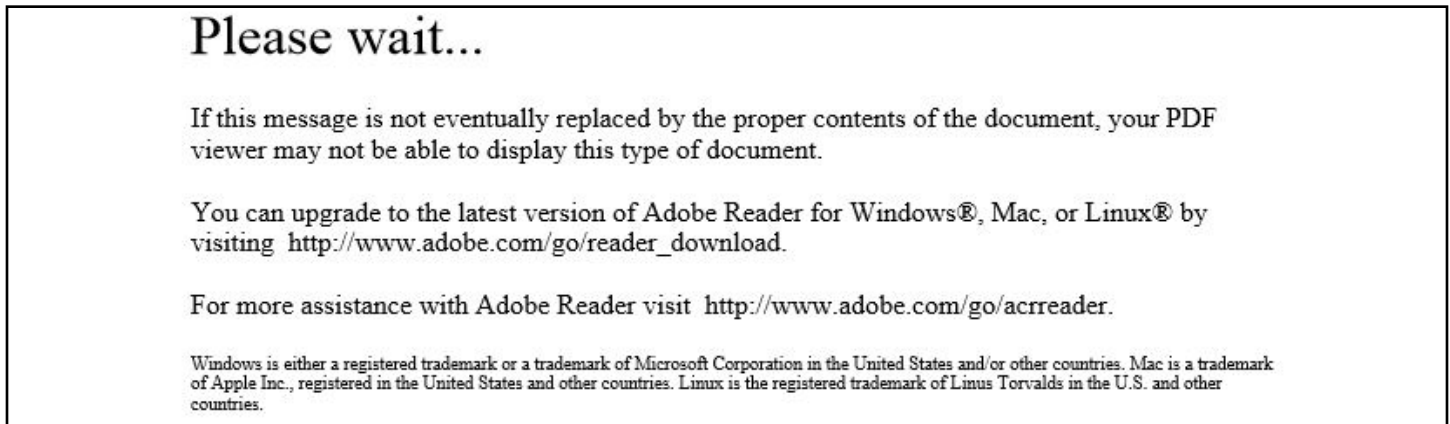


# PDF Trouble-Shooting Instructions

If you are having trouble downloading and/or opening an interactive pdf (a pdf with a form), here are some tips that can help you.

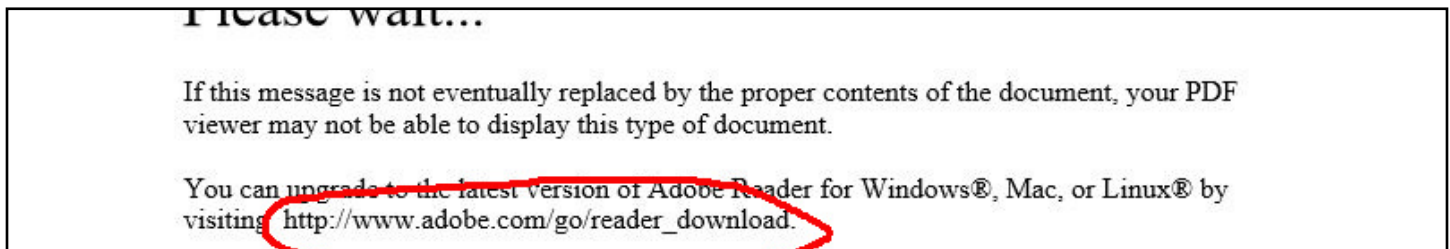
Many browsers on Mac and PC will not display an interactive pdf. **If you get a message like this:**



**...you will need Adobe Reader to view the pdf. Below are instructions to install a free version of Adobe Reader. If you already have Adobe Reader installed on your computer, skip to number 2.**

## 1. Install Adobe Reader

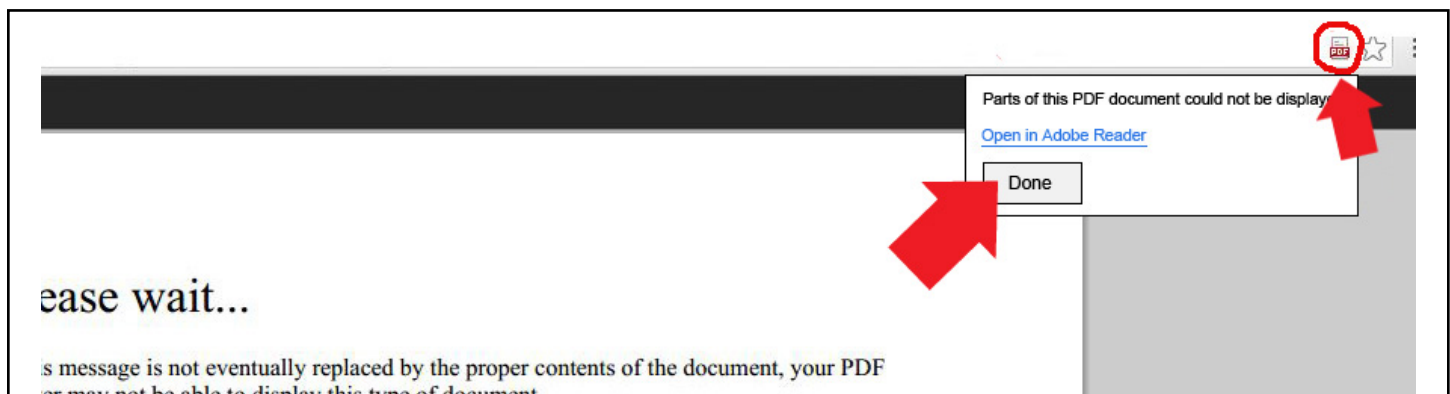
The “Please wait...” message contains a link to **adobe.com** where you download and install a free version of Adobe Reader to your computer. Either click on the link, or copy and paste the url into your browser. Instructions to download are on the adobe.com site.



## 2. Once Adobe Reader is installed on your computer:

Find your browser in the list below. Each one has a different method of how to download and/or view the pdf.

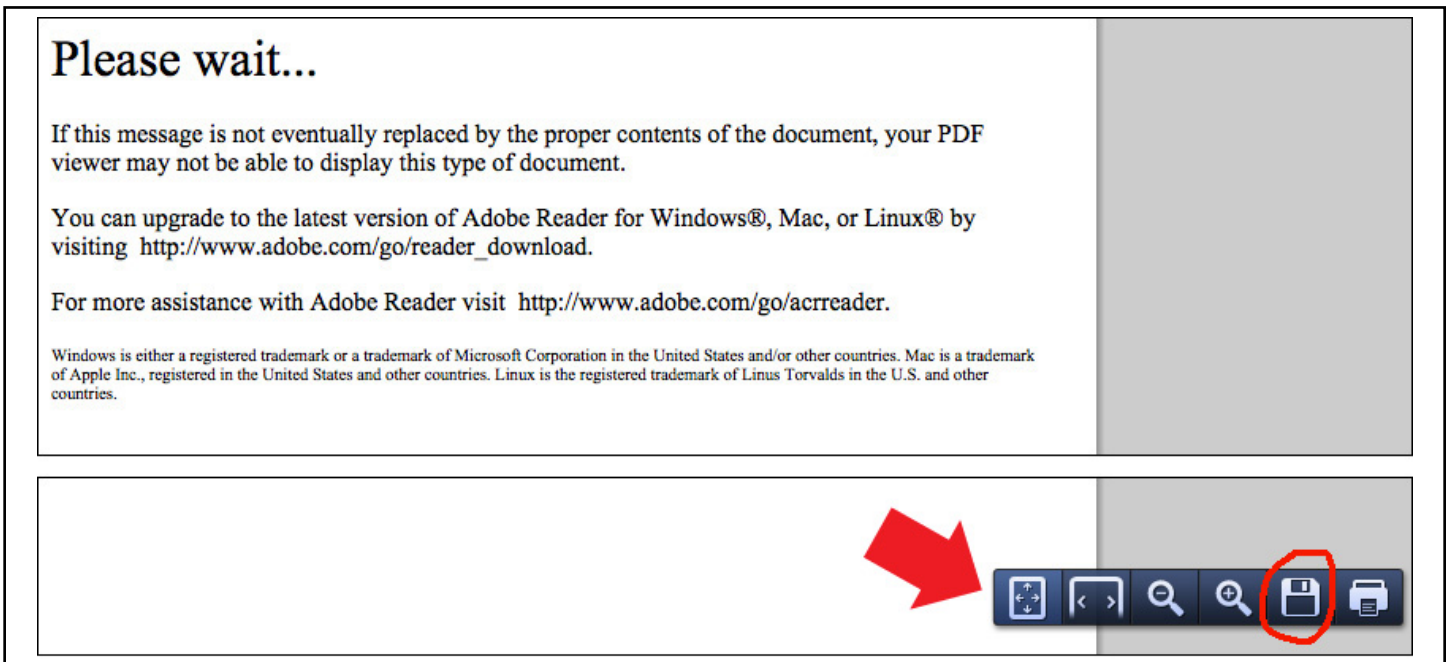
### CHROME ON THE PC:



In the top right-hand corner of the browser window you will find a pdf icon. Click on it, and it will open a window which will allow you to open the pdf in Adobe Reader.

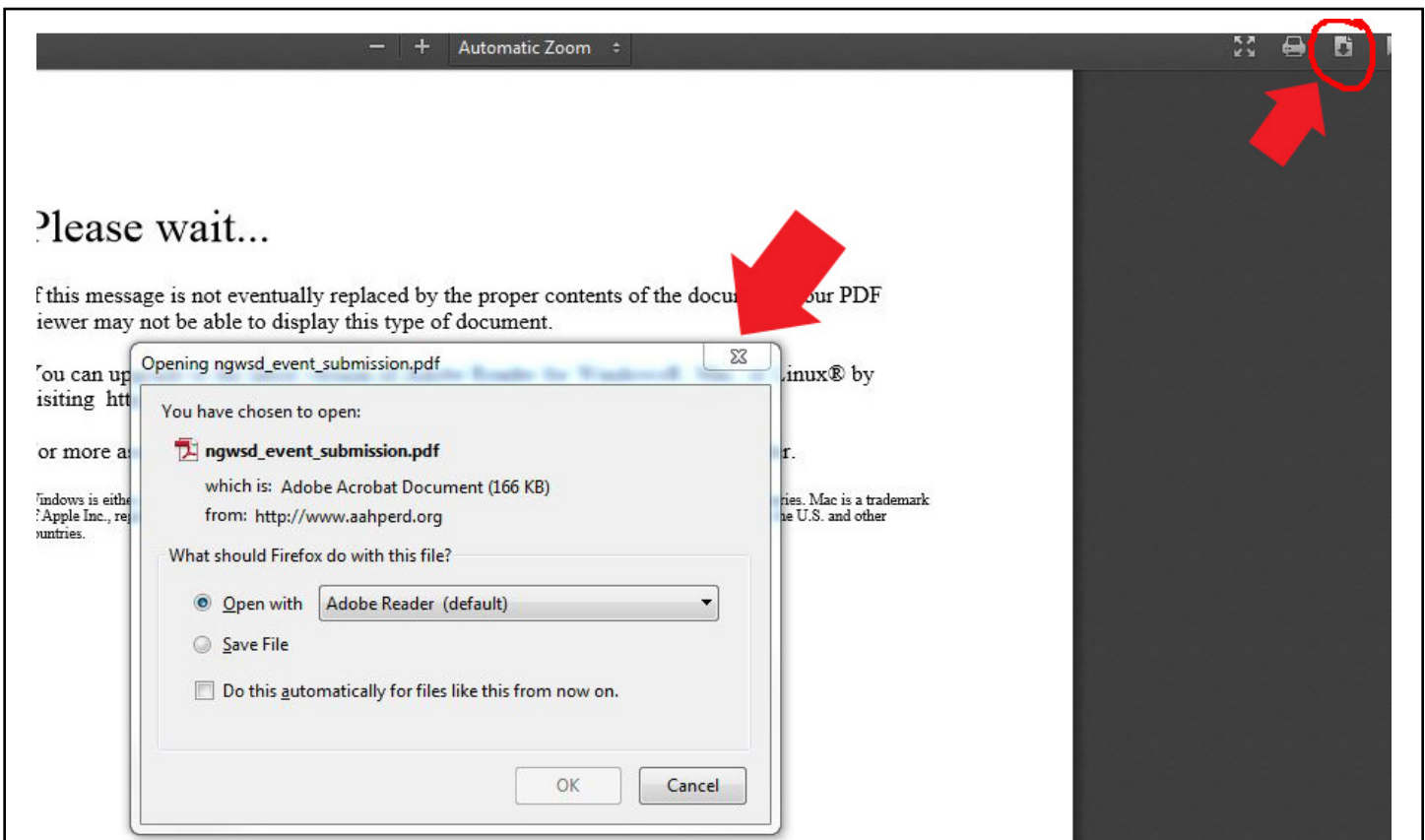
**continued....**

## CHROME ON THE MAC:



Direct your cursor to the bottom-right of your browser window. As you mouse over the area a toolbar will appear. The only option available to view the pdf is to save it to your computer. Once it's downloaded, double-click on the pdf file to launch Adobe Reader.

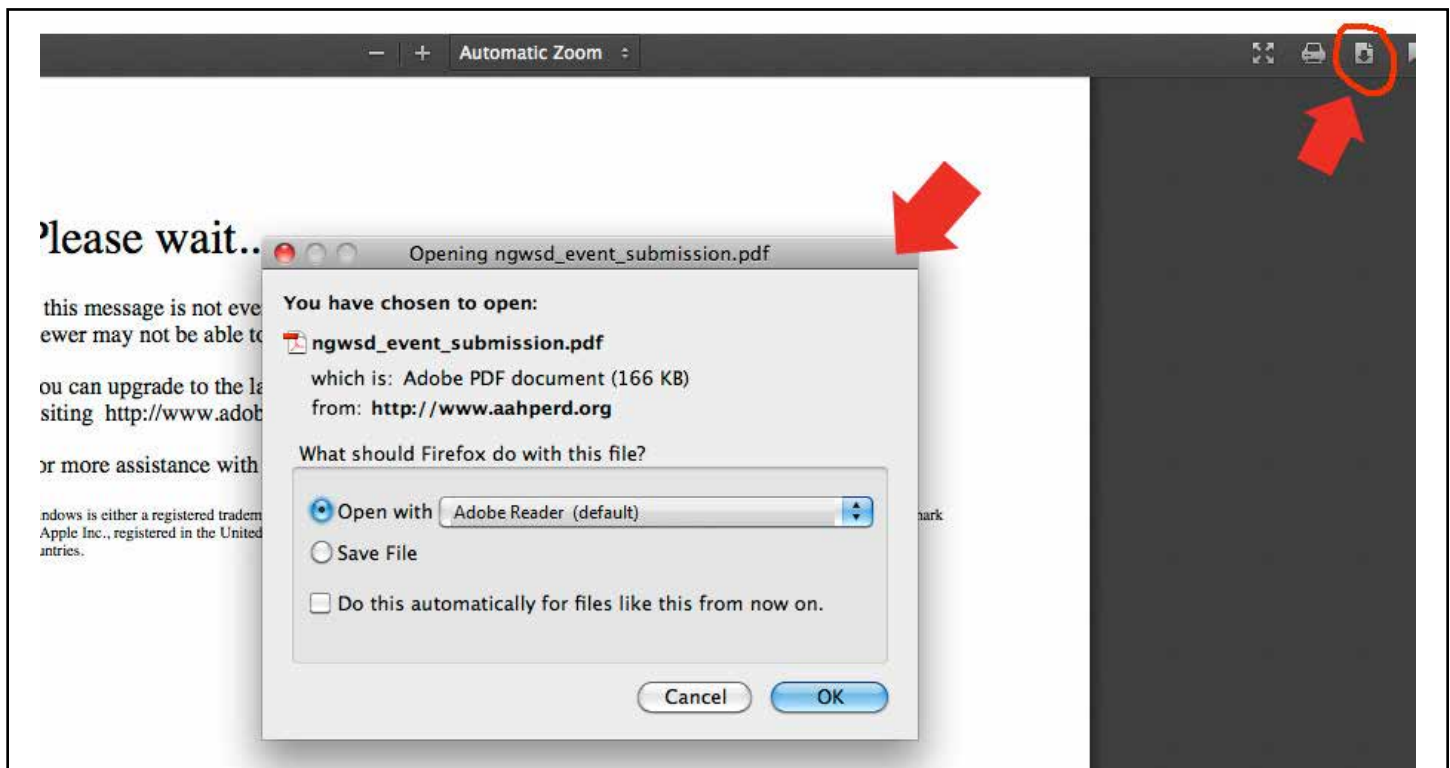
## FIREFOX ON THE PC:



In the top right-hand corner of the browser window you will find an icon with an arrow. Click on it, and it will open a window, which gives you the option to open the pdf in Adobe Reader, or save the file to your computer where you can open it there.

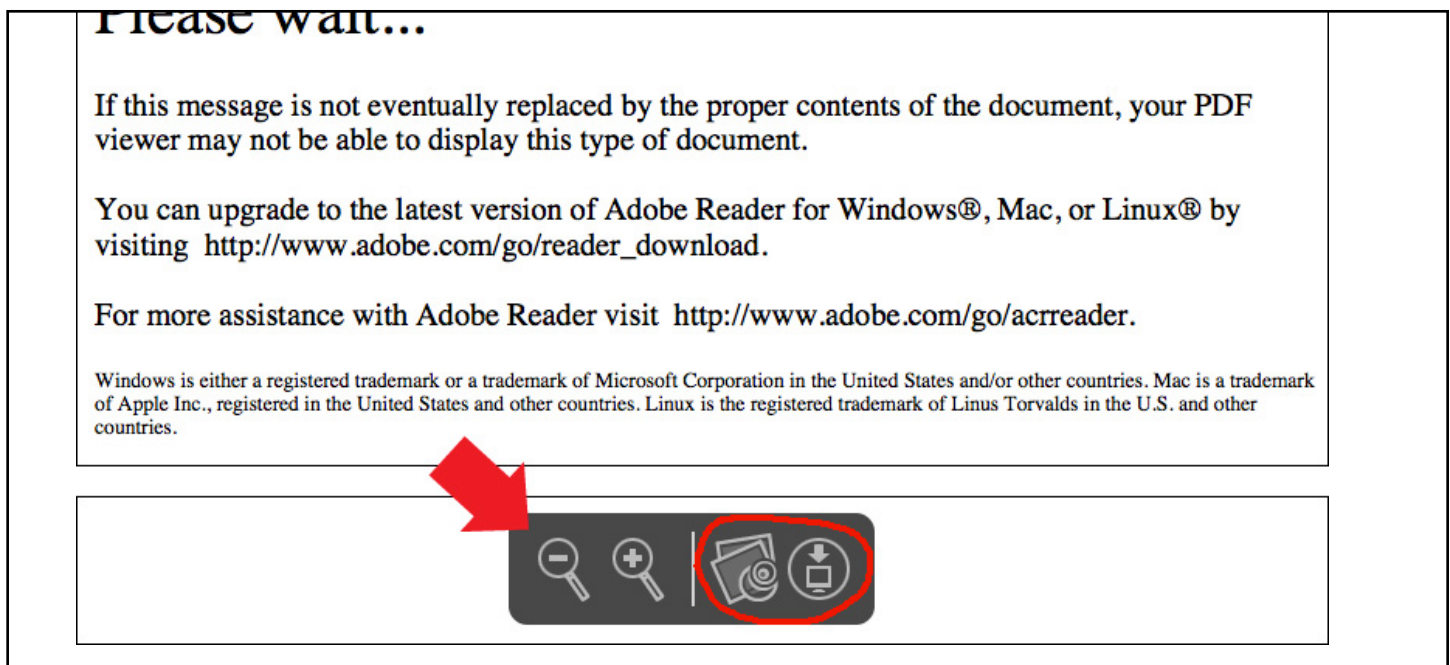
**continued....**

## FIREFOX ON THE MAC:



In the top right-hand corner of the browser window you will find an icon with an arrow. Click on it, and it will open a window, which gives you the option to open the pdf in Adobe Reader, or save the file to your computer where you can open it there.

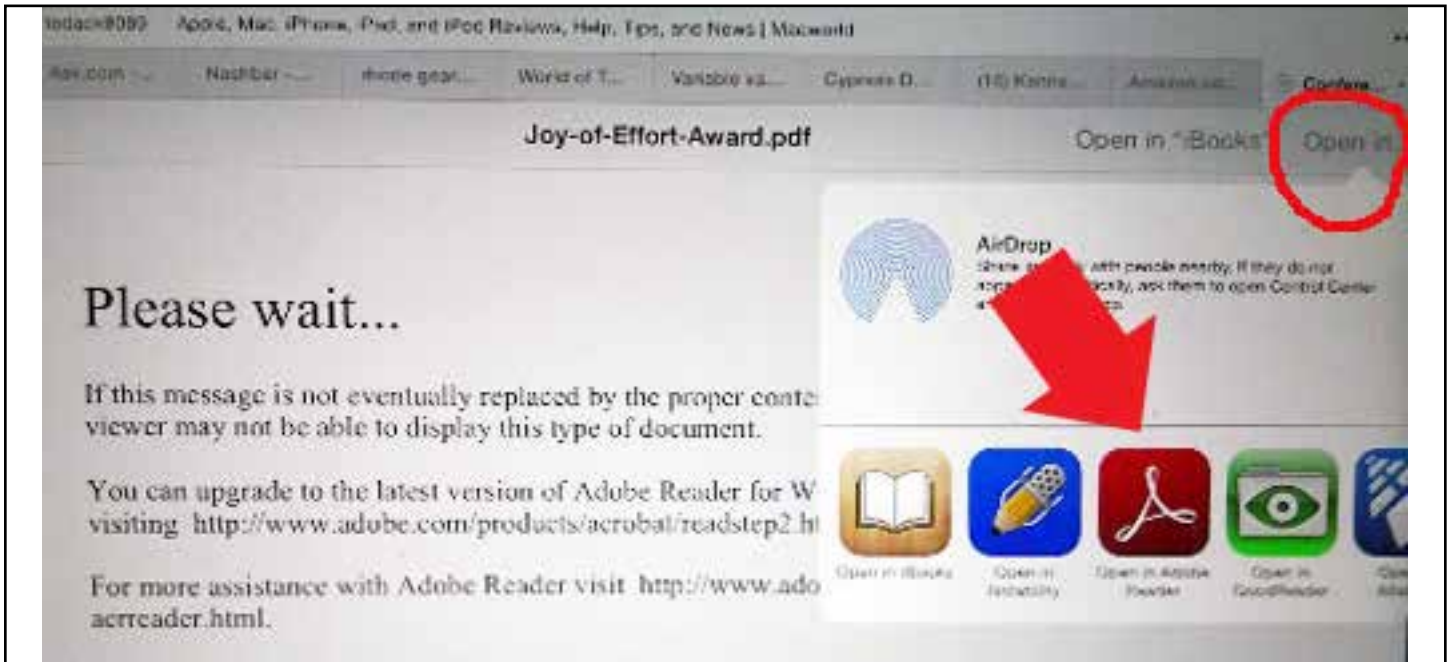
## SAFARI ON THE MAC:



Direct your cursor to the bottom of your screen. As you mouse over the area a toolbar will show. Click on the left icon circled above to open the pdf in Adobe Reader. Click on the right icon circled above to save the pdf to your computer. Once it's downloaded, double click on the pdf file to launch Adobe Reader.

continued....

## SAFARI ON THE iPad:



In the top right-hand corner of the browser you will see “Open in”. Click on it and a window will open which will give you the option to open the pdf in Adobe Reader.

If you need further assistance, you can call us at 703-476-3400 (toll-free 800-213-7193), or email us at [info@ahperd.org](mailto:info@ahperd.org).