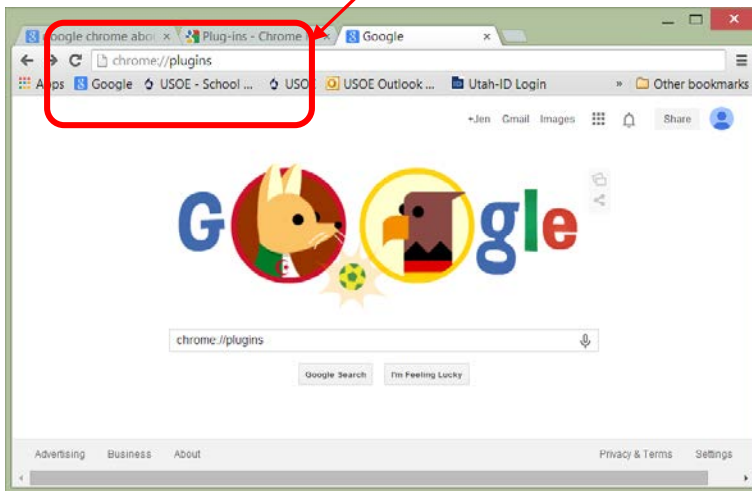


# Troubleshooting Using PDFs (particularly when using Google Mail)

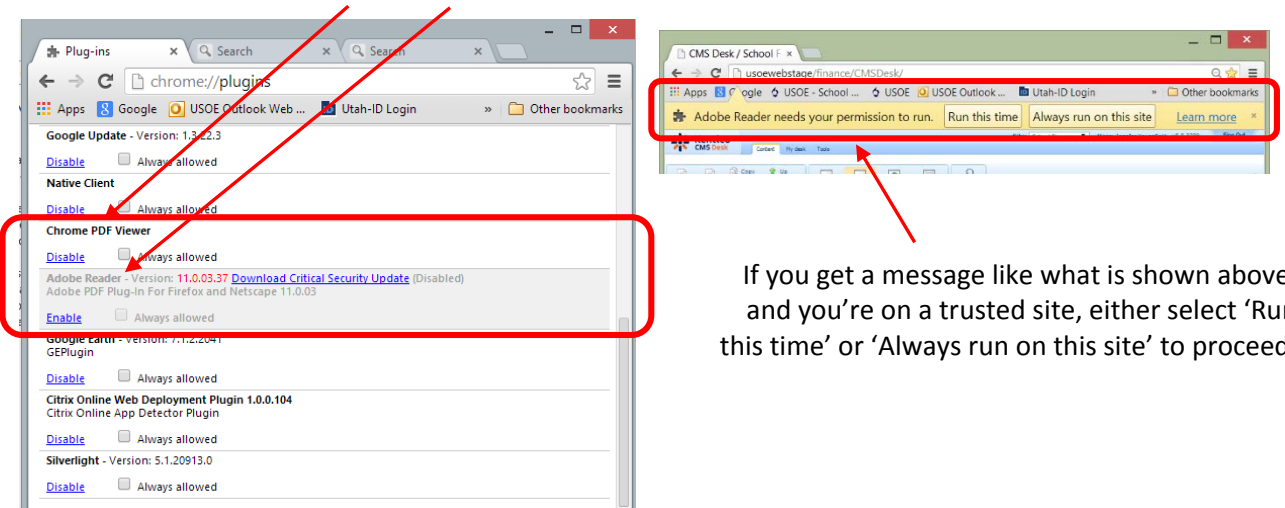
We have found some users encounter problems when working in fillable Adobe PDF forms, including submitting by email, printing, saving, etc. Most often this seems to occur when the user is working in Google Mail and/or Google Chrome. The source of the problem seems to be that when Google Chrome software is installed, the add-on Chrome PDF Viewer is also installed. The key word in the title of the add-in being “Viewer,” which allows the user to fill out the form, but not perform any of the other actions (submitting by email, printing, saving, etc.).

To resolve this problem, the PDF Viewer default will need to be changed from Chrome PDF Viewer to Adobe. If you don't currently use an Adobe software program, Adobe Reader (<http://get.adobe.com/reader/>) will need to be installed. If Adobe is already installed or after it has been installed, the following steps will have to be carried out to successfully use the forms:

- Open Google Chrome and type **chrome://plugins** into the website address bar then press ENTER. This will display Chrome's Plugins page (see second window below):



- Scroll down the list until you find “Chrome PDF Viewer” and select “Disable” (see below), which should be grayed out after it is disabled.
- Next, scroll down the list to find Adobe PDF Viewer and select “Enable” (see below), which should no longer be grayed out when enabled.
- Next, close Google Chrome, and then reopen it. You should now be able to use PDF files properly.



If you get a message like what is shown above, and you're on a trusted site, either select 'Run this time' or 'Always run on this site' to proceed.