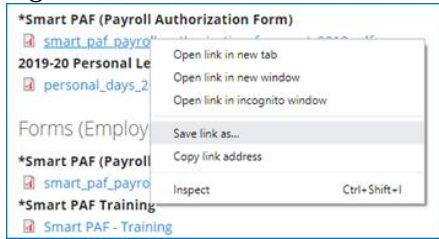# PAF Troubleshooting

One of the most common issues is that the form is opened with the browser instead of with Adobe. Please try the following steps:

1. Please **ensure** that Adobe Acrobat or Adobe Reader is installed on the computer. If not, you can download Acrobat Reader here: https://get.adobe.com/reader/
2. On the HR website, position your cursor over the Smart PAF file or link
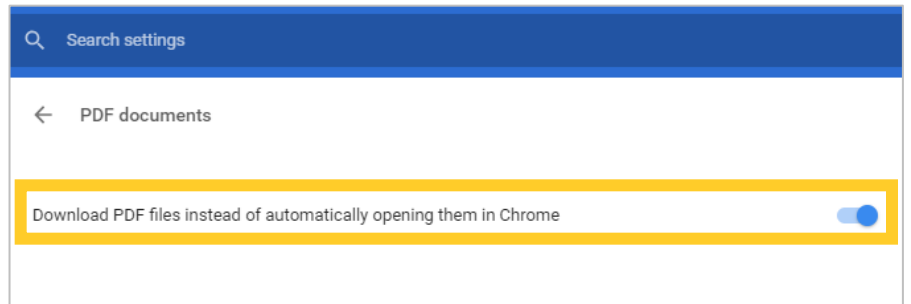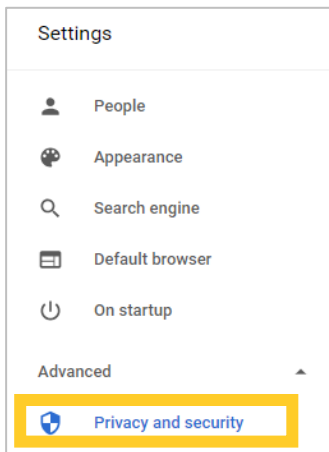3. Right click, and choose **Save link as** or **Save target as**

4. If asked, choose where you want to save the **file**, then click **Save**
5. When the download finishes, you'll see the file at the bottom of your browser, or in the directory selected
6. Double click on the file, or right click and choose **Open with Adobe**
7. Follow the instructions on the top part of the PAF to complete the form

How to change the browser settings to work with the PAF? - Google Chrome, Firefox, Safari

First, please **ensure** that Adobe Acrobat or Adobe Reader is installed on the computer.
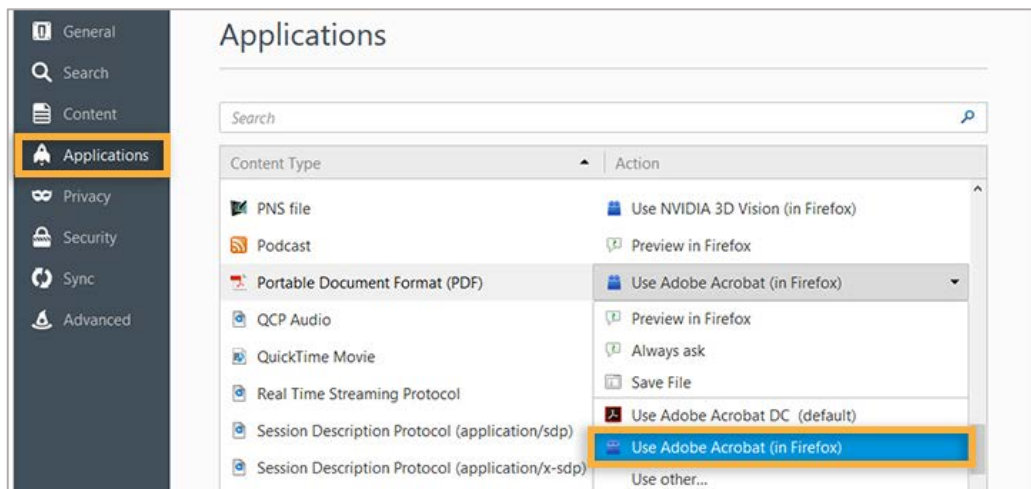To download Acrobat Reader, click here: https://get.adobe.com/reader/

Google Chrome
1. In Chrome, go to **Menu** top right corner ⋮ and select **Settings**.
2. Scroll to the bottom and select **Advanced**.
3. In the **Privacy and Security** section, select **Site settings**.
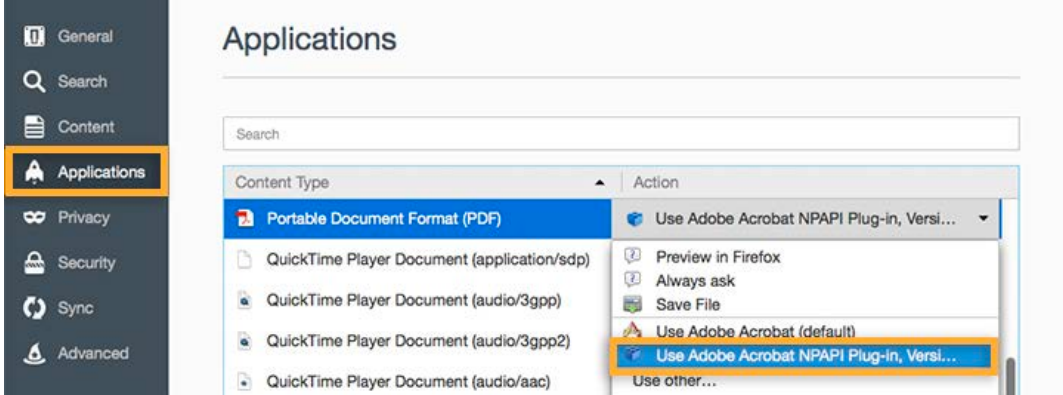4. Scroll down and select **PDF documents**, then switch it to **On**.

Firefox on Windows
1. In Firefox, go to the **Options** > **Applications**.
2. In the **Content Type** area, scroll to **Portable Document Format (PDF)**.
3. Click the **Action** column next to Portable Document Format (PDF), and choose **Use Adobe Acrobat (in Firefox)**.
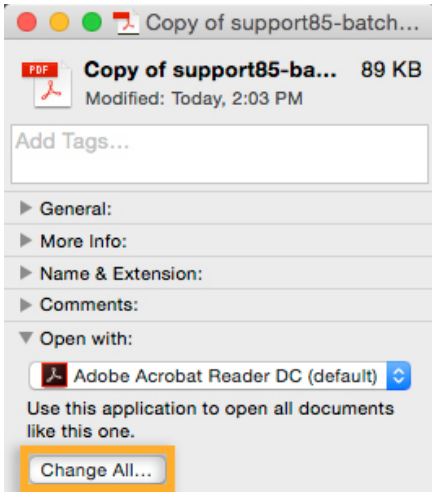

Firefox on Mac OS
1. In Firefox, go to **Preferences** > **Applications**.
2. In the **Content Type Column**, select **Portable Document Format (PDF)**.
3. Click the **Action** column next to Portable Document Format (PDF), and then select **Use Adobe Acrobat NPAPI Plug-in**.

Safari on Mac OS

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** or **Adobe Acrobat Reader** from the application menu.
4. In **Safari** on Mac OS
5. Click the **Change All** button.
6. When asked if you want to change all similar documents, click **Continue**.

Edge

Unfortunately, the Edge browser does not have any support for ActiveX (Adobe) plug-ins.