

Troubleshooting for PDF Issues

You may experience issues trying to open a pdf. It is possible that your browser or device cannot read a fillable pdf if it is a dynamic version with special features. Dynamic forms include expanding fields and the ability to insert a new row in a table or a new page, among other features.

This dynamic type of pdf can only be opened in Adobe Acrobat or in BlueBeam Revu.

Unfortunately, Chrome and Edge do not use Adobe Acrobat as their default, opting instead for native pdf programs in their browsers. They cannot read dynamic pdfs and that's why you get the Please Wait document instead. (In IE11, Adobe Acrobat is the resident pdf program and the application should open properly. However, IE is no longer supported by Microsoft and will not be available for much longer.)

The "Please wait..." message is the shell PDF every dynamic pdf form lives in. A PDF-viewer that doesn't support this technology will only display that message. If you get a "Please wait..." message, we encourage you to go back to the form and try to open it with one of the workarounds below.

Workarounds for Adobe Acrobat:

1. In Edge, right click on the link and choose Copy Link. In Chrome, right click the link and choose Copy Link Address.
2. Then, open Adobe Acrobat.
3. Choose Open, and paste the link into the File Name.
4. It will open the fillable document in Adobe Acrobat.

Other workarounds you may try you to the form:

1. **Change your browser to Internet Explorer.**
IE has a resident Adobe compatible reader and it should open easily. As Google Chrome and other browsers have dropped Adobe Acrobat from their default pdf you will need to tell Chrome to open the form in Adobe Acrobat.
2. **Save the documents to your desktop** and then open the documents with the latest version of BlueBeam Revu, Adobe Reader or Adobe Acrobat Pro (best choice).
3. **Download the file** and then open in BlueBeam Revu, Acrobat Reader or Adobe Acrobat Pro.
4. **Choose the –ip file choice if available.**
If you are using an iPad, dynamic pdfs will not work. The Construction section offers a choice for our dynamic forms. There is a static version of the form that may be used on iPads.

This version provides the same information as the dynamic version, but fields do not expand to add additional text and it is not possible to add or subtract rows or pages. You will have to add additional pages as supporting document if you have more information than can fit into the fixed field sizes.

You may also use the –ip version in Chrome, Safari, Firefox and other browsers.

For more assistance, please contact [Sue Herring](#) at 503-986-3009.