

Fill-in PDF Hints & Troubleshooting Suggestions

(Courtesy of the City of Green Division of Taxation)

If the form doesn't display as shown above, changing the Web Browser often cures the problem. Internet Explorer and Mozilla Firefox seem to have relatively few issues (for PCs) while Safari usually works well for MACs.

1. The “Adobe Reader” is required in order to use the Fill-in PDF forms. This is a free download available at www.Adobe.com and it must be installed on your computer before you begin using a Fill-in PDF form. Occasionally, a user finds that an older version of the Adobe Reader (such as version 9.5.xx) works best.
2. PC users will not be able to use the Adobe Viewer (Adobe Reader is required). Even when the Adobe Reader is installed, some Web Browsers such as “Google Chrome” default to “Viewer” which will cause a problem. Here is how to adjust Chrome settings (especially if no other web browser is available) by disabling the Adobe Viewer so that Adobe Reader can be used:
 - Open Google Chrome
 - Click on the Chrome Address Bar
 - Type in: About:plugins PRESS <ENTER>
 - A list will appear of the plugins
 - Click on Disable next to “Chrome PDF Viewer”
3. MAC users must be sure that the MAC's default “Adobe Preview” is disabled (since Adobe Reader is required for the Fill-in PDF forms). The Adobe Reader (for MAC) must therefore be installed.
4. This link helps diagnose common Adobe issues and fixes:
<http://helpx.adobe.com/reader.html>