

TROUBLESHOOTING BROWSER ISSUES

Internet Explorer Users

Issue: PDF file will not open in browser.

First make sure you have the latest version of Adobe Reader on your computer. If you need to download it, please go to Adobe.com to download it for free.

How to Enable Adobe Reader in Internet Explorer

1. Go to the Tools dropdown, located on the upper-right hand side of the screen in Internet Explorer.
2. Select Manage Add-ons
3. Under Toolbars and Extensions, look for Adobe PDF, right-click on Adobe PDF and select Enable.
4. Exit out of Internet Explorer and then reopen. If this does not work you may have to restart your system in order to update the Windows registry, so that the registry can provide the proper information to the browser.

Mozilla Firefox Users

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How to Enable Adobe Reader in Firefox

In the upper right-hand corner of the screen look for a drop-down box labeled “Open with different viewer” and select Adobe Reader.

Chrome Users

Issue: PDF file will not open in browser.

First make sure you have the latest version of Adobe Reader on your computer, then disable Chrome’s PDF viewer and enable Adobe Reader. If you need to download it, please go to Adobe.com to download it for free.

How to Disable Chromes PDF Viewer and Enable Adobe Reader

1. In the URL address bar (where you enter web addresses) type the following: `chrome://plugins`
2. Under Chrome PDF Viewer, check the disable button. This will automatically enable Adobe Reader if it is installed on your computer.

Mac Users

Need to download the latest version of Adobe Reader for MAC. If you are still having problems with Safari, then use a different browser, such as Firefox or Chrome.

iPad and iPhone Users

Fillable PDF documents are not supported.