

PDF Help

Are you having trouble viewing or downloading Portable Document Format (PDF) files on this web site? This section provides guidance on how to successfully access these important documents.

1. [To determine if you have Adobe Acrobat Reader version 6.0 or higher](#)
2. [To view PDF files in your browser](#)
3. [To save/download PDF files to your hard drive](#)
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5. [If you are still having trouble downloading PDF files](#)

1. To determine if you have Adobe Acrobat Reader version 6.0 or higher

You must have the Adobe Acrobat Reader in order to view files saved in PDF format. You can determine if this application is installed on your computer by searching your files/folders for "Adobe Acrobat Reader". If you don't have this application, use this link to download the free version of [Acrobat Reader 6.0](#).

2. To view PDF files in your browser

- a. Click on the PDF file you wish to view.
- b. If your computer is set up to automatically open PDF files in your browser, you will be able to view the file in a few seconds. If this process takes longer than a minute, you should save/download the file to your hard drive.

3. To save/download PDF files to your hard drive

Use your mouse to single right click on the file you wish to obtain. You should see a menu with a "Save to..." option. Choose this option, and save the file to your computer (either to a disk or to your hard drive).

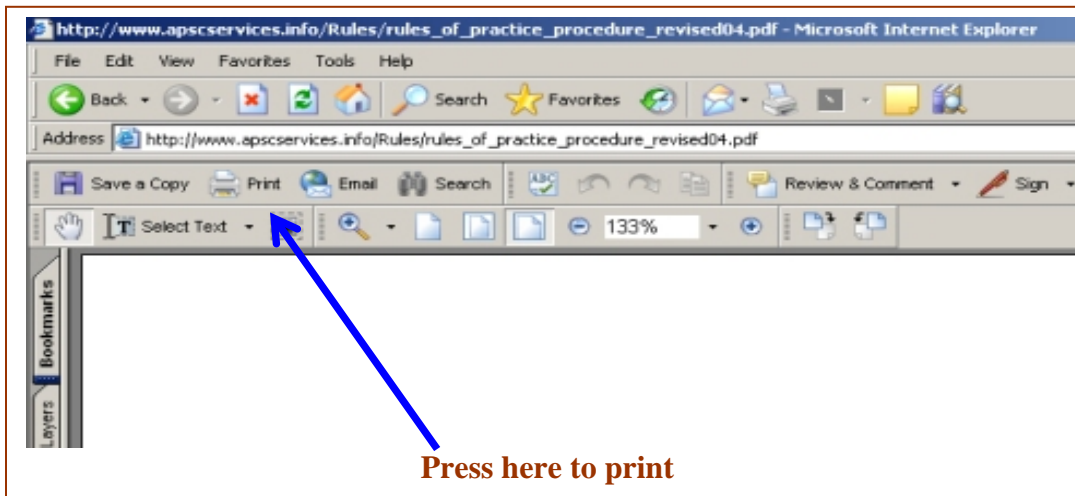
ATTENTION MAC USERS: To download files:

Hold down the button with the mouse pointer over the file you want to download until a list of menu options appears.

From this menu, choose the "Save to..." option, and save the file to your computer (either to a disk or to your hard drive).

4. To print PDF files you have opened in your browser

- a. Use the File, Print command on your browser to print the document.
- b. If printing does not occur, or only one page prints, click on the Adobe print button (underneath your browser buttons) to print out the entire file.



5. If you are still having trouble downloading PDF files, ask yourself these questions:

- **Does my company's firewall allow the downloading of PDF files?**

Your browser options may not allow for the downloading of PDF files due to system security issues. You may need to contact your systems support staff to find out if you can reset your browser options to accommodate PDF files.

- **Am I trying to open the PDF files in my browser?**

You may be more successful if you save the files to your hard drive and open them after exiting your Internet browser.

- **When I print the PDF files, I am only able to print one page. Why?**

You are selecting the File, Print command from your browser. You must select the Adobe Print button (underneath your browser buttons) to print out the entire file.

- **When I click on the links to PDF files, I see gibberish. Why?**

Your browser is not configured to automatically open PDF files. You must save/download the files as described above to save these files to your hard drive and then open them using Adobe Acrobat Reader.
