



NYFB Help Document: Troubleshooting Editable PDFs

On the NYFB website click on the link that will lead you to the PDF (Portable Document Format) application. The PDF will either save or display based off of the web browser. If you do not have a PDF Reader installed you will be unable to open PDFs. The following instructions will help you troubleshoot common issues (edit, save, view, and print) in three popular PC web browsers:

1. Internet Explorer



2. Google Chrome



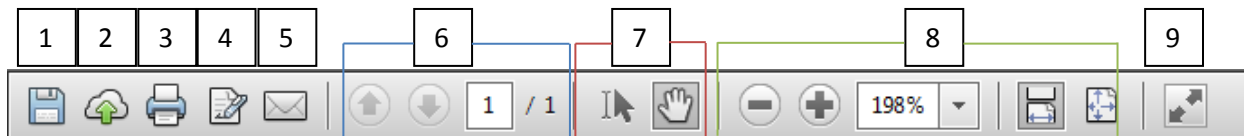
3. Mozilla Firefox



Internet Explorer

Internet Explorer (or IE) will allow the user to use Adobe Reader within their browser window. Adobe Reader is a widely used PDF Reader that can be obtained for free at <http://get.adobe.com/reader/>. The boxes in an editable PDF created by NYFB are able to be edited in current versions of Adobe Reader.

Below is the toolbar that will appear in your browser window if Adobe Reader is installed. The numbered icons correspond with a list below that will explain what each button does in Adobe Reader.



1. Save a copy to your computer
2. Upload to Adobe
3. Prints the document (sends the document to the printer)
4. Digitally sign (if already set up)
5. Email the document
6. Page Navigation (Up, Down, Page # of Total #)
7. Selection Tools: the selector and grabber tools respectively (Selects text and images, moves around the page)
8. Zoom Tools: from left to right - zoom in, zoom out, set zoom percentage, set zoom to screen width, and set zoom to full page view
9. View File in Read Mode. This closes all of the options listed above and most other Adobe options.

NOTE: All of the above options are available in the desktop version of Adobe Reader as well, so if you save a copy to your desktop, all the information given is the same.

Google Chrome

Google Chrome is the web browser provided by Google. After clicking on the link to the NYFB application, the PDF will open in the browser window. The boxes in an editable PDF created by NYFB are able to be edited in the browser window. The user can also save the PDF and edit the saved version in Adobe Reader and other PDF readers.

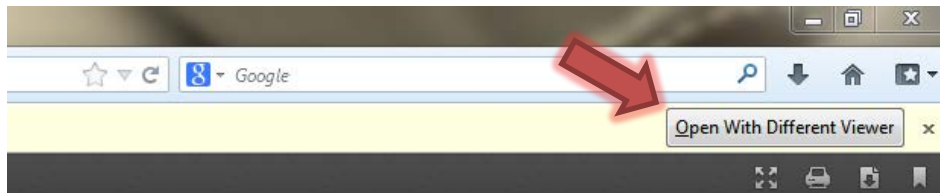


1. Zoom Tools: from left to right - set zoom to full page view, set zoom to screen width, zoom in, and zoom out
2. Save a copy to your computer
3. Prints the document (sends the document to the printer)

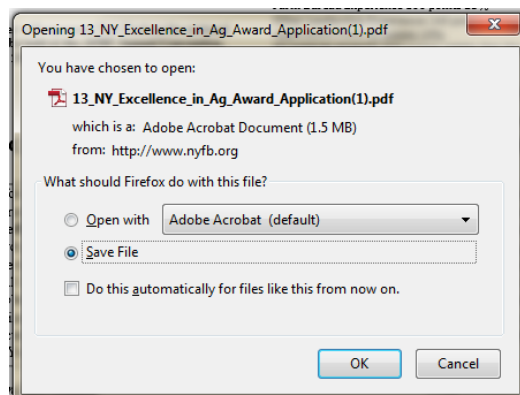
Mozilla Firefox

Mozilla has created their own PDF reader for their browser Mozilla Firefox. As of May 2013, this PDF reader does not fully support editable PDFs. A user may open the PDF but it may look differently and the fillable boxes will not be visible. However, there is an option to open the PDF in another PDF viewer.

After clicking on the link to the NYFB application, the PDF will open in the Mozilla PDF Reader window. In the top right hand of your screen click on [Open With Different Viewer](#) as seen below.



This will prompt you to either save or open the PDF. After opening or saving the PDF, you can add, edit, and save the document as you would in your usual PDF reader.

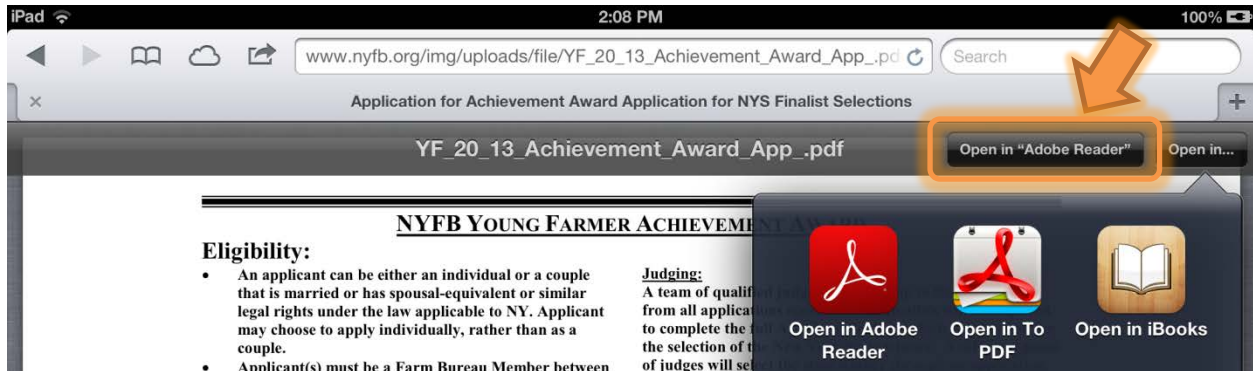


Mobile Devices (Tablets and Smartphones)

Mobile devices like tablets and smartphones do not always come with a PDF reader installed on them. If the document does not open on your device then it is likely that a PDF is not installed on that device. Adobe Reader and other PDF readers can be download from your device's application provider (i.e. iTunes, Google Play). Once installed, you should be able to open and save the document.

Safari (iPad)

To save the PDF on the iPad, hover over the top of the document and a header should appear. Click on Open in "Adobe Reader" (or other defaulted reader), and the open in that application.



If you still need additional assistance using a NYFB PDF, contact membersupport@nyfb.org with "PDF Help" in the Subject line of the email.

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