

Trouble Shooting Portable Documents Format (PDF)

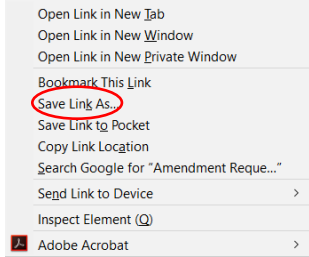
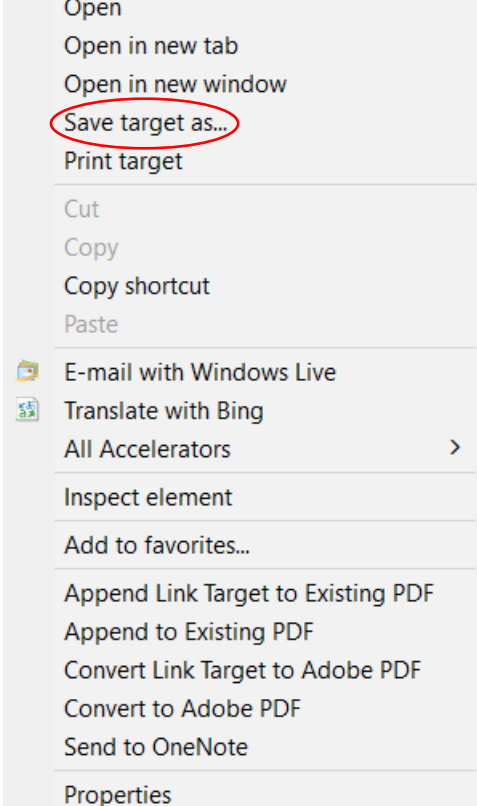
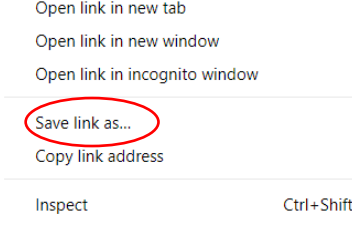
Q/A Solutions:

- 1. How do I save PDF forms to my computer?**
- 2. How to open PDFs on Mac**
- 3. “Please wait ...” screen**

1. How do I save PDF forms to my computer?

1. Right click your mouse on the PDF form's link
2. Select 'Save Target As' or 'Save Link As'
3. Locate where you wish to save the file on your hard drive
4. Click 'Save'.

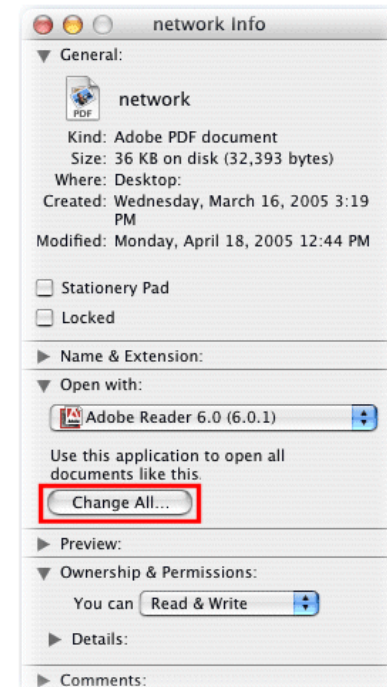
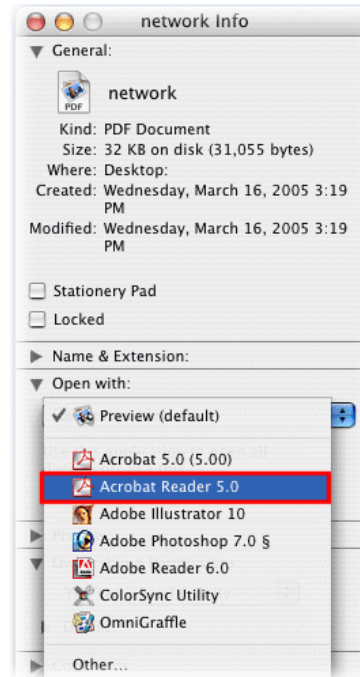
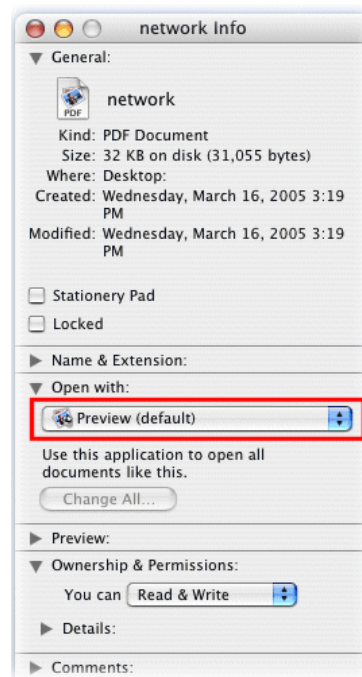
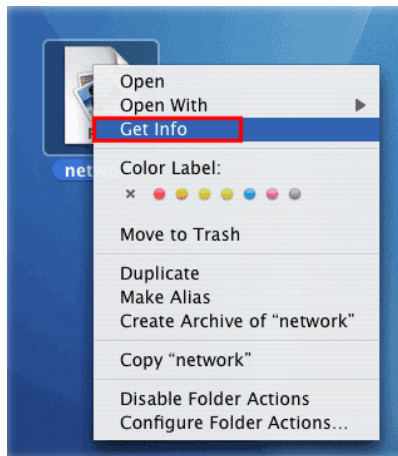
Browser "Save File" Formats

Firefox	Explorer	Chrome
 <p>Open Link in New Tab Open Link in New Window Open Link in New Private Window Bookmark This Link Save Link As... Save Link to Pocket Copy Link Location Search Google for "Amendment Reque..." Send Link to Device > Inspect Element (Q) Adobe Acrobat ></p>	 <p>Open Open in new tab Open in new window Save target as... Print target Cut Copy Copy shortcut Paste E-mail with Windows Live Translate with Bing All Accelerators > Inspect element Add to favorites... Append Link Target to Existing PDF Append to Existing PDF Convert Link Target to Adobe PDF Convert to Adobe PDF Send to OneNote Properties</p>	 <p>Open link in new tab Open link in new window Open link in incognito window Save link as... Copy link address Inspect Ctrl+Shift+I</p>

2. How to open PDFs on Mac

Mac Users- The default viewer for PDF documents is Preview. Preview will open PDF documents for viewing but will **NOT** display dynamic/interactive content embedded into PDF forms. Our forms require dynamic content. Here are two ways to open the forms:

1. Follow the previous instructions to download the document to your desktop. Once it is on your desktop, simply right click (**CTRL+click**) the file, go to **Open With** and then select Adobe.
2. Make Adobe the default for viewing PDFs.
 - a. Select any PDF file and choose **File > Get Info**.
 - b. In the **Open With** menu, choose Adobe. The programs are normally found in the Applications folder.
 - c. Click **Change All**, and then click **Continue**.



3. “Please wait ...” Screen

A recent trend in browser development is to disable third party extensions. i.e. Adobe Acrobat. If you open a document and see this text:

“Please wait ... If this message is not eventually replaced by the proper contents of the document your PDF viewer may not be able to display this type of document...”

you will need to enable your browser to view the PDF document.

How to configure your browser to use the Adobe PDF plug-in to open online PDF files

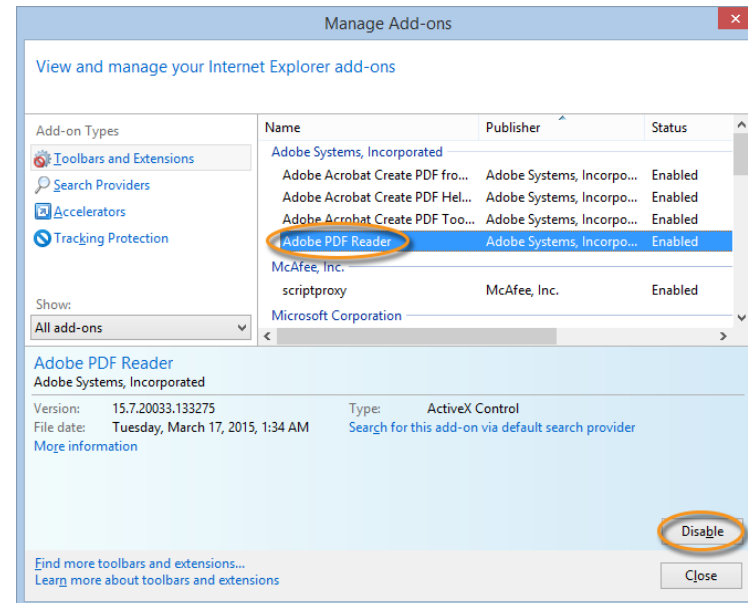
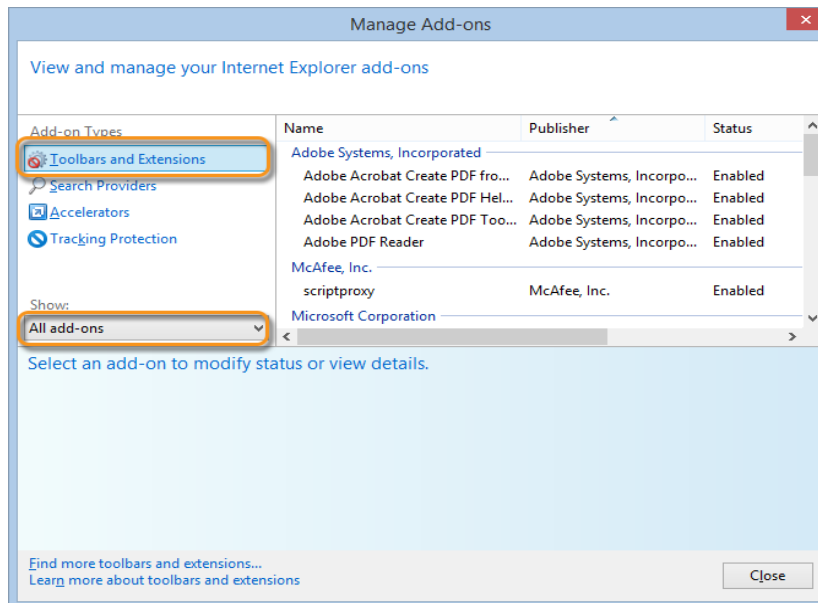
Many recent browser versions include their own, native PDF plug-ins that automatically replace the Acrobat and Reader plug-in from Adobe. Installing Firefox 19 or later, for instance, can result in your Adobe plug-in being disabled and replaced. Browser plug-ins typically do not support all PDF capabilities or offer comparable features.

Solution: Revert to Adobe PDF plug-in

Manually change your browser preferences so that it uses the Acrobat or Reader PDF viewer.

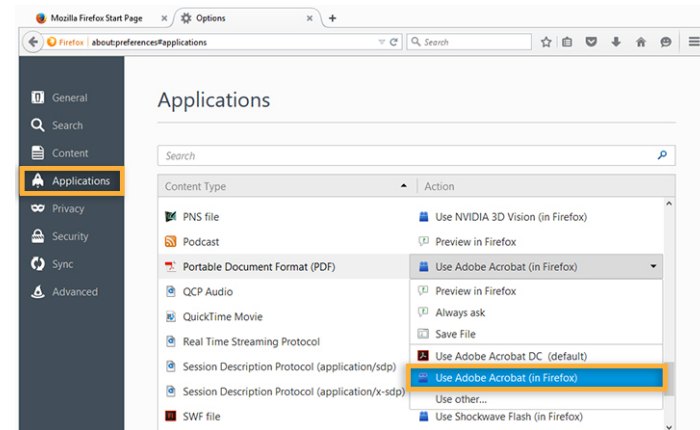
Internet Explorer 8 and later

1. Open Internet Explorer, and choose **Tools > Manage Add-ons**.
2. Under **Add-on Types**, select **Toolbars and Extensions**
3. In the Show menu, select **All Add-ons**
4. In the list of add-ons, select **Adobe PDF Reader**
5. Click the Enable or Disable button (it toggles depending on the status of the selected add-on):
 - i. Enable sets the Adobe PDF Reader add-on to open PDFs in the browser.
 - ii. Disable turns off the add-on so it does not open PDFs in the browser.



Firefox on Windows

1. Choose **Firefox > Options > Applications**.
2. In the **Content Type** area, scroll to Portable Document Format (PDF).
3. Click the **Action** column next to Portable Document Format (PDF), and then select an application to open the PDF. For example, to use the Acrobat plug-in within the browser, choose **Use Adobe Acrobat (in Firefox)**.



Firefox on Mac OS

1. Select **Firefox**.
2. Choose **Preferences > Applications**.
3. Select **Portable Document Format (PDF)** from the Content Type Column.
4. Click the Action column next to Portable Document Format (PDF), and then select **Use Adobe Acrobat NPAPI Plug-in**.

