



## Using Our Fillable PDF Forms

Although this guide contains a number of sections, it covers the majority of the devices and web browsers in use. You should only need to refer to the 1 or 2 sections that are most relevant to you.

This guide contains instructions on how to change your browser and device settings to best use our interactive PDF forms. These are the settings we recommend, although there may be other settings that allow you to use the features in our forms without making these specific changes.

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## Adobe Reader

To fully use the features in our forms, you will need to open the forms in Adobe Reader XI or later, which is a free PDF reader.

### Downloading Adobe Reader

#### For PC (Windows and Mac) Users

If you need to download Adobe Reader or upgrade your version, go to <https://get.adobe.com/uk/reader/> and follow the on-screen instructions.

There is usually an optional offer product such as McAfee Security Scan. You can untick this option if you do not want to install this.

#### For Mobile (iOS and Android) Users

Go to the App Store or the Play Store and search for Adobe Reader.

### Older Operating Systems

Adobe Reader XI is not supported on some older operating systems. In these cases some of the features we use in our forms will not work. If you must use these operating systems with our forms and you run into problems, the only alternative is to print them out and fill in by hand.

Operating systems included in this section are:

- Windows Vista
- Mac OS X 10.7 – 10.7.1
- Mac OS X 10.5.8 and below
- Android 2.3.2 and below

### Checking Adobe Reader Settings

Some of the features we use in our forms, such as auto-calculations, uses JavaScript. If there is a problem with such features JavaScript may have been disabled.

To change the JavaScript setting:

1. Launch Adobe Reader (or Adobe Acrobat if you have the paid for version)
2. Select **Edit** and then **Preferences**
3. Select the JavaScript Category
4. Ensure the **Enable Acrobat JavaScript** option is ticked
5. Click **OK**

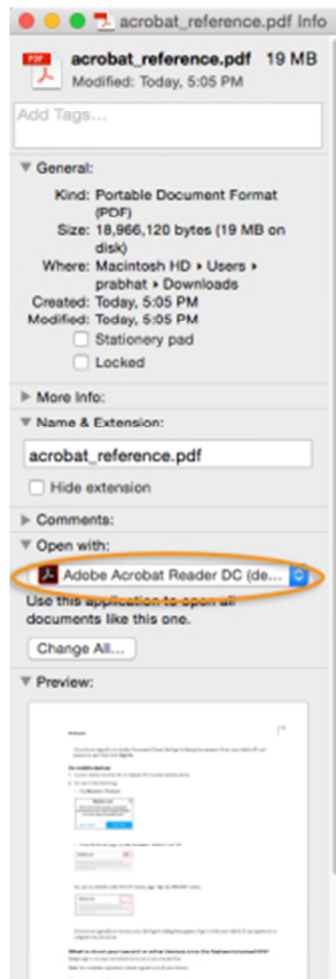
## Setting Adobe Reader as Default PDF Reader

### On Microsoft Windows:

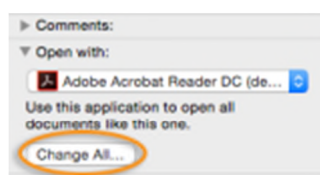
1. Go to Control Panel from the “Start” menu.
2. Under Programs, choose Default Programs
3. Choose Set Associations (Vista), or Associate a file type or protocol with a program. (Windows 7)
4. Find “.pdf” in the list of file associations.
5. Select Change Program, and choose Adobe Reader from the list.
6. Click Ok

### On Apple OSX:

1. In the Finder, select a PDF, and choose **File > Get Info**



2. Click the arrow next to Open With to expose the product menu
3. Choose either **Adobe Acrobat Reader DC** or **Adobe Acrobat DC** from the application menu
4. Click the **Change All** button



5. When asked if you want to change all similar documents, click **Continue**



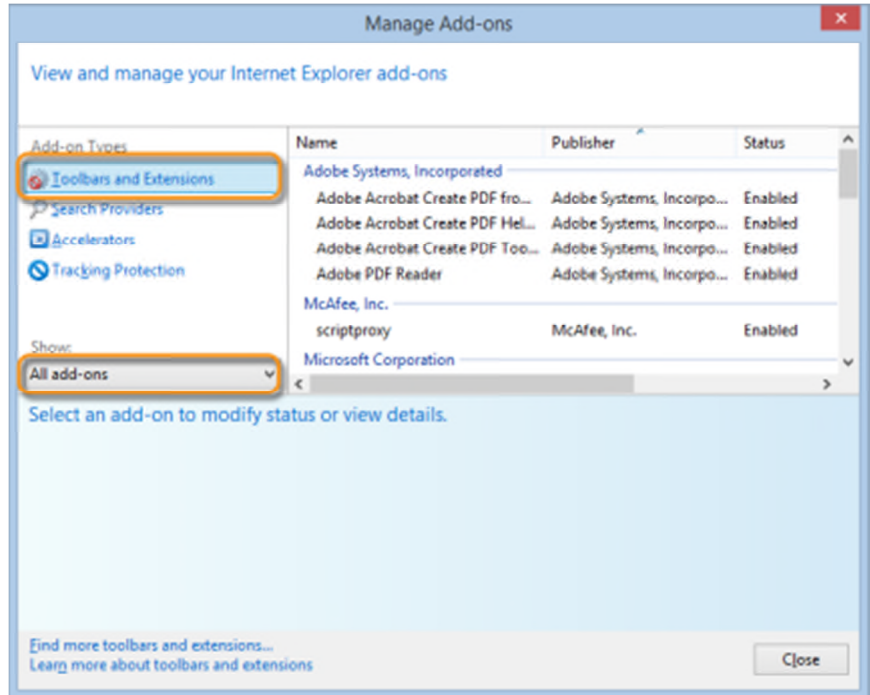
## Internet Explorer

As long as you have Adobe Reader or Adobe Acrobat installed on your machine and set as your default PDF reader, it should not matter if you open our PDFs in your browser or in Adobe Reader directly (recommended) as the features we use should still work. This is the only browser this works with when opening in browser.

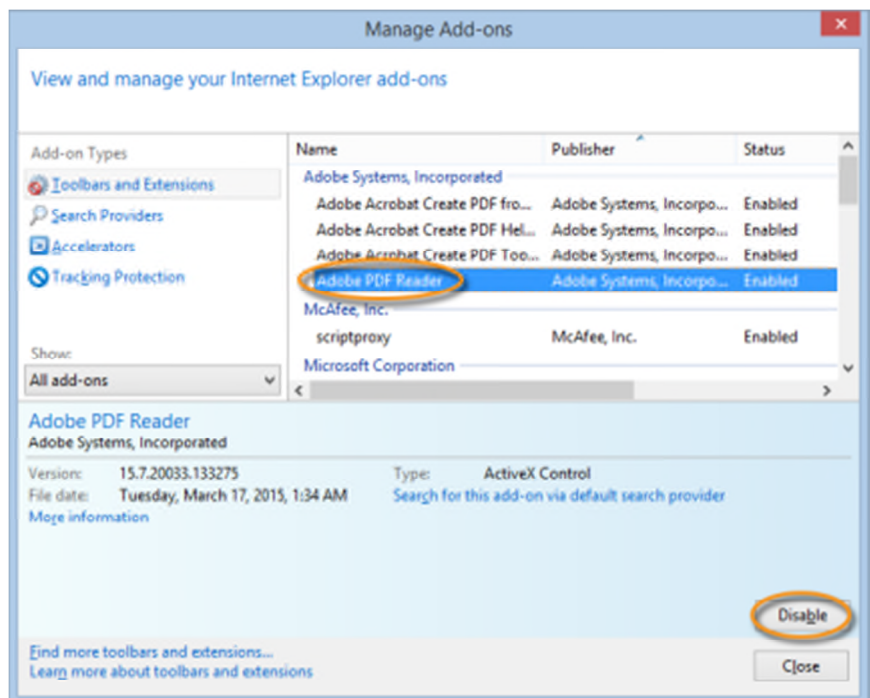
### Open PDFs in Adobe Reader

If you want to open PDFs in Adobe Reader directly:

1. Open Internet Explorer, and choose **Tools > Manage Add-ons**
2. Under Add-on Types, select **Toolbars And Extensions**
3. In the Show menu, select **All Add-ons**



4. In the list of add-ons, select **Adobe PDF Reader**
5. If the **Status** is set to **Enabled**, click the **Disable** button





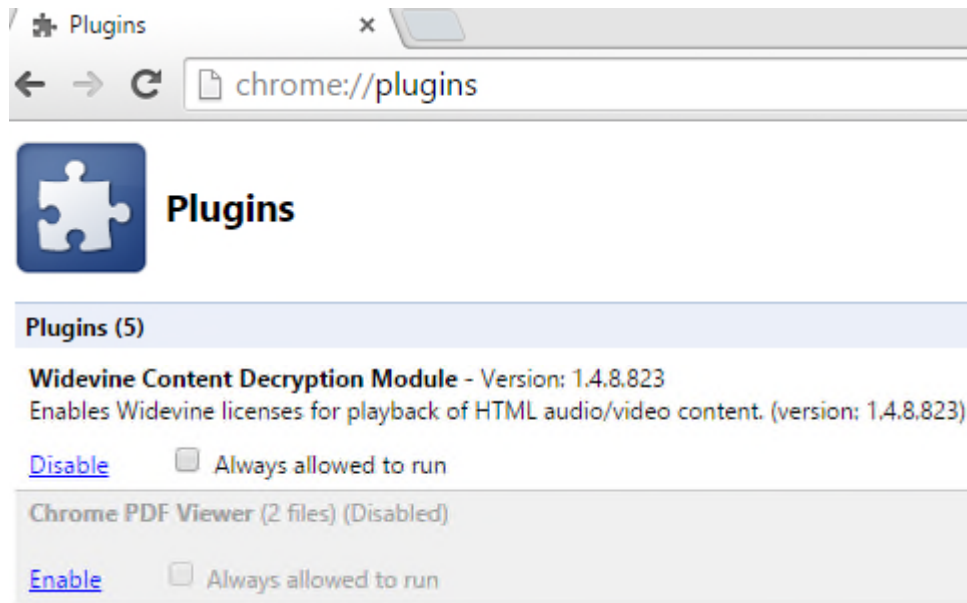
## Google Chrome Browser

By default, Chrome uses its own built-in PDF viewer to open PDFs. Depending on the version of Chrome, this may block some of the clever features in our PDFs such as auto-calculations.

### Turn off Chrome PDF Viewer

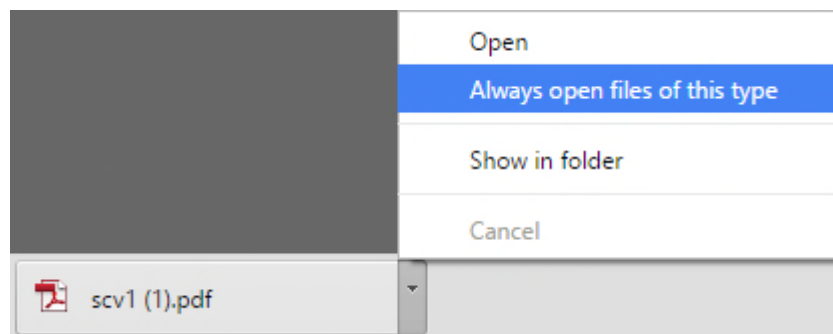
The best way to force our PDFs into opening in Adobe Reader is to turn off the built-in viewer:

1. Enter **chrome://plugins** into your address bar
2. Look for the entry called **Chrome PDF Viewer**
3. Click the **Disable** button and the plugin will go grey
4. Close the tab



### Always Open PDFs in Adobe Reader

PDFs will now be downloaded and can be clicked on to open in Adobe Reader. If you want them to automatically open in Adobe Reader, you can select the arrow on the downloaded file and select “**Always open files of this type**”.






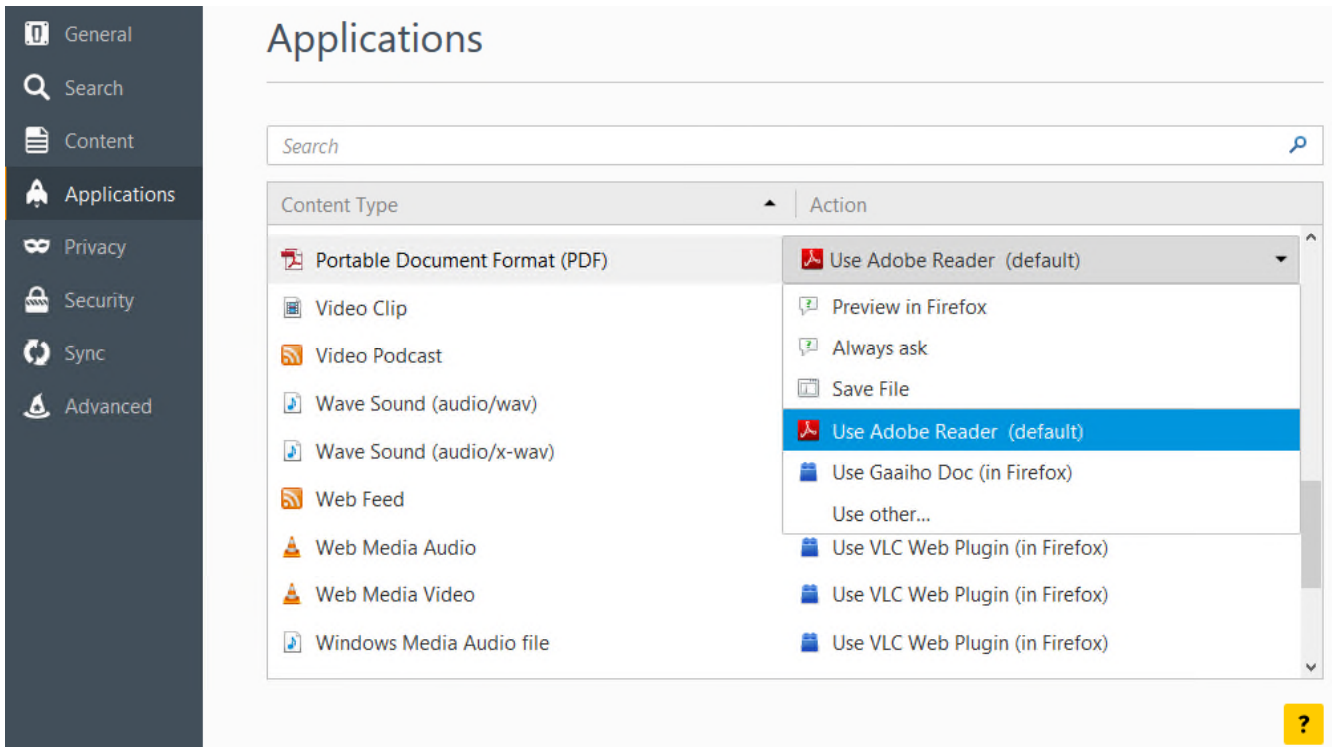
## Firefox Browser

By default, Firefox uses its own built-in PDF viewer to open PDFs. Depending on the version of Firefox, this may block some of the clever features in our PDFs such as auto-calculations.

### Turn off Firefox PDF Viewer

The best way to force our PDFs into opening in Adobe Reader is to turn off the built-in viewer:

1. Click the menu button  and choose **Options**
2. Select the **Applications** panel
3. Find **Portable Document Format (PDF)** in the list and click on it to select it
4. Click on the drop-down arrow in the **Action** column for the above entry and select the PDF viewer you wish to use



The screenshot shows the Firefox Options window with the Applications panel selected. The Applications panel lists various content types and their associated actions. The 'Portable Document Format (PDF)' entry is selected, and its action dropdown menu is open, showing several options. The 'Use Adobe Reader (default)' option is highlighted in blue.

Content Type	Action
Portable Document Format (PDF)	Use Adobe Reader (default)
Video Clip	Preview in Firefox
Video Podcast	Always ask
Wave Sound (audio/wav)	Save File
Wave Sound (audio/x-wav)	Use Adobe Reader (default)
Web Feed	Use Gaiho Doc (in Firefox)
Web Media Audio	Use other...
Web Media Video	Use VLC Web Plugin (in Firefox)
Windows Media Audio file	Use VLC Web Plugin (in Firefox)

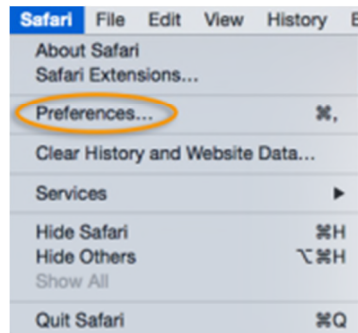


## Apple Safari

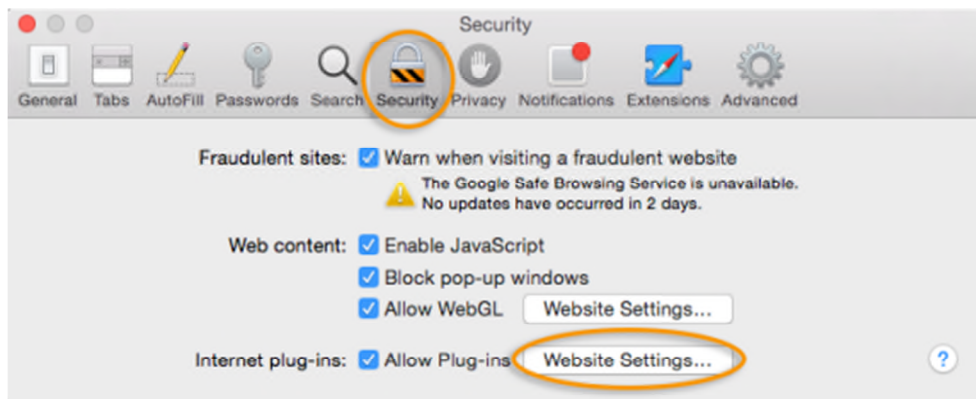
### Safari browser preferences

To set the browser to use the **Adobe Reader** plugin to view pdfs:

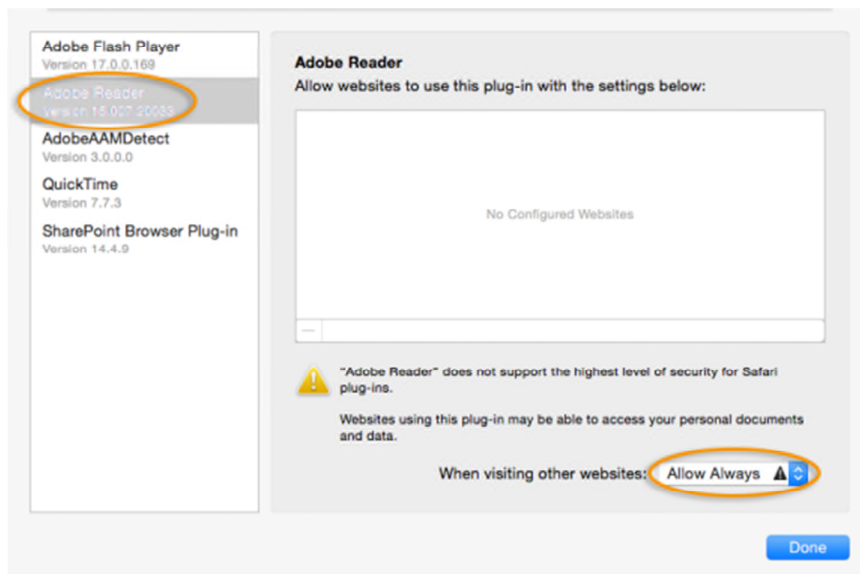
1. Launch Safari, and then choose **Preferences**



2. In the Preferences window, choose **Security** and then click the **Website Settings** button for Internet plug-ins



3. Select **Adobe Reader** in the list of plugins
4. Under the option "When visiting other Websites", in the drop-down list, choose **Allow Always** and then click **Done**





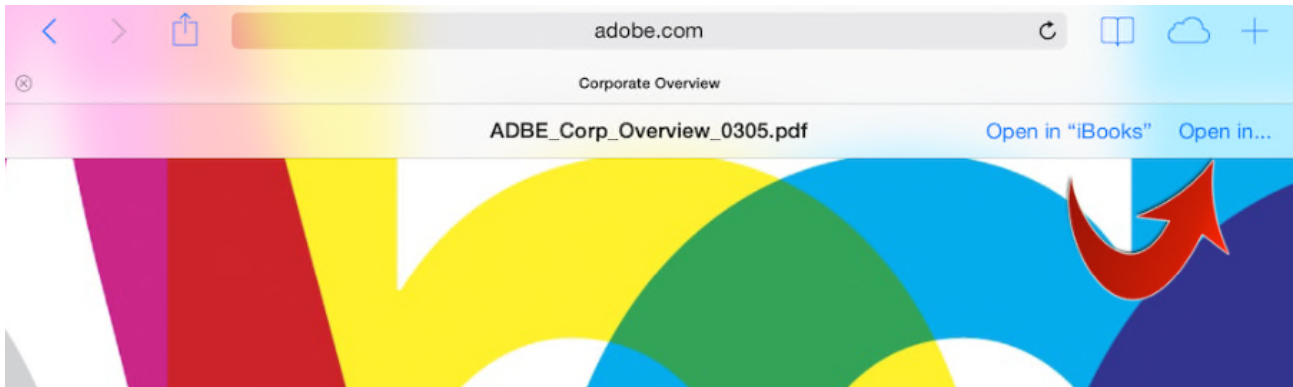


## iPad and iPhone

### Open PDFs in Adobe Reader

When you tap on a link to a PDF document on a web page, Apple's built-in PDF viewer displays the PDF document inside Safari. However, there is no "Open in Adobe Reader" option when you tap the Share icon on the left side of Safari's top toolbar.

1. Tap the PDF document to display another bar below the top toolbar
2. Tap "Open in Adobe Reader" (if shown) or "Open in..."



3. Select "Open in Adobe Reader" from the menu that appears

