

**Hints: Do the following when having problems downloading or using PDF documents or experiencing blank forms after you have saved completed forms:**

**IMPORTANT** - Make sure to use **Adobe Acrobat Reader** when using most CMS forms. Opening forms directly in Internet Explorer, Chrome, Firefox (i.e. simply clicking on the form hyperlink) or even using Adobe Acrobat **Pro**, sometimes blocks the information from displaying. Using **Adobe Acrobat Reader** prevents this from happening.

### **How to do this...**

- 1) Download the latest version of **Adobe Acrobat Reader** here <http://get.adobe.com/reader/>.
- 2) Rather than opening the document by clicking on the link to the PDF file, go to the forms page of eRecruiting website, **right-click** on the form link, select "**Save Target As...**" and save the document onto your computer. Then open the **Adobe Reader** application first, from the **File** menu select **Open**, then browse to and open the file you just saved on your computer.
- 3) Specifically, for the **CMS100** employment application, go to the forms page of eRecruiting website <https://www2.illinois.gov/sites/work/Pages/Download.aspx>, **right-click** on the CMS100 form link, select "**Save Target As...**" and save the document onto your computer. Then open the **Adobe Reader** application first, from the **File** menu select **Open**, then browse to and open the **app\_CMS100.PDF** file you just saved on your computer.

**Question** - Why is my form blank **after** I have entered my information and saved the file?

**Solution** - Make sure to open the file using **Adobe Acrobat Reader**. Opening the file with **Internet Explorer, Chrome, Firefox** or even Adobe Acrobat **Pro**, sometimes blocks the information from displaying. Using **Adobe Acrobat Reader** prevents this from happening.

### **Notes:**

Users have a lot of customizable control over their PCs. Sometimes user customizations inadvertently lose or misconfigure the association between the Adobe application and .PDF formatted documents, so when the PDF link is clicked, the computer no longer knows that PDFs are associated to Adobe so the PC doesn't know what to do. The above steps work-around this scenario.

Sometimes browsers, like Chrome, Safari, Firefox Opera, etc., struggle opening customized dynamic PDF files and occasionally don't link/launch Adobe properly. The above steps work-around this issue.