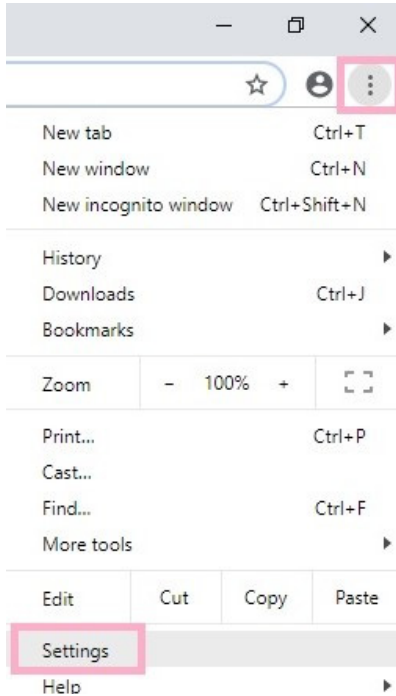


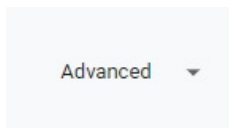
# PDF Troubleshooting

## Configure Chrome

1. Click the icon at the top right of your Chrome window and select **Settings**.



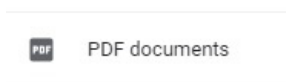
2. Scroll to the bottom of the page and click **Advanced**.



3. Under "Privacy and security," click **Content settings**.

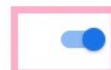
Content settings  
Control what information websites can use and what content they can show you

4. Near the bottom of the list, click **PDF documents**.



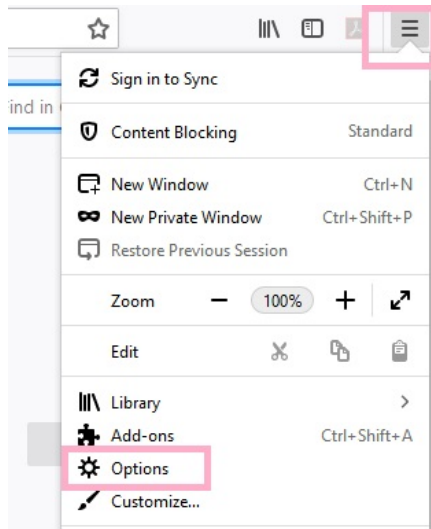
5. "Turn on" **Download PDF files instead of automatically opening them in Chrome**.

Download PDF files instead of automatically opening them in Chrome



## Configure Firefox

1. Click the icon at the top right of your Firefox window and select **Options**.



2. Scroll down to the **Applications** box and select **Portable Document Format (PDF)**.
3. Click the arrow to the right and select Use **Adobe Acrobat**.

### Applications

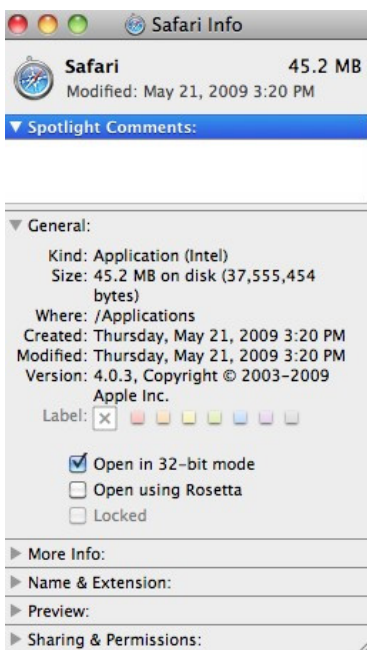
Choose how Firefox handles the files you download from the web or the applications you use while browsing.

Search file types or applications

Content Type	Action
irc	Always ask
ircs	Always ask
mailto	Use Outlook 2016 (default)
Portable Document Format (PDF)	Use Adobe Acrobat 2017 (default)
webcal	Preview in Firefox
	Always ask
	Save File
	Use Adobe Acrobat 2017 (default)

## Configure Safari 5.1 or later

1. If Safari is open quit Safari by going to Safari>Quit Safari
2. Open a new Finder window and navigate to the Applications folder.
3. In the Finder, select Safari.
4. Go to File>Get Info.
5. In the "Safari Info" window, open the "General" section.
6. Select the check box "Open in 32-bit mode"



7. Close the "Safari Info" window.
8. Re-launch Safari.

## Mac Computers – download document to use on a Mac computer

1. Hold your cursor over the document you wish to use
2. Press Ctrl and right click
3. Select "Save (or download) link file as"
4. Select where you would like to save the document i.e. your desk top or a folder