## How to Fix a Vendor Screen Display Issue

Last Modified on 11/19/2024 6:25 pm EST

## **AP - Vendor Account**

When opening a Vendor Account and the Screen is not displaying correctly, this is due to the Resolution or Scale Setting on that specific computer.

If either of those settings are set too high, it will cause a display issue in Sedona Office.

Silent Knight		
Silent Knight → Vendor Information → Web Links ⊕ 1 Bils ⊕ 2 Credits ∧ Oredits Applied → Notes	Slent Knight 12 Cintonvile Rd Northford, CT 06472	Vendor Code: Sient Knipht Vendor Type: Parts Suppler Branch: Man Category: Installation Terms: Due Upon Recept
Average of the second sec	< Frit <	Previous Next > Last >>
	Invoice # Date Due Category	Branch Amount Net Due PO/RMA # Memo

## Settings - System - Display

Go to Settings then System and select Display on that computer.

The Scale setting should be 100%

The Display Resolution should be 1920 x 1080

Scale 8	k layout	
63	Scale Change the size of text, apps, and other items	100% (Recommended) >
(0)	Display resolution Adjust the resolution to fit your connected display	1920 × 1080 (Recommended)