

Having Trouble Opening the Offer Forms?

If you're having trouble downloading and/or viewing the Offer Forms, you are most likely receiving an error message similar to the one in Figure 1 below.

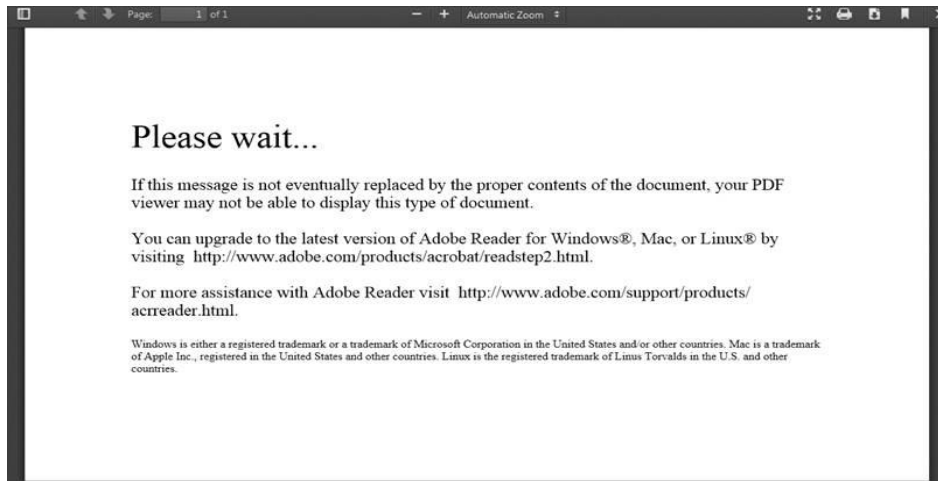


FIGURE 1.

This is due to the fact that the Offer Forms are a fillable PDF document that you can save to your computer, write in your responses, and print out once your responses are complete. The cause of this error message is, in almost all instances, due to one of the following issues:

1. You do not currently have Adobe Reader version 8.0 (or later) installed on your Windows PC, or Adobe Reader version X (or later) installed on your Mac; and/or
2. A setting on your internet browser (e.g. Internet Explorer) is currently enabled which is incompatible with fillable PDF forms.

These instructions will help you overcome these technical issues so that you are able to successfully download the forms and save them to your computer.

1. Installing Adobe Reader

To view, complete, save, and print the fillable Offer Forms, you will need to use Adobe Reader version 8.0 (or later) for Windows PCs, or Adobe Reader version X (or later) for Macs. Adobe Reader is available for free and can be downloaded from the following web site: <http://get.adobe.com/reader/>.

2. Adjusting Your Internet Browser Settings

Newer versions of internet browsers have the added feature of a “native” PDF viewer, or a program designed specifically for that browser that is used as the default program to open all PDF documents on the internet. The browsers automatically set the “native” PDF viewer as the default program to open PDF documents, however these readers are incompatible with fillable PDF forms. To view and download a fillable PDF

form, you will need to change your browser's settings so that Adobe is the default program when opening PDF documents in the browser. The figures below will walk you through how to adjust this setting for the four most common internet browsers (Internet Explorer, Firefox, Google Chrome, and Safari).

Internet Explorer

Bring up your internet window. In the upper left-hand corner of the screen, select the Tools menu (circled in red in Figure 2 below). Scroll down and select "Internet options".



FIGURE 2.

A window will appear that looks like Figure 3 below. At the top of this window, select the "Programs" tab.

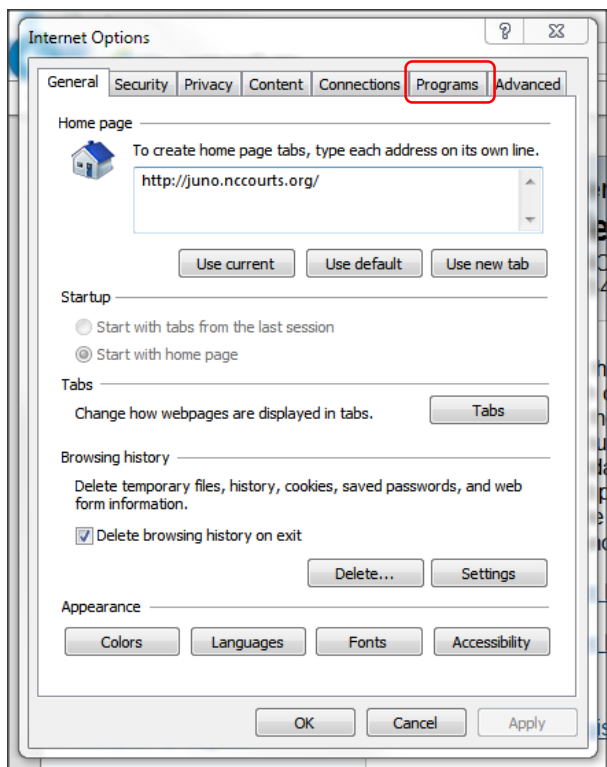


FIGURE 3.

The Programs tab will look like Figure 4 below. Under the section for “Internet programs”, click the “Set programs” button.

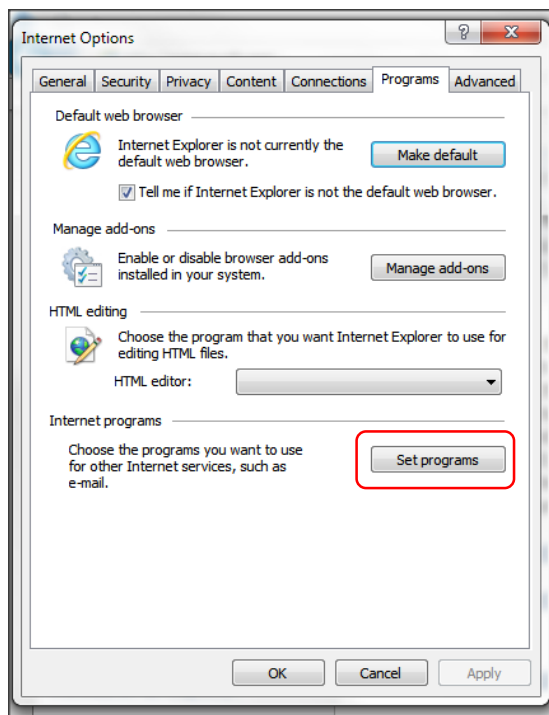


FIGURE 4.

In the window that pops up next, select “Associate a file type or protocol with a program” as in Figure 5.

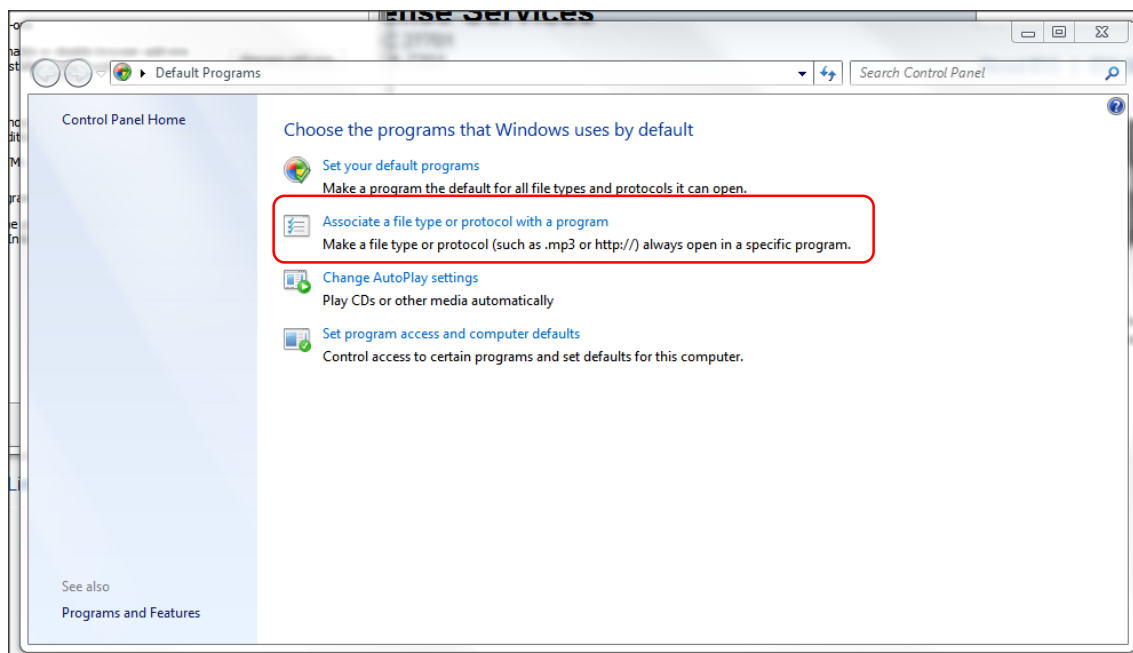


FIGURE 5.

A window will pop up that lists a variety of file types. This window should have three columns: “Name”, “Description” and “Current Default”. Scroll down this list until you get to the file type “.pdf” in the “Name” column. See Figure 6 below. Double-click on “.pdf”.

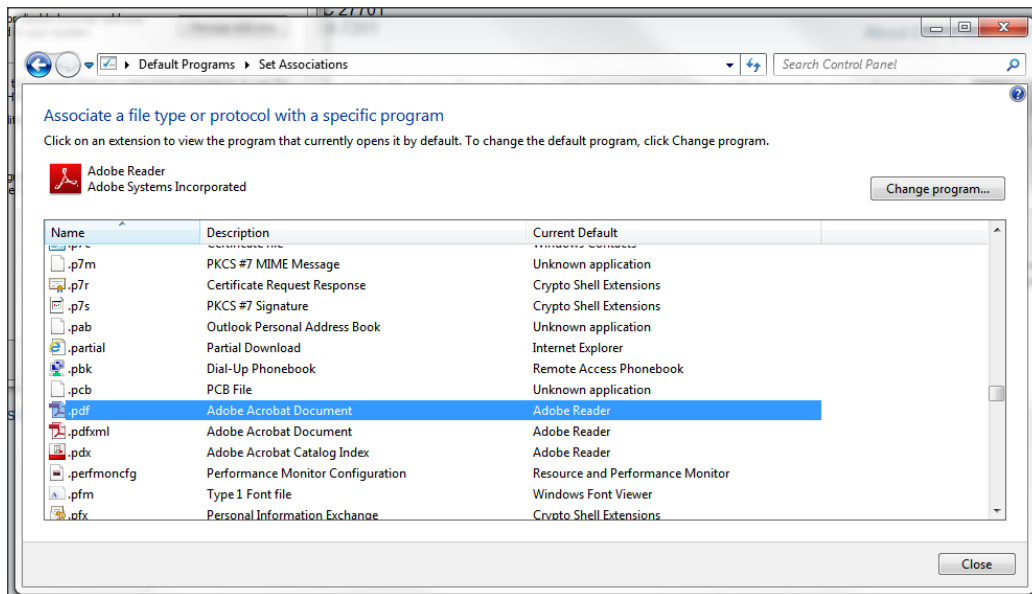


FIGURE 6.

A window will pop up that looks like Figure 7. Under “Recommended Programs” double-click on “Adobe Reader”. If “Adobe Reader” is not a choice, you do not have this program installed on your computer and should use the link under “1. Installing Adobe Reader” above to install it.

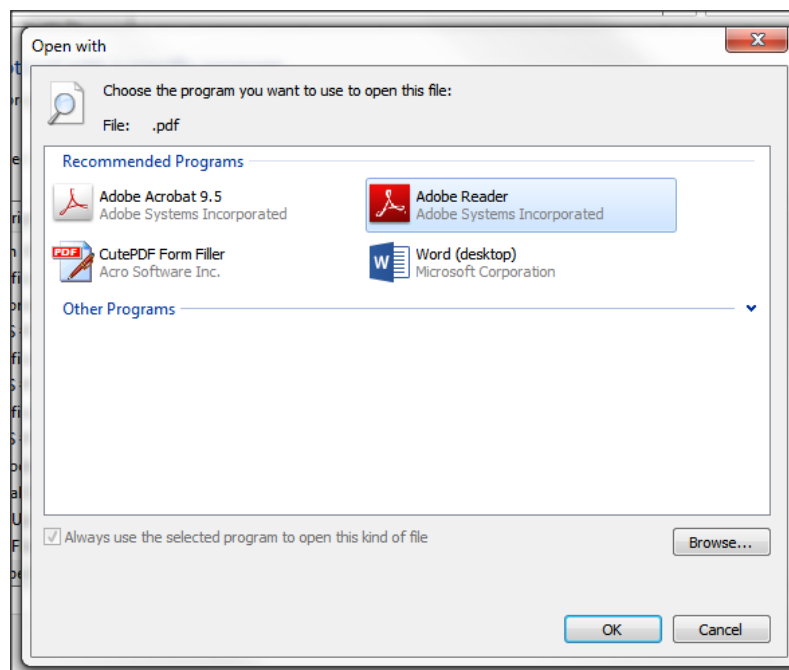


FIGURE 7.

Once you double-click the “Adobe Reader” option, it will reload the list of file types and will take you back to the Figure 6 window above. You should now see “Adobe Reader” under the “Current Default” column.

You may or may not have additional file types like “.pdfxml” or “.pdx” where the “Description” contains “Adobe Acrobat...”. If you do, repeat Figure 7 above. Hit the “Close” button in the bottom right-hand corner of Figure 6.

You should now be able to successfully bring up the Offer Forms and save them to your computer.

Mozilla Firefox

Bring up your internet window. In the upper left-hand corner of the screen, select the Tools menu (circled in red in Figure 8 below). Scroll down and select “Options”.



FIGURE 8.

A window will pop up that looks like Figure 9. Select the “Applications” tab.

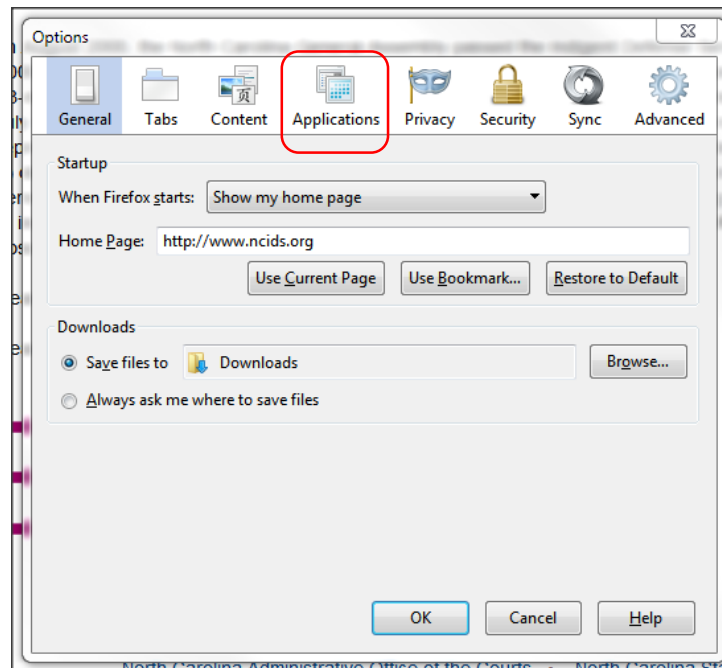


FIGURE 9.

A window will pop up that lists a variety of file types. This window should have two columns: “Content Type” and “Action” (see Figure 10). Scroll down this list until you get to the Content Type “Adobe Acrobat Forms Document.” Click on the “Actions” dropdown next to this file type.

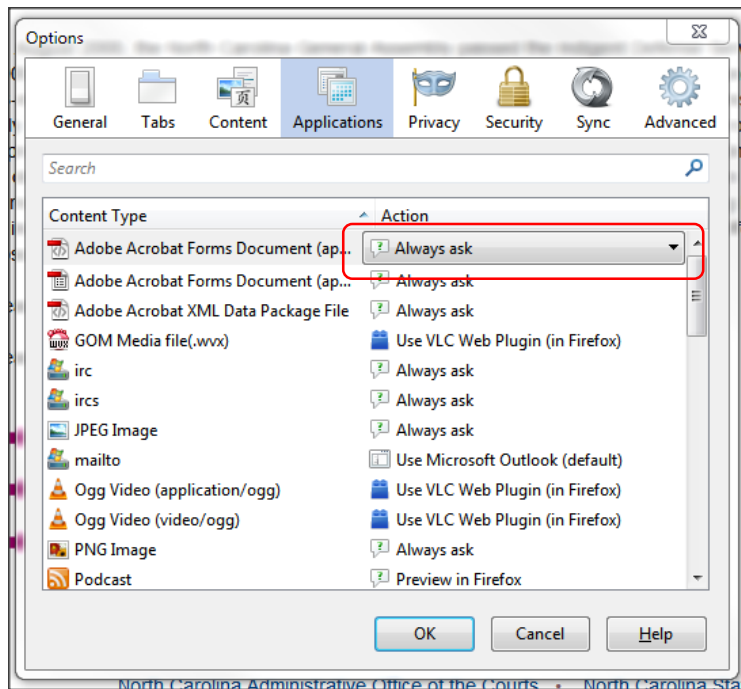


FIGURE 10.

In the dropdown, select the option for “Use Adobe Acrobat (in Firefox)” (see Figure 11). If “Use Adobe Acrobat (in Firefox)” is not a choice, you do not have this program installed on your computer and should use the link under “1. Installing Adobe Reader” above to install it.

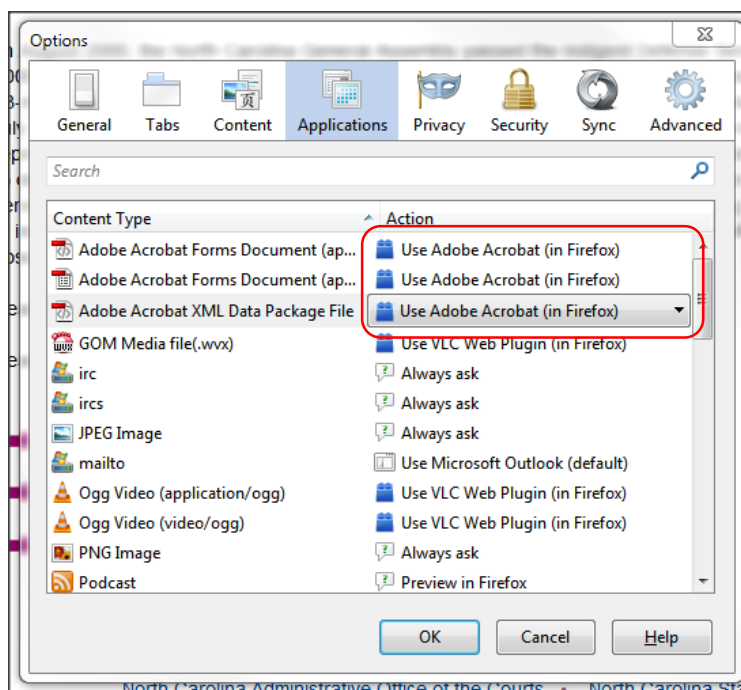


FIGURE 11.

You may or may not have different content types that contain the description “Adobe Acrobat.” If you do, repeat Figure 11 above. Hit the “Ok” button in the bottom right-hand corner.

You should now be able to successfully bring up the Offer Forms and save them to your computer.

Google Chrome

Bring up your internet window. In the address bar at the top of the window, type “chrome://plugins” (circled in red in Figure 12).

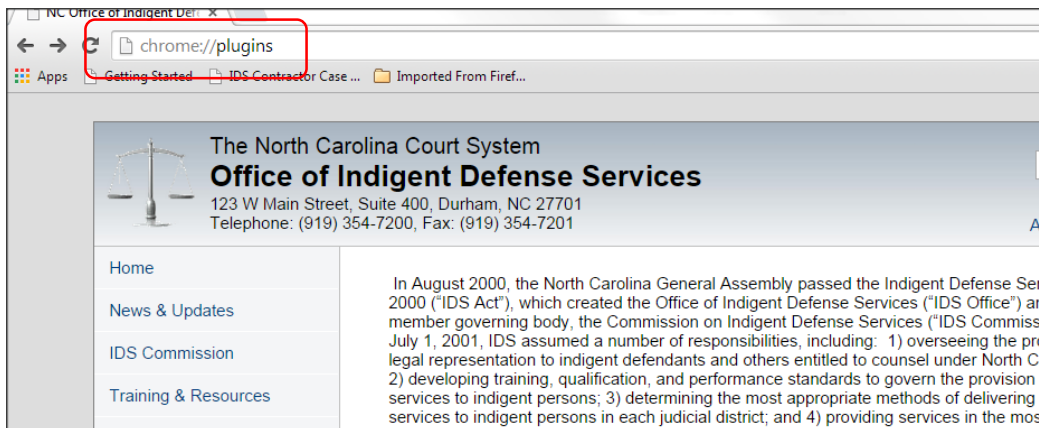


FIGURE 12.

Hit the “Enter” button on your keyboard. You will be taken to a webpage that looks like Figure 13, which lists the programs installed on your computer that can be used by Chrome. You will see that the “Chrome PDF Viewer” plugin is enabled, and you should also see that the “Adobe Reader” plugin is disabled (circled in red in Figure 13). If the “Adobe Reader” plugin is not on your list, you do not have this program installed on your computer and should use the link under “1. Installing Adobe Reader” above to install it.

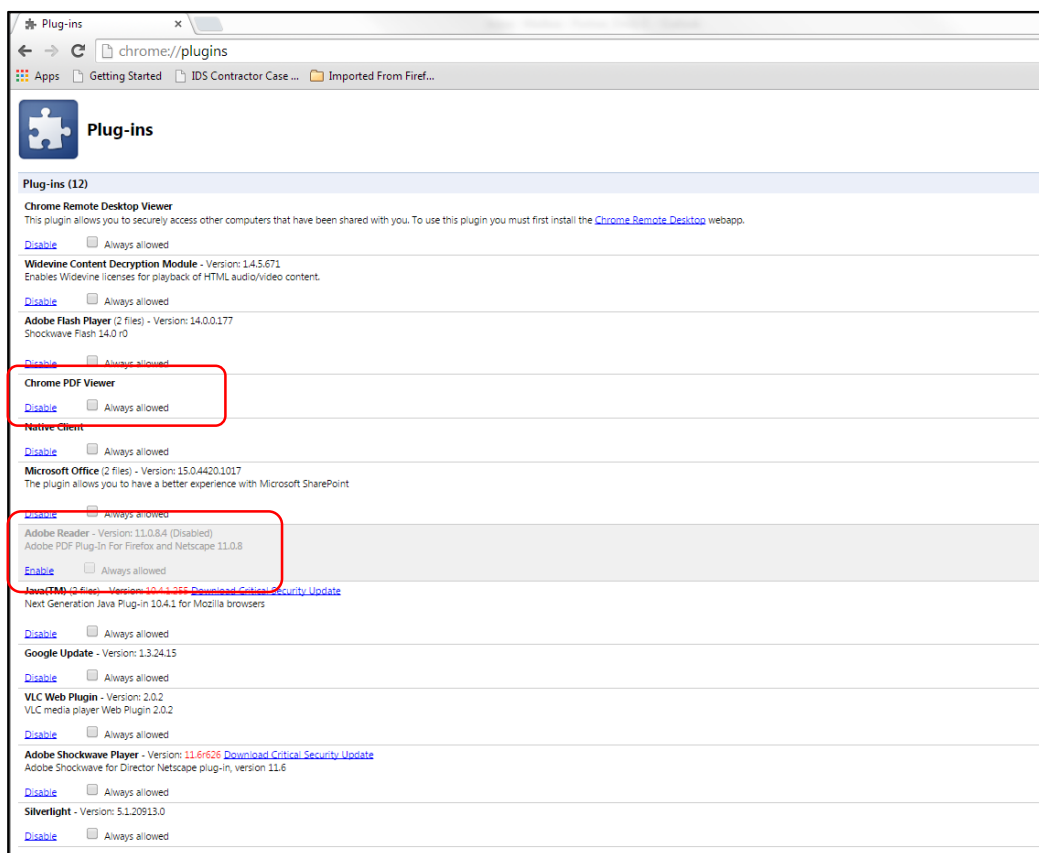


FIGURE 13.

Click the “Disable” link under the “Chrome PDF Viewer”. It will grey out. Scroll down and click “Enable” under “Adobe Reader”. Check the box under “Adobe Reader” that says “Always allowed”.

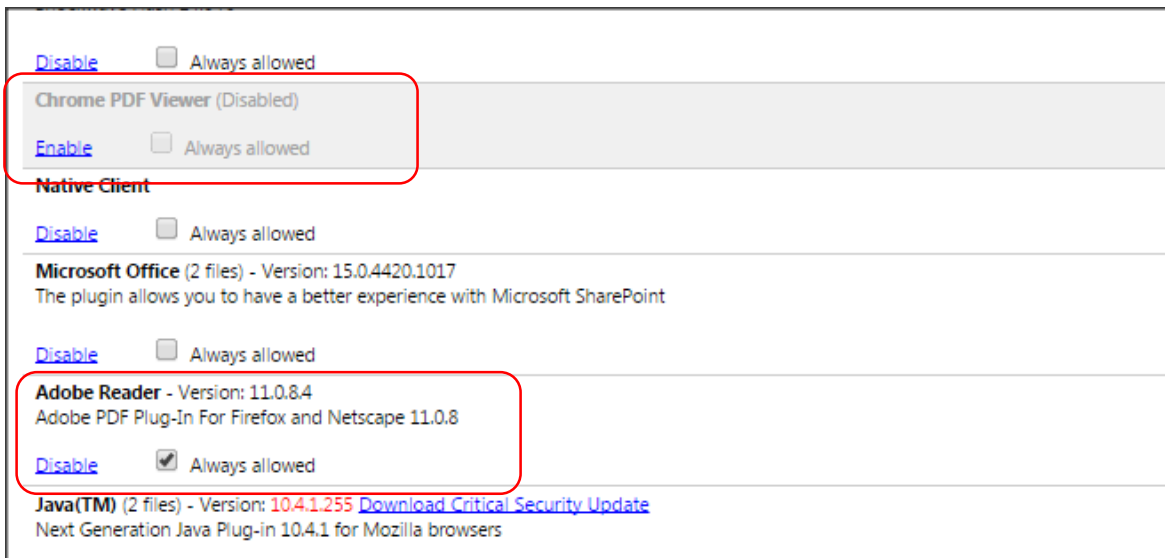


FIGURE 14.

You should now be able to successfully bring up the Offer Forms and save them to your computer.

Apple Safari

Before you can change the necessary setting in Safari, you will first need to change the default PDF viewer from Apple's Preview to Adobe. Preview will not allow you to make changes to fillable PDF forms.

To set Adobe Acrobat as the default PDF viewer, navigate to any PDF that you have saved in your Documents folder on your computer. While holding down the "ctrl" key (the key in the bottom left-hand corner of your keyboard), single click the PDF file icon. A menu will pop up similar to Figure 15. Scroll down and click on "Get Info".

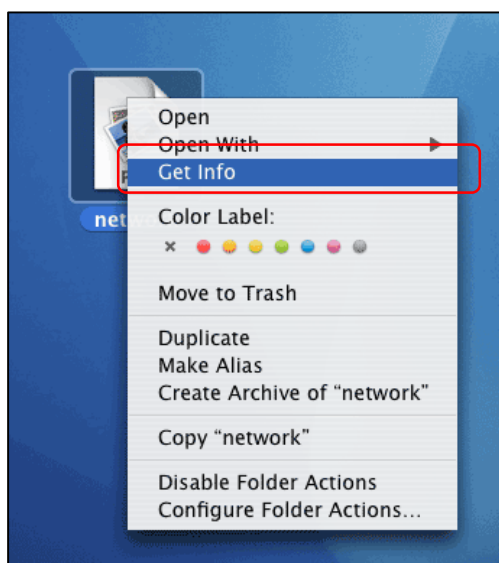


FIGURE 15.

Under the "Open with." section, you will see Preview listed as the default application (See Figure 16 below). Click the dropdown menu and select "Adobe Acrobat". If "Adobe Reader" is not on your list, you do not

have this program installed on your computer and should use the link under “1. Installing Adobe Reader” above to install it.

Once “Adobe Reader” is selected from the list, click the “Change All...” button that is now illuminated.

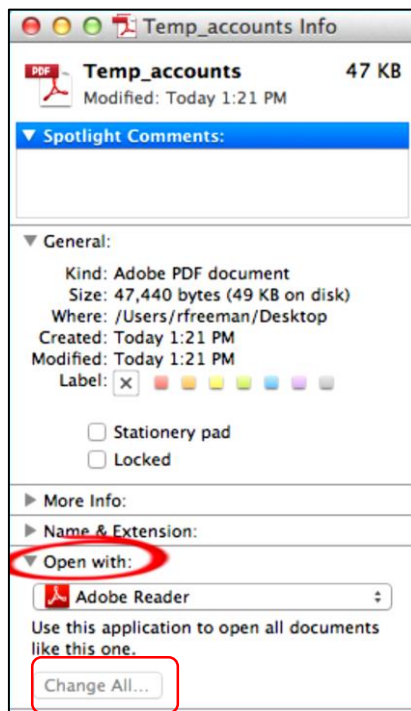


FIGURE 16.

You will be asked if you wish to change all PDF documents to open with Adobe Reader. Click “Continue” to confirm.

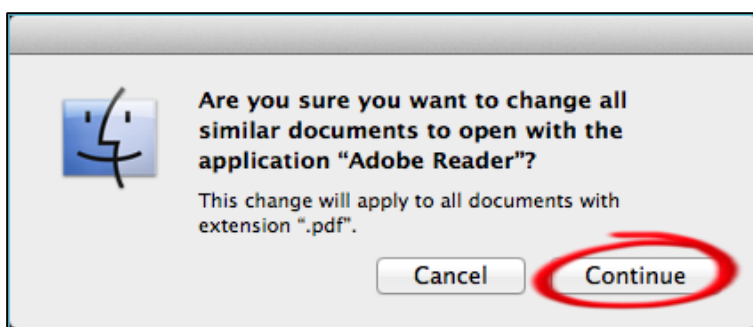


FIGURE 17.

To open PDF forms in Safari, you must have Adobe Reader version X (or later) installed on your computer. This is because version X and later have the added feature of a Safari-compatible internet plugin.

Open the “Adobe Reader” application. Under the “Adobe Reader” menu, select “Preferences”. A screen will pop up that looks like Figure 18.

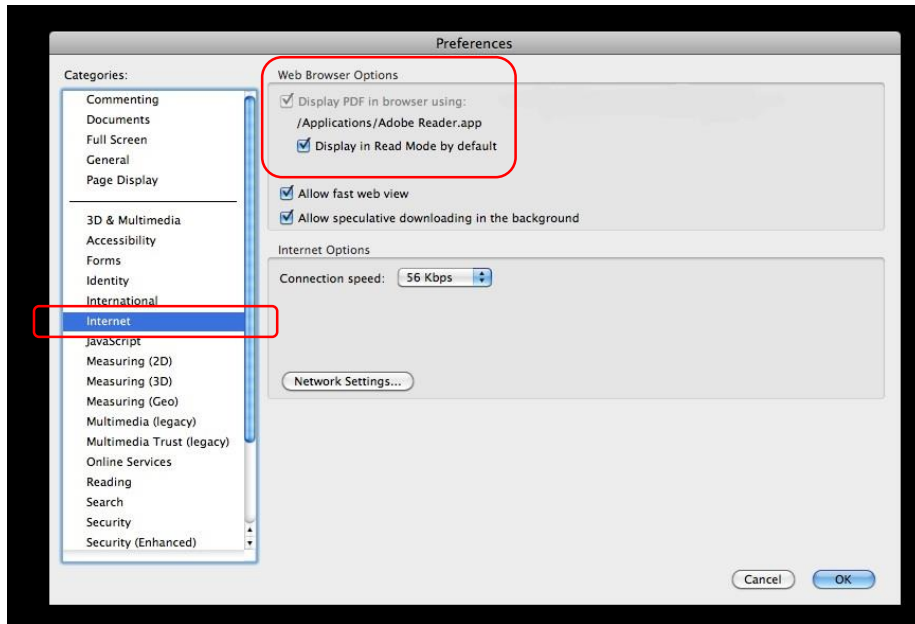


FIGURE 18.

Under the “Web Browser Options” section in the “Internet” menu, make sure that the “Display PDF in browser using:” check box says Adobe Reader. Close Adobe Reader.

Open your internet window. Under the “Safari” menu, select “Preferences...”.

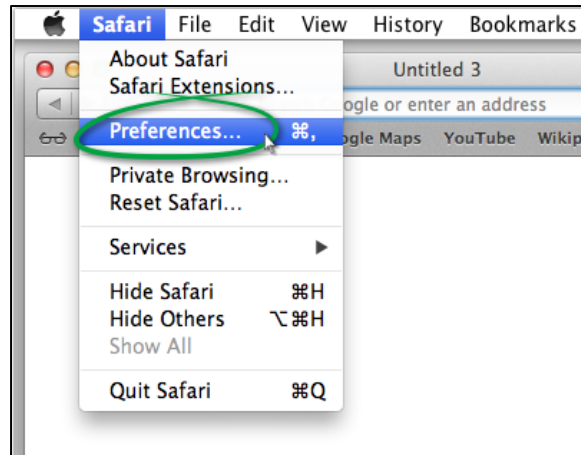


FIGURE 18.

Select the “Security” tab in the window that pops up (see Figure 19 below). Make sure that the checkbox next to “Allow all other plug-ins” is checked. Close out your internet window. Re-start Safari.



FIGURE 19.

You should now be able to successfully bring up the Offer Forms and save them to your computer. If you are still unable to do so, you may need to take one more step.

Close out Safari. In the main “Applications” folder, while holding down the “ctrl” key on your keyboard, single click on the Safari icon. Scroll down and click “Get Info”. Under the “General” section, put a check in the box “Open in 32-bit mode” (See Figure 20 below).

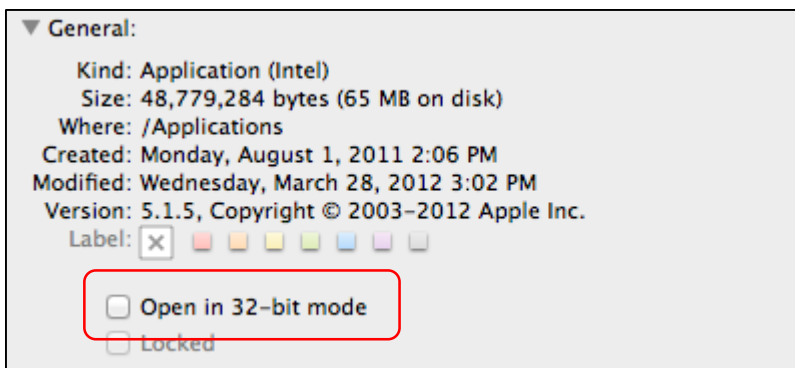


FIGURE 19.

Re-start Safari. You should now be able to successfully bring up the Offer Forms and save them to your computer.

Still Have Questions?

If, after reading these instructions and making the necessary adjustments, you are still unable to open the forms, please contact the IDS Contracts Administrator, Jennifer Howard, at Jennifer.M.Howard@nccourts.org, or 919-354-7200.