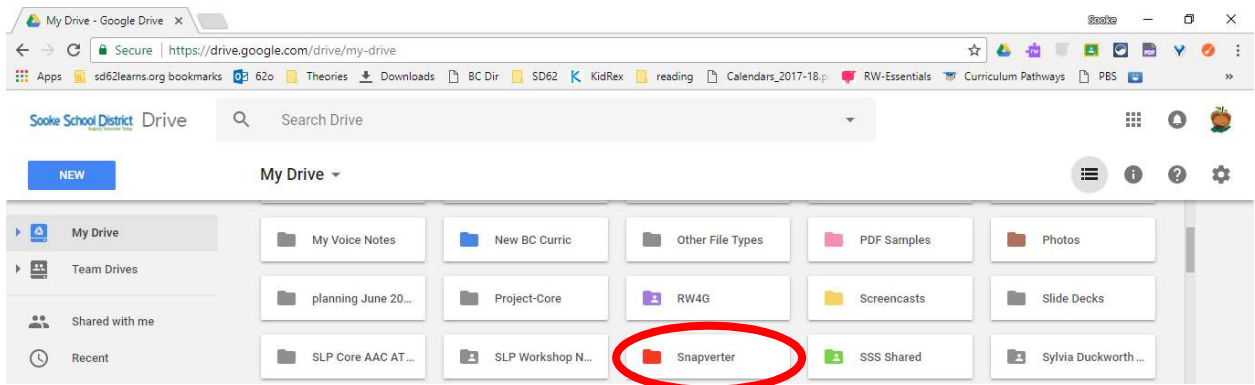
Click on the  
Snapverter App



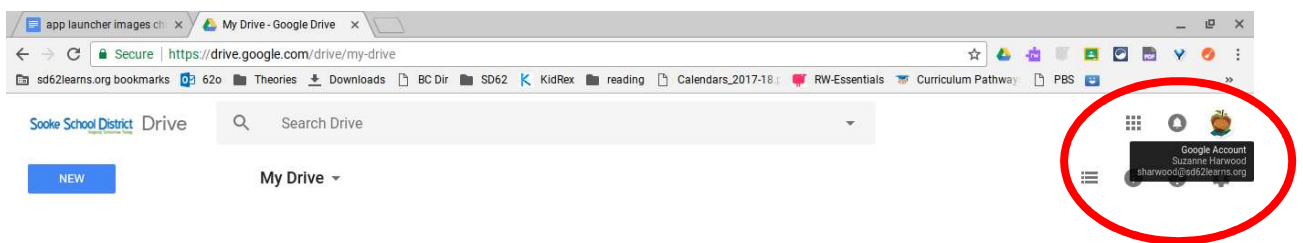
- Click on the Snapverter icon. You will be prompted to “allow” this app to have access to your SD62learns.org account. Once permission is given, you will be taken to a Snapverter summary page. Close this tab.



- Go to Google Drive, either by going to the Google apps launcher (O or 9 ) or by typing in “drive.google.com”.
- Click on “My Drive” and check if there is a Snapverter folder installed. If so, installation is done.



- If there is not a Snapverter folder, you may not be logged-in to your school Google account. Check which account you are logged in with, by clicking on the User icon next to the Google Apps icon (gray thumbnails/waffle) and Notifications icon (bell).



**For further help contact:**

**Assistive Technology Inclusion Coach within the Student Support Services Department**  
**Technology Curriculum Coordinator with the Curriculum and Learning Department**  
**Helpdesk within the Innovation and Technology Department**