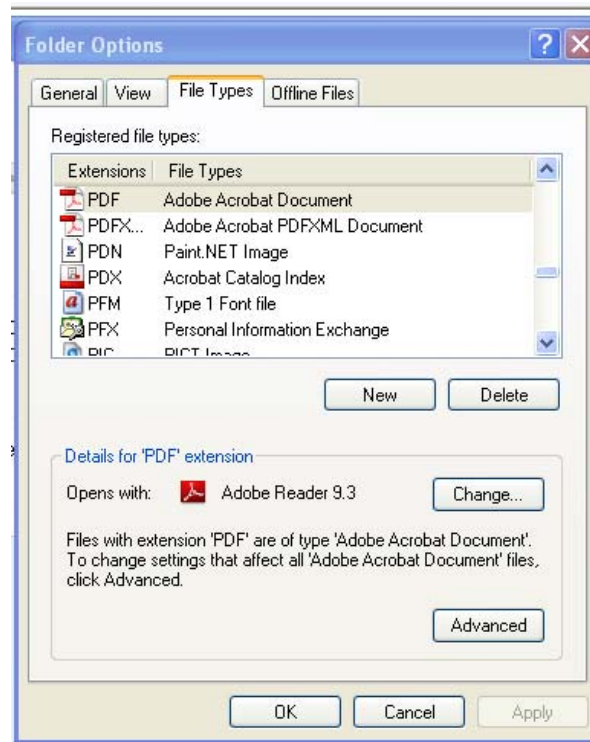


## Experiencing difficulties opening documents?

There are a wide range of possibilities of what the setting needs to be in order for the pdf to open in the browser. It could be an Internet Explorer browser setting, an Adobe Reader setting or even a security setting. Please do check these settings on your computer:

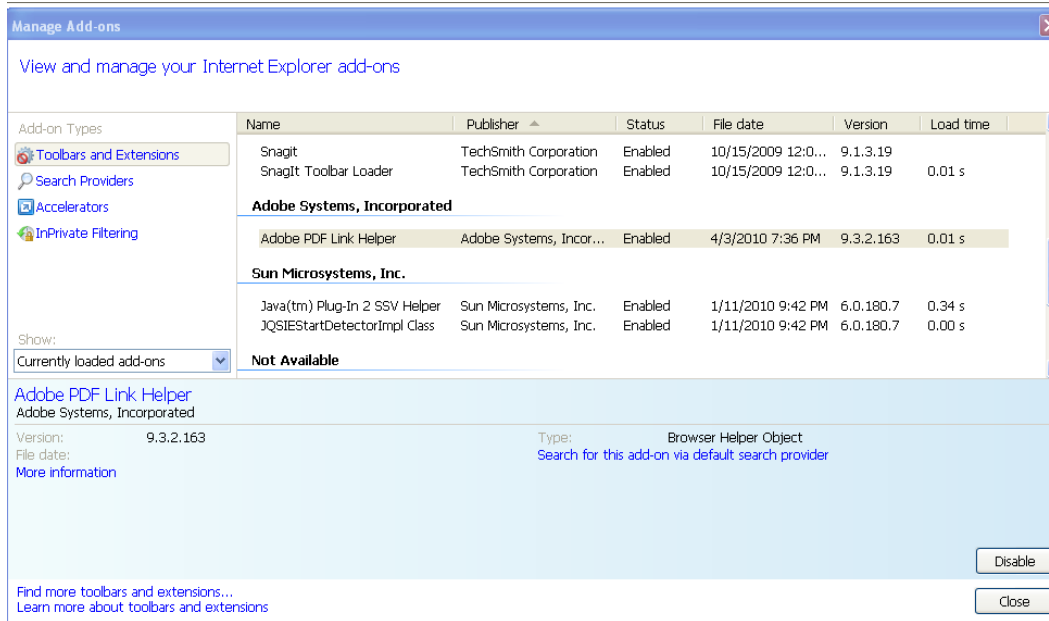
### Making sure the computer is set to open pdf documents from a browser:

1. Go to Start > Control Panel > Folder Options > File Types
2. Under Registered File types: Make sure PDF is in there and that it opens with Adobe Reader. See screenshot below.



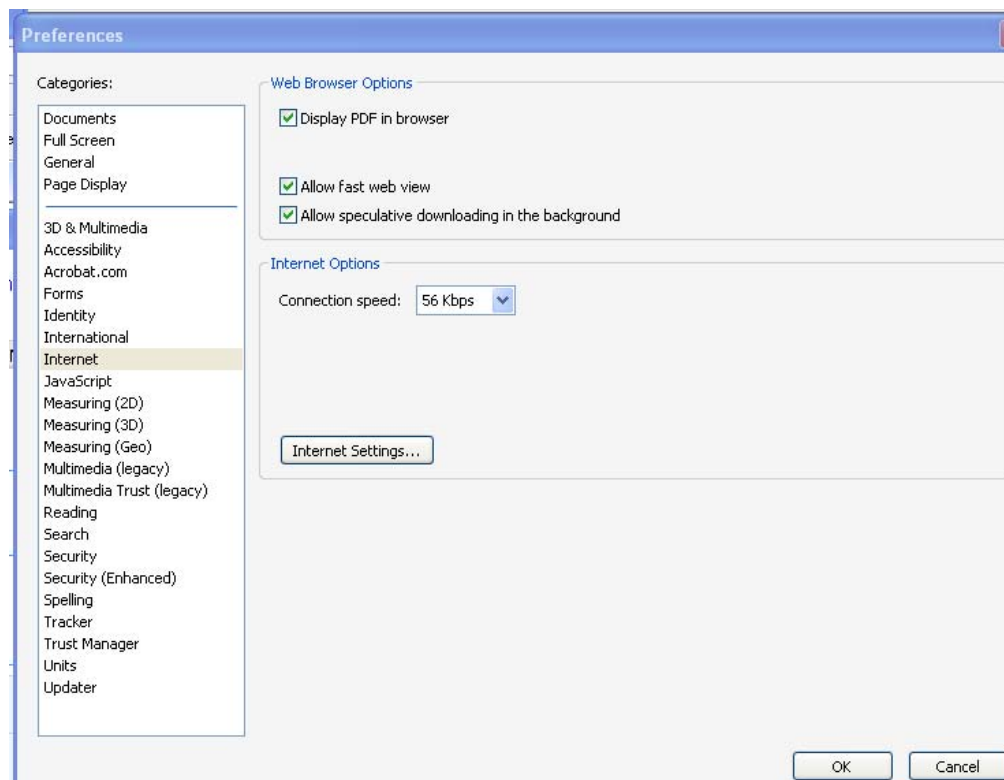
### Make sure that Adobe add on is enabled. (Internet Explorer only):

1. Select Tools > Internet Options > Manage Add ons
2. Find and select Adobe PDF Reader.
3. Make sure Enabled shown under Status. (If it is not enabled, click on the Enable button at the bottom). See attached screenshot below.



### Check Adobe Reader Preferences:

1. In Acrobat Reader, choose Edit > Preferences.
2. Select Internet.
3. Make sure 'Display PDF In Browser' is checked off (see attached screenshot, 'adobe preferences'. If this is on try resetting the preference again by:
  1. Deselect Display PDF In Browser, and then click OK.
  2. Then go back and select 'Display PDF In Browser' again and then click OK.



Try removing all of the special characters and spaces from the filename

1. Open Adobe Reader, click on Edit, Click Preferences, click on internet. Uncheck the box that says "Display PDF in Browser"

