**Trouble Shooting**

**Portable Documents Format (PDF)**

**SOLUTIONS:**

**Problems Using PDF Fillable Forms Online?**

**Browsers and 3rd party extensions**

**Firefox**

**Chrome**

**At any time the user can save the file**

**to their desktop and fill out the form**

**How do I save PDF forms to my computer?**

1. Right click your mouse on the PDF form’s link; Select ‘Save Target as’; Locate where you wish to save the file on your hard drive; and Click ‘Save’.

2. Opened, whether saving a filled-in or unfilled form, the procedure is the same. From the Adobe Reader® top menu, Select ‘File’; Select ‘Save As’; Locate where you wish to save the file on your hard drive; and Click ‘Save’.

**When I download a PDF form, I get a message claiming that the PDF file is damaged**

**(or corrupted). Is your file damaged?**

All of our PDF files are verified prior to posting on the web site. Most likely your download was not successful. Exit your browser and try to download the file again.

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 have to enable your browser to view the PDF document.**

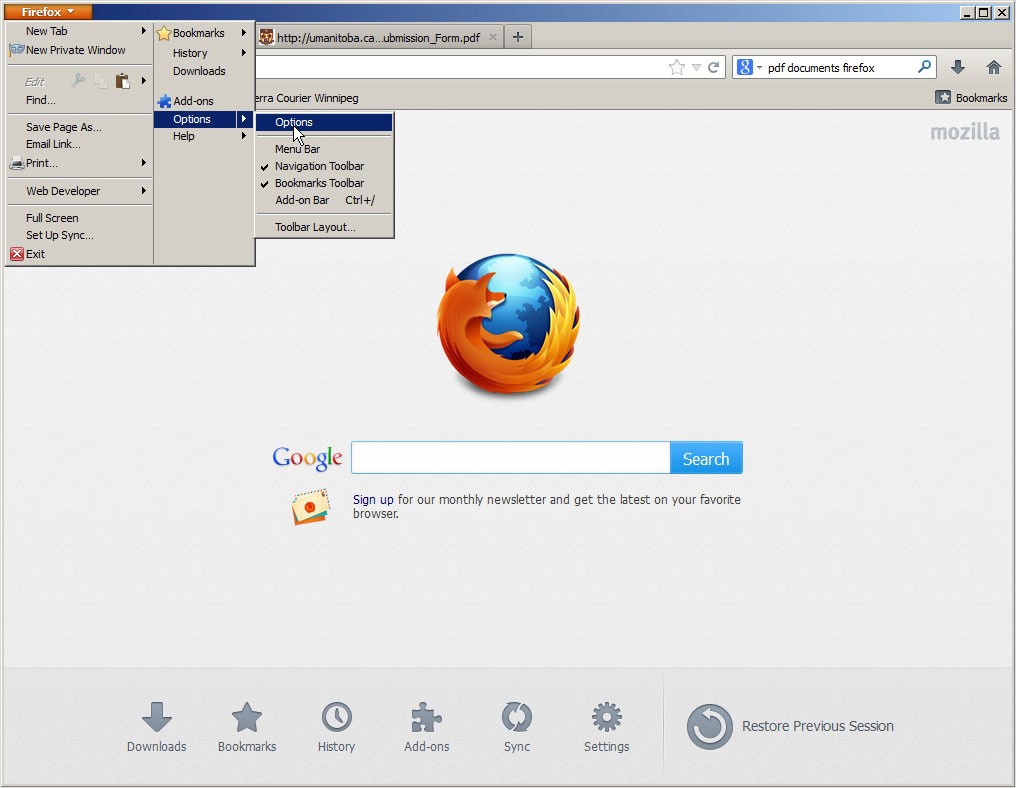


**Firefox Chrome**

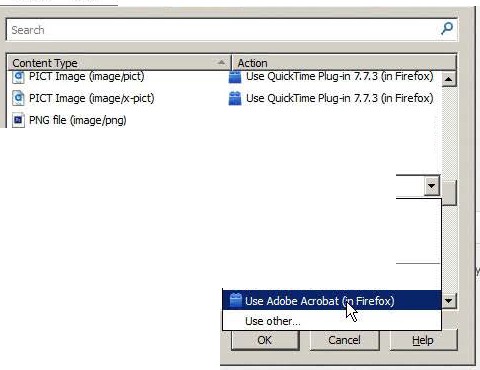
**Firefox PC**

Options/Applications/Portable Documents Format (PDF) and select Use

Adobe Acrobat (in Firefox)



**Firefox PC**



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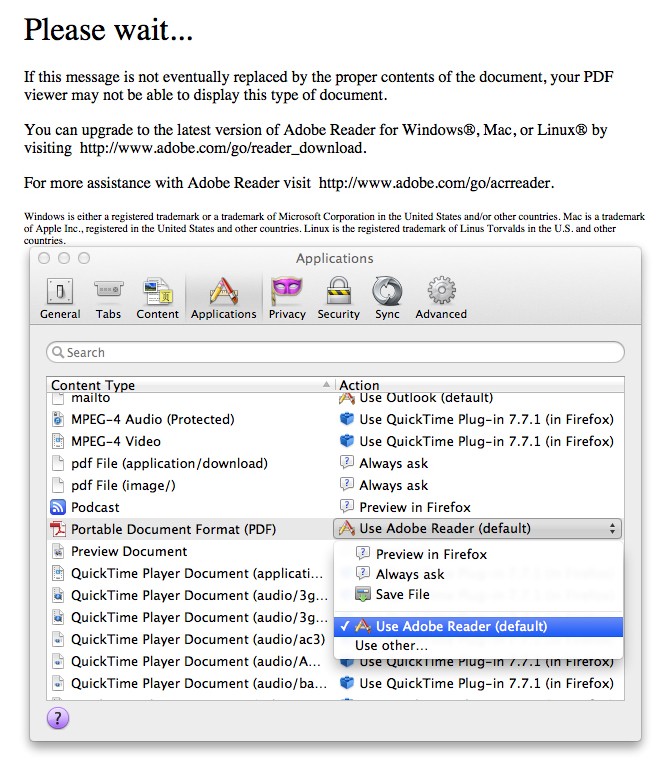
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Search

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@) Restore Previous Session

**Firefox Mac**

Under preferences go to

Applications

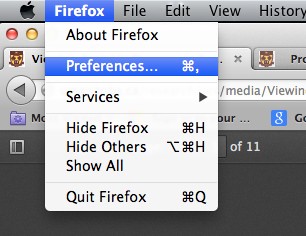
Look for Portable Document

Format (PDF)

Click on Use Adobe Reader

(default)

You’re done



**Chrome**

The latest version of Chrome i.e. Chrome 25 has made some changes to the

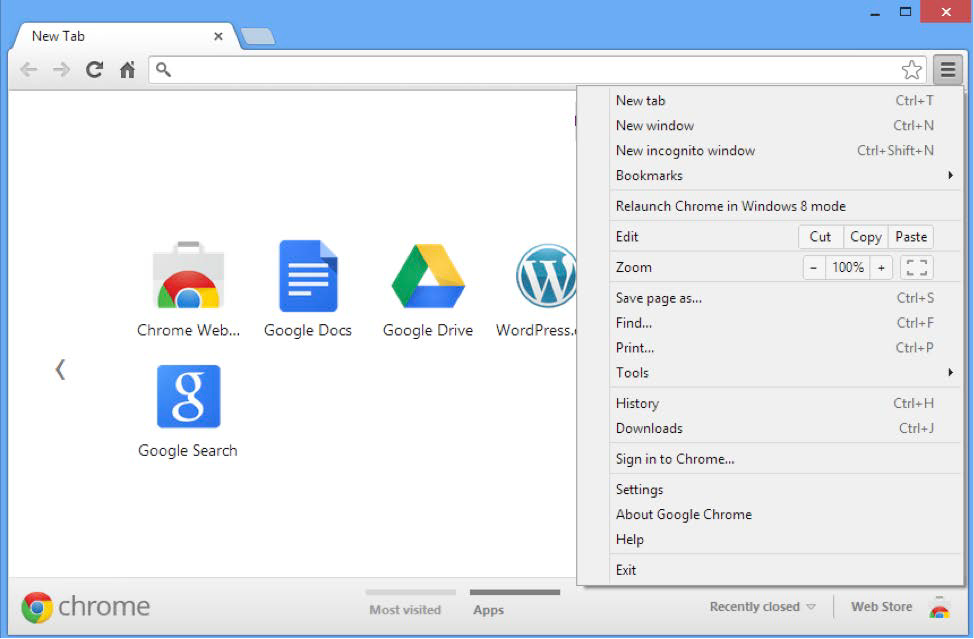
extensions installed by third party programs.

*“Extensions installed by third party programs* [*using external extension deployment options*](http://developer.chrome.com/extensions/external_extensions.html) *will be disabled by default. When a third party program installs an extension, the Chrome menu will be badged, and users can click through the Chrome menu to see a dialog containing an option to enable the extension or to remove it from their computer.*

In addition, all extensions previously installed using external deployment options will be automatically disabled. Chrome will show a one-time prompt to allow the re-enabling of any of the extensions.”

**Chrome**

Click “Settings” on the Chrome menu

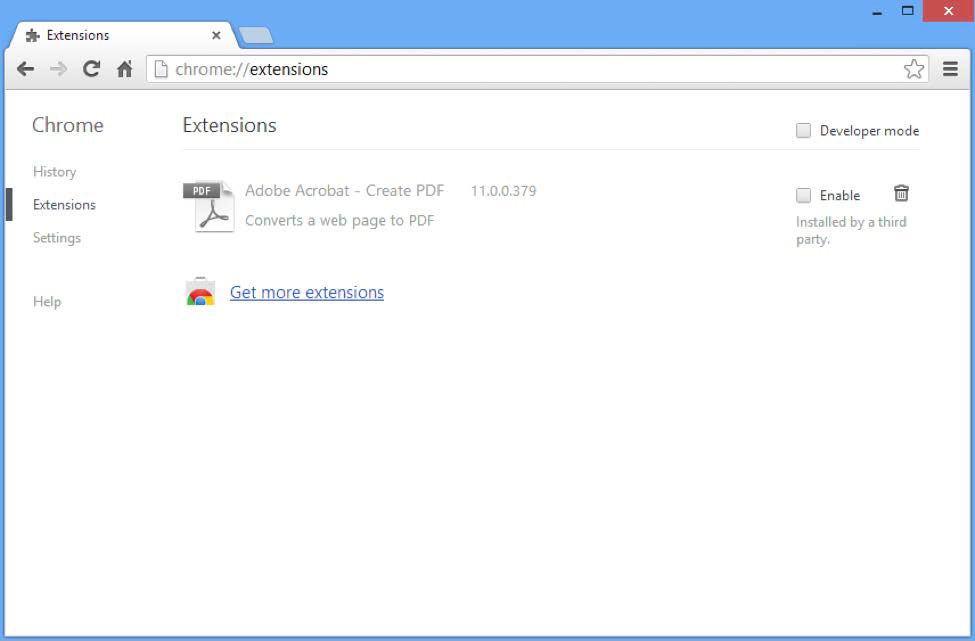


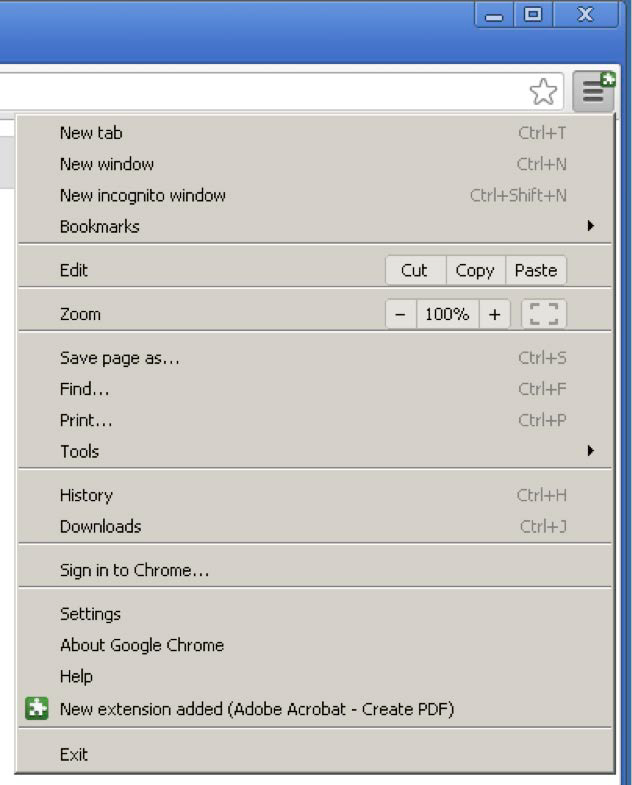
**Chrome**

Select “Extensions”. You will see “Adobe Acrobat – Create PDF” listed there.

Check the “Enable” box alongside it. This will enable Adobe Acrobat PDF

Creation extension on your Chrome browser.



**Chrome**

If you are doing a fresh installation of

Acrobat, you will see a green badge

on Chrome browser menu (after

Acrobat installation is completed).

You can then click through the

Chrome menu to see a dialog

containing an option to enable the

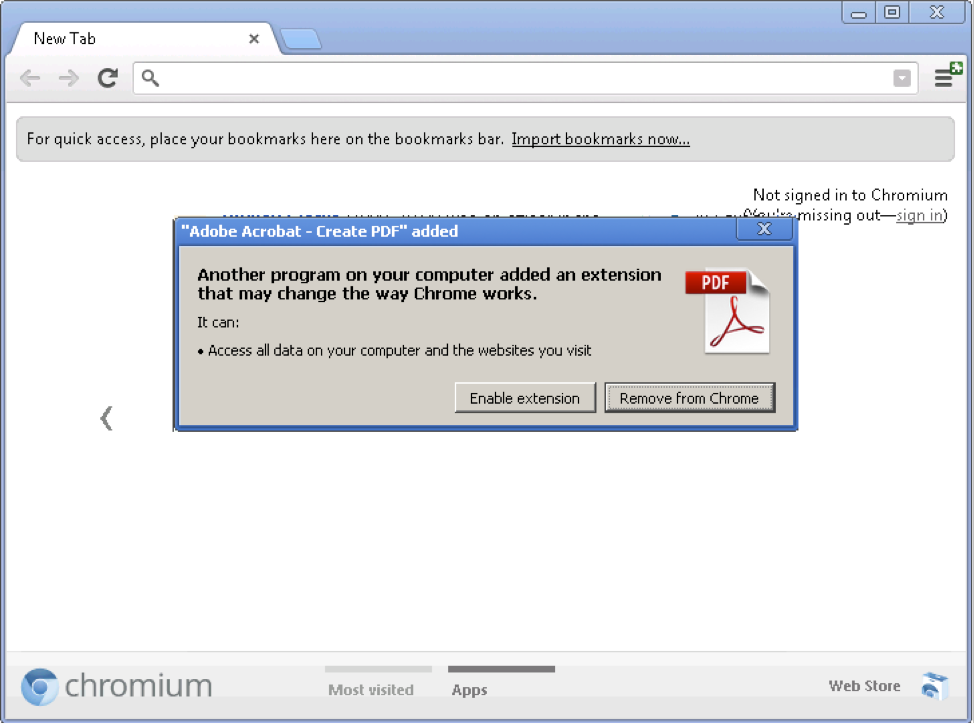
extension. Select “Enable extension”

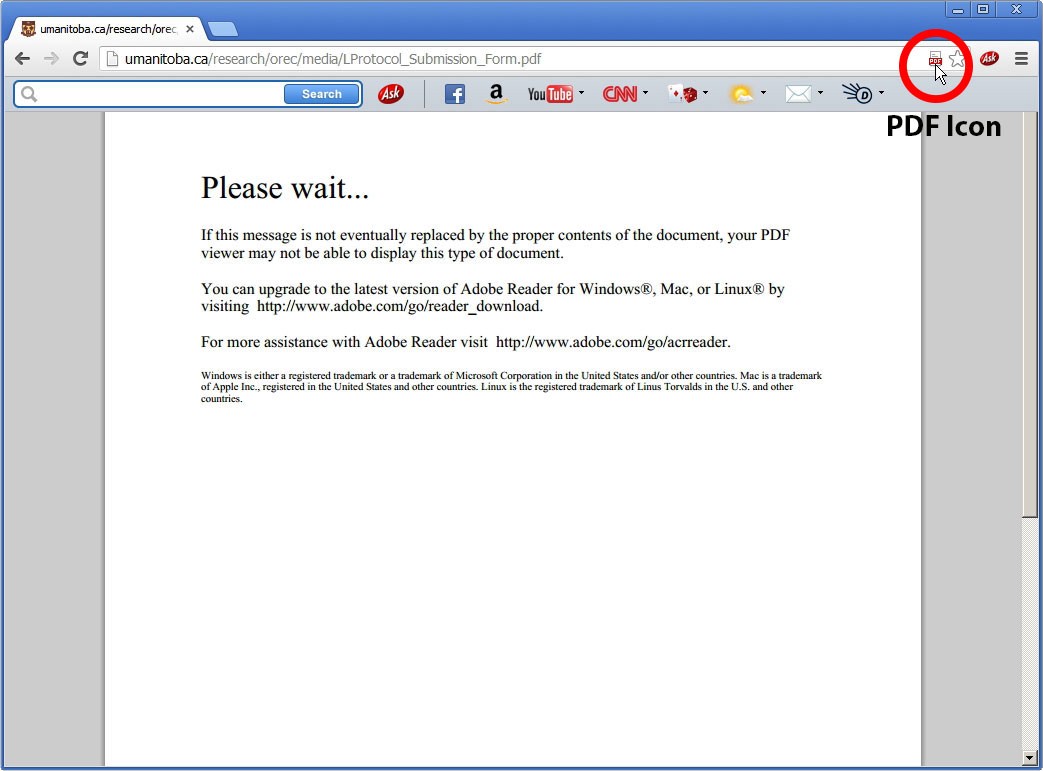
to enable Adobe Acrobat PDF

Creation extension on your Chrome

browser.

Click on the PDF icon in the menu bar and select open in PDF



Or you can click on the PDF icon in the menu bar and select open in PDF

Read more here:

[http://blogs.adobe.com/acrobat/tip-google-chrome-the-](http://blogs.adobe.com/acrobat/tip-google-chrome-the-adobe-acrobat-create-pdf-extension/)

[adobe-acrobat-create-pdf-extension/](http://blogs.adobe.com/acrobat/tip-google-chrome-the-adobe-acrobat-create-pdf-extension/)