



## Interactive Adobe Reader Form - Troubleshooting and FAQs

This document addresses technology-related issues users may experience when viewing and completing Adobe Reader forms.

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### Why won't the form open?

Some people may experience problems with Adobe Reader and its interaction with their computer

However, here is some guidance:

If you do not see the form or if you see a "Please wait..." message that is not eventually replaced, your web browser's settings may need configuration.

Each of the various browsers (Internet Explorer, Firefox, Chrome, and Safari) has different "add-ons" and "plug-ins" that enable the browser to open Adobe Reader forms. There may also be settings that trigger the Adobe Reader form to either open in the browser or as a standalone document (not in the browser).

Check to see that you have the proper plug-ins or add-ins installed, enabled, and/or activated.

For detailed instructions on working with browser settings and plugins, see [Adobe XI Acrobat Help](#) or [General Acrobat Browser Assistance](#).

**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 can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting [http://www.adobe.com/go/reader\\_download](http://www.adobe.com/go/reader_download).

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

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**Note:** Using the form in the browser is the recommended process.



In general, the Adobe Reader Interactive form will work well if your web browser has:

- the proper Adobe Reader plugins or add-ons are enabled/disabled as needed; and
- the browser is configured to open the form within the browser using Adobe Reader

In addition to the above resources, here are a few tips you might find useful if you are experiencing problems with:

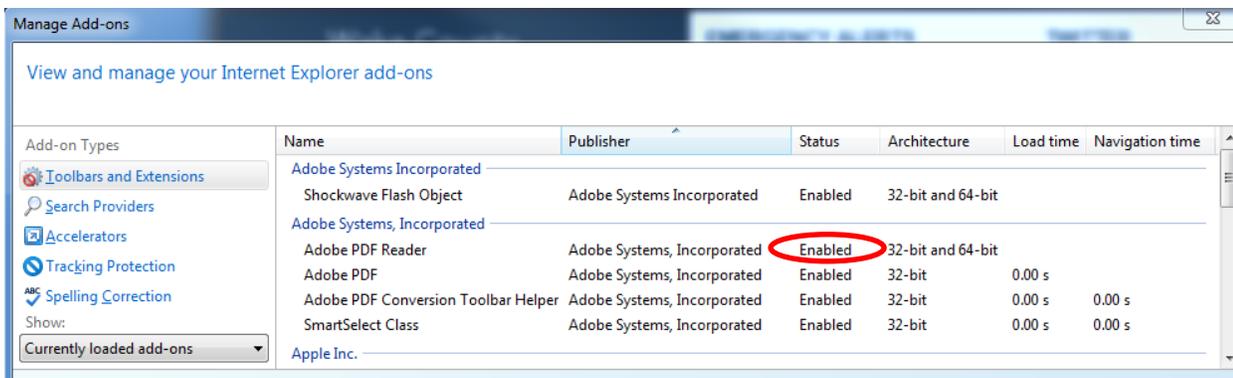
- Internet Explorer
- Safari
- Firefox
- Chrome

## Internet Explorer

Ensure that the Adobe PDF Reader extension is enabled

To do so:

- 1) From the menu, choose Tools -> Manage Add-ons
- 2) Under Add-on Types, select Toolbars and Extensions
- 3) Ensure that Adobe PDF Reader is “enabled” See [Adobe XI Acrobat Help](#) for step-by-step instructions



## Safari

Mac users must use Safari as it is the only browser Adobe supports. Ensure that Adobe Reader is installed and is the default viewer for PDFs. See [Adobe XI Acrobat Help](#) for step-by-step instructions

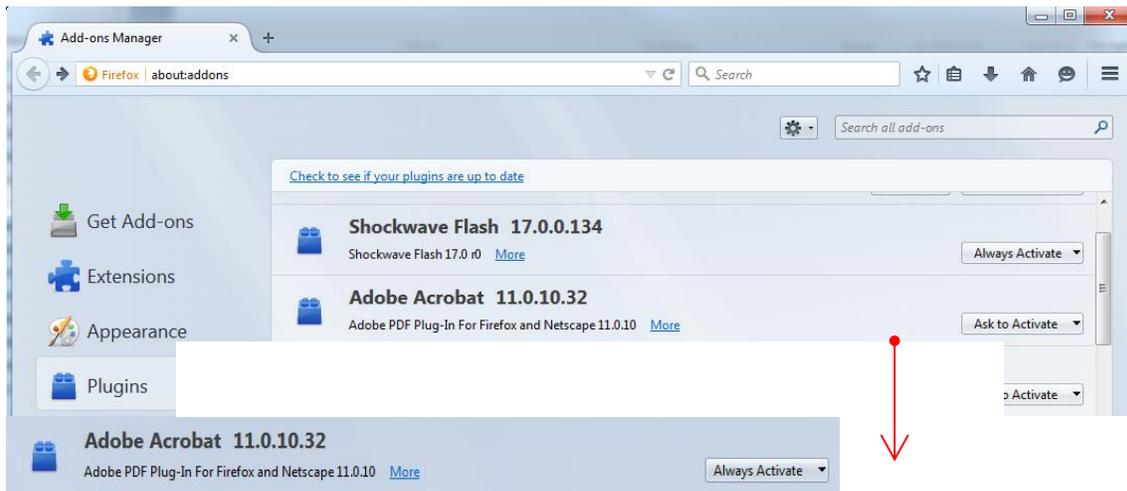


## Firefox

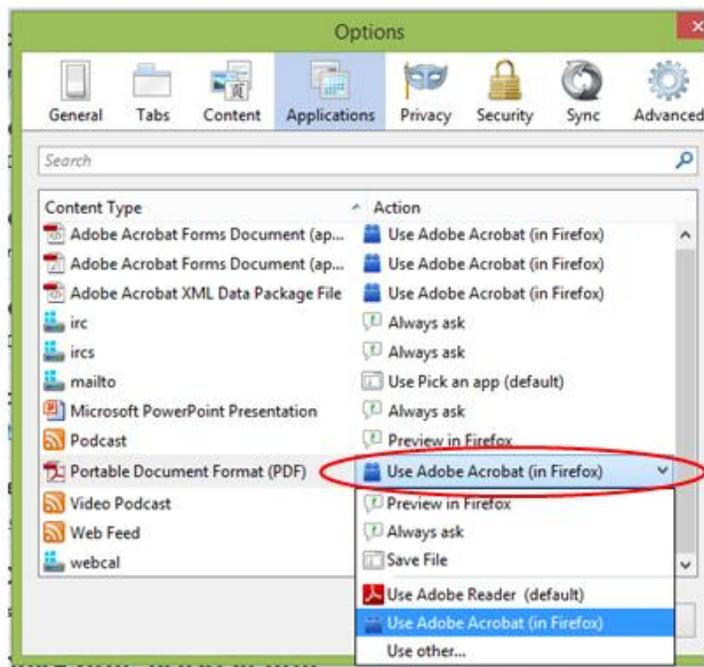
Firefox comes with a PDF “Preview in Firefox” setting that needs to be changed to:  
“Use Adobe Acrobat (in Firefox)” for the form to work properly

To do so:

- 1) From the menu, choose Tools ->Add-ons
- 2) Ensure Adobe PDF Plug-in is “always activated” (as below)



- 3) From the menu, choose Tools ->Options
- 4) Under Applications, ensure that where Content Type = Portable Document Format (PDF), the associated Action is “Use Adobe Acrobat (in Firefox)” (as shown below)





## Chrome

Chrome has its own PDF viewer but it does not work well with the interactive form and must be disabled.

To do so:

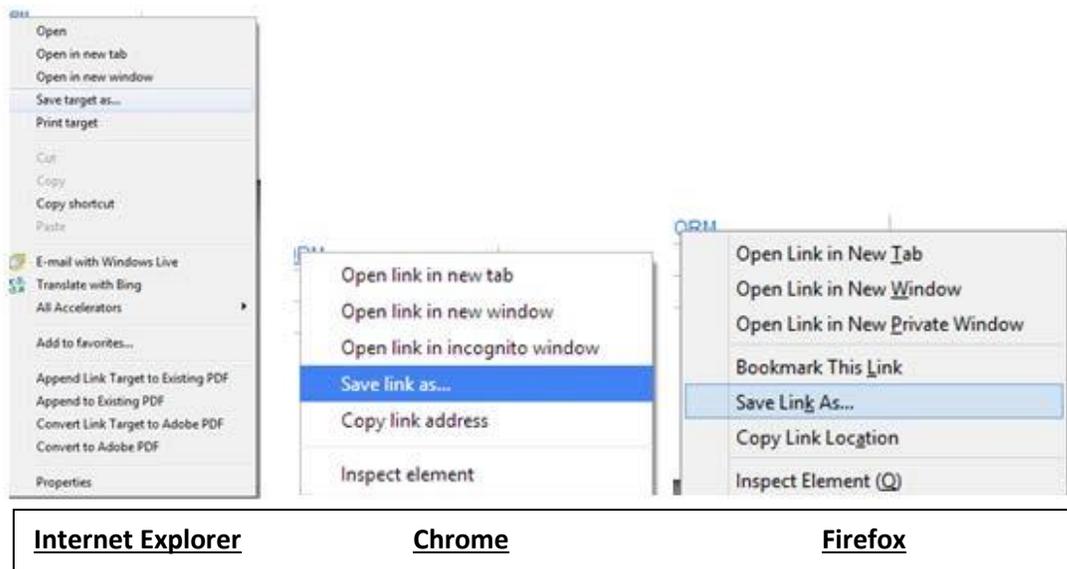
- 1) In the Chrome browser bar, enter the text: chrome://plugins
- 2) Find the Chrome PDF viewer and the Adobe Reader plug-in
- 3) Ensure that the Chrome viewer is disabled (see below it is grayed out) and that Adobe Reader is enabled (as it is here). See [Adobe XI Acrobat Help](#) for step-by-step instructions.



## Using PDF Forms

### Saving a standalone form outside of the browser

For best results, we recommend that you use the form in the browser. However, if you cannot configure your browser settings to do so, you can try right-clicking on the form link and “save target as...” or “save link as...” depending on your browser. Note the name and save location of the form.



## Opening an Interactive form outside of browser

Opening form outside of browser. When you locate and open your saved form for the first time, a yellow banner message will likely appear at the top indicating the form is in “Protected View.” See the “Trust the Document” section in Working with Interactive Forms.

**As soon as you see this yellow bar**, you must click “Options” on the yellow bar, select “trust this document always”  
Once trusted/enabled, the bar will change to purple and you can complete the form.