Dynamic PDF Forms and Web Browser Incompatibility

Many of our forms are dynamic and created with Adobe Experience Manager Forms Designer (Previously Adobe Live Cycle). These forms are not compatible with many of the internet browser previews. If you receive the following message, please see the section for your web browser for further instructions.

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.

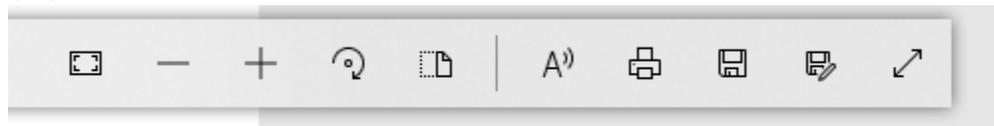For more assistance with Adobe Reader visit http://www.adobe.com/go/acrreader.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Internet Explorer

At this time, Internet Explorer has the ability to preview dynamic PDF forms and no action is needed, though it is still recommended that you download or save the form to your computer before filling it out. This will minimize risk of losing your work or submitting a blank form if it was not saved property before using the submit button.

Microsoft Edge

When receiving the PLEASE WAIT MESSAGE, click at the top of the page and a banner should appear with options to the right-hand side. Choose the SAVE option and save the PDF/Form to your desired location such as your desktop. Once the PDF is saved, go to the location on your computer and open the PDF.
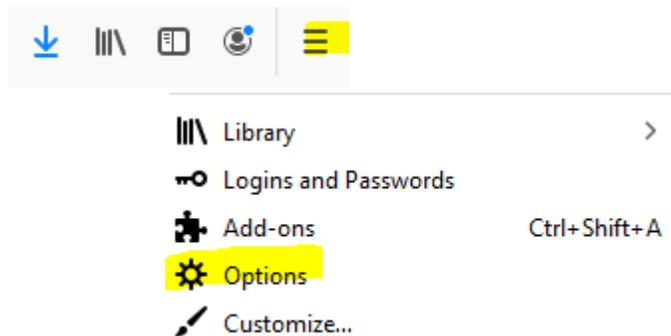
Mozilla Firefox

In Firefox you can change the settings for how a PDF should automatically be opened. The default is the web browser. To change this so all PDFs
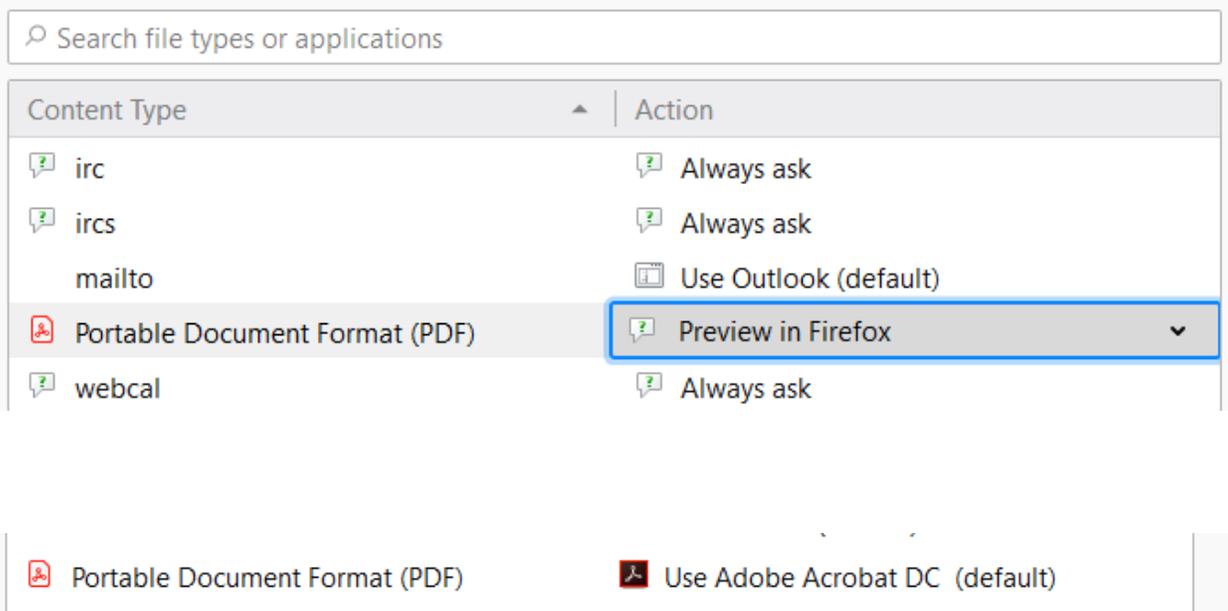
automatically open in your Adobe Reader do the following. Once the PDF is open, make sure to save it somewhere so you do not lose your work.

3. Under General, scroll down to APPLICATIONS

5. Exit the settings and now when you open a PDF in Firefox it should automatically open in your Adobe.

Google Chrome
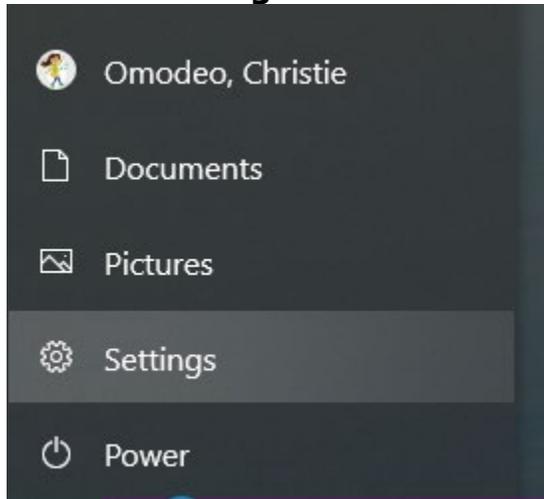
When receiving the PLEASE WAIT MESSAGE you can click near the top of the page and a bar will appear. Click on the DOWNLOAD icon (down arrow with line) to download the form to your desired location such as your desktop. Once downloaded, go to the save location and open the PDF.
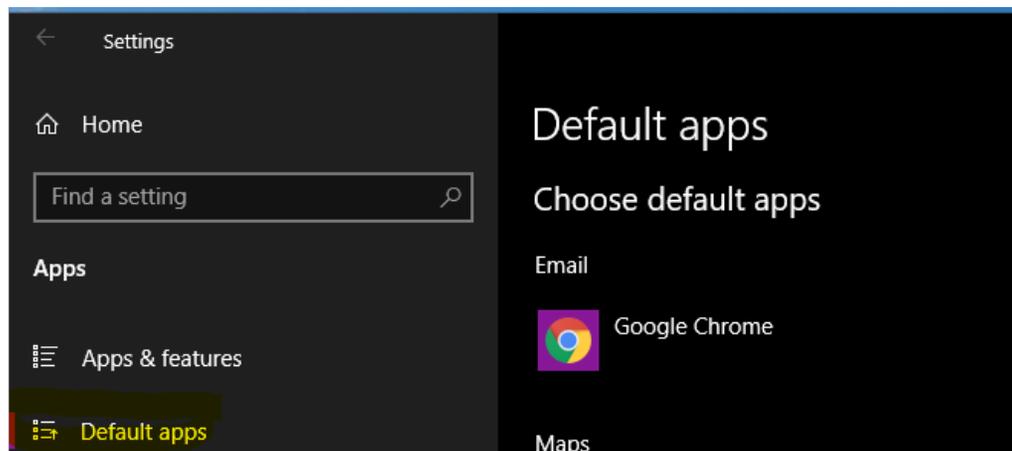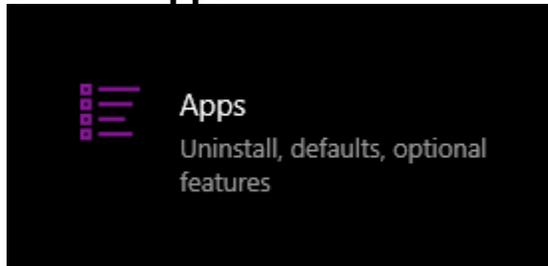
PDFs Defaulting to Microsoft Edge/Web Browser

Windows 10 sometimes defaults to opening **.PDF files** in Microsoft Edge, Dynamic forms are not compatible with Microsoft edge or web browsers and must be opened in an acrobat reader. Please follow the below directions to check and update your default settings.
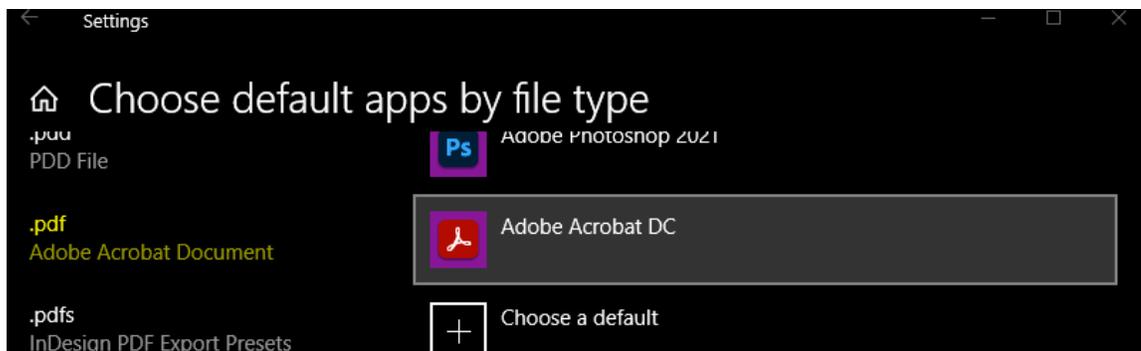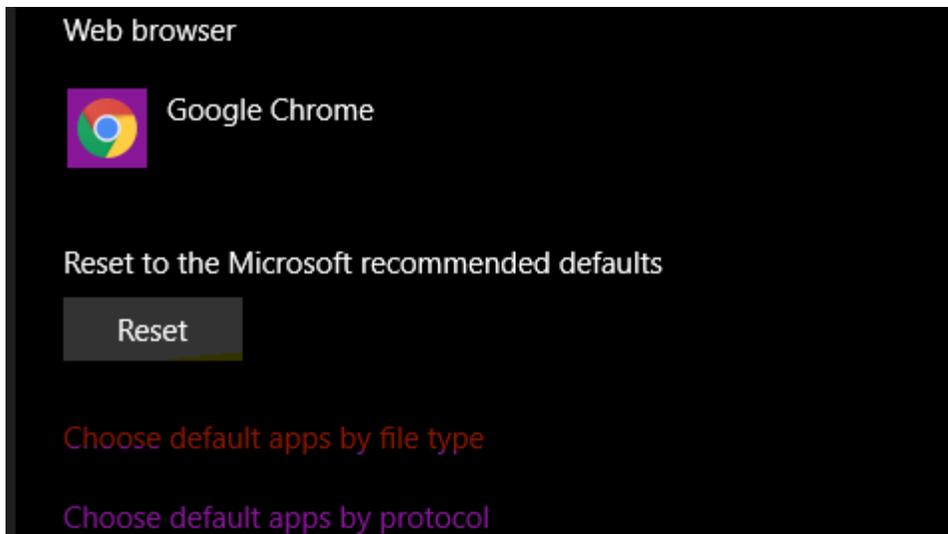
1. Click on the **windows icon** on the bottom left-hand corner of the screen.
2. Click on **Settings**.

3. Click on **Apps**.

5. Scroll down and click on the link that says, "**Choose default apps by file type**."

7. Open your downloaded PDF file.