

Tips for Opening Adobe PDF Forms

Applies to: **Acrobat Reader DC Adobe Acrobat DC**
Last Published: **May 11, 2018** at <https://helpx.adobe.com/acrobat/kb/cant-open-pdf.html>

There are several factors can prevent a PDF from opening in your browser or on your computer using Acrobat Reader DC or Acrobat DC.

For best results in accessing the Carnegie Mellon University [Finance Forms](#), please use Internet Explorer. [Adobe Reader](#) is required to view [.pdf] files. For Chrome or Firefox, view the form(s) by selecting the download button once you click on the link to access the form.

If you are still having issues please try the suggestions below to troubleshoot the problems or visit <https://helpx.adobe.com/acrobat/kb/cant-open-pdf.html> for more information.

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Open a PDF in your browser

Most modern web browsers can easily open PDFs. If you're having trouble opening a specific PDF on a web page, try the suggestion below or visit

<https://helpx.adobe.com/acrobat/kb/cant-open-pdf.html> for more information.

Download the PDF and open it in Acrobat Reader DC or Acrobat DC

1. Right-click (Windows) or control-click (Mac OS) the link to the PDF file.
2. Choose the appropriate save or download option for your browser:
 - (Google Chrome) **Save Link As**
 - (Internet Explorer) **Save Target As**
 - (Firefox) **Save Link As**
 - (Safari) **Download Linked File**
3. Make sure **Adobe Acrobat Document** is selected for the file type, and save the file. **Note:** If you don't see a **Save As** dialog box, your browser may have downloaded the file automatically, possibly in a separate downloads window.
4. Locate the saved PDF, and double-click the file to open it. If your browser opened a download window, double-click the PDF in the download list.

Open a PDF on your computer

If you can't open a PDF on your computer, try the suggestions below in the order they appear.

1. Install free Adobe Acrobat Reader DC on your computer

If you have Acrobat Reader DC or Acrobat DC installed on your computer, skip to the next step.

Acrobat Reader DC is the only free PDF viewer that can open and interact with all types of PDF content – including forms and multimedia.

- Go to the [Adobe Acrobat Reader download](#) page, and then click **Install Now**. For step-by-step instructions, see Download and install Adobe Acrobat Reader DC for [Windows](#) or [Mac OS](#).

After the installation is complete, follow the steps in the next section.

2. Set Acrobat Reader DC or Acrobat DC as the default PDF owner

Your system may not be set up to automatically open PDFs from the desktop with Acrobat Reader DC or Acrobat DC. Here's how to set it up:

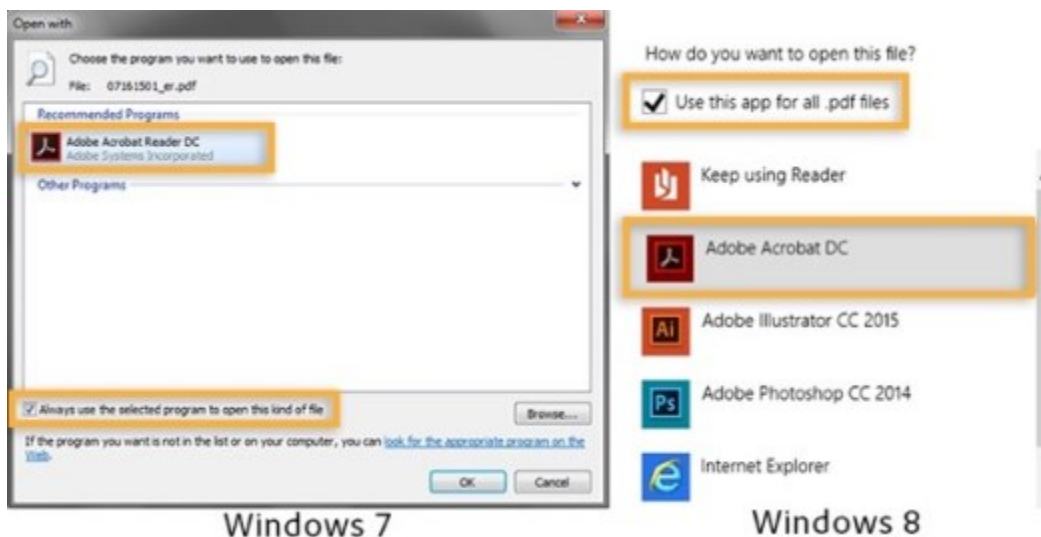
Windows users

- a. Right-click the PDF, choose **Open With > Choose default program** (or **Choose another app** in Windows 10).



- b. Choose Adobe Acrobat Reader DC or Adobe Acrobat DC in the list of programs, and then do one of the following:
- o (Windows 7 and earlier) Select Always use the selected program to open this kind of file.
 - o (Windows 8) Select Use this app for all .pdf files.
 - o (Windows 10) Select Always use this app to open .pdf files.

Windows 10

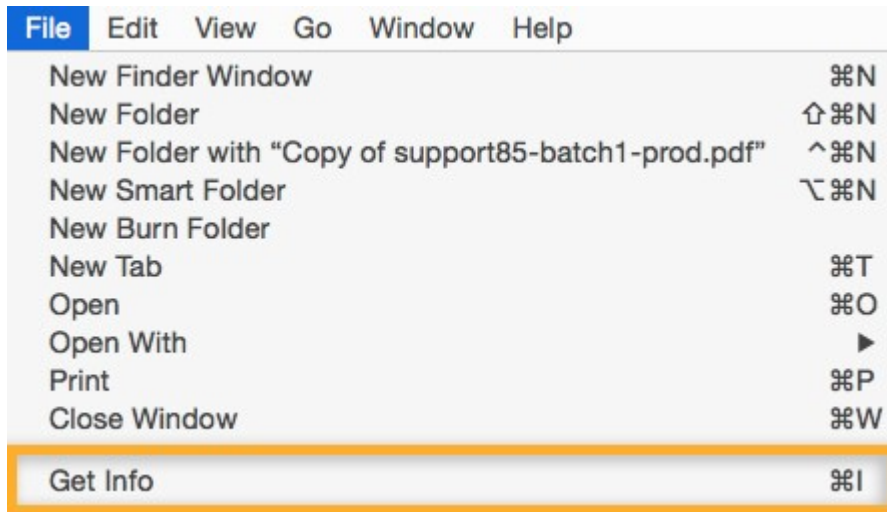


Note: If you have both Adobe Acrobat DC and Adobe Acrobat Reader DC installed on your computer, choose Adobe Acrobat DC.

- c. Click **OK**.

Mac OS users

- a. Click the PDF file's icon in the Finder to select it.
- b. Choose **File > Get Info**.



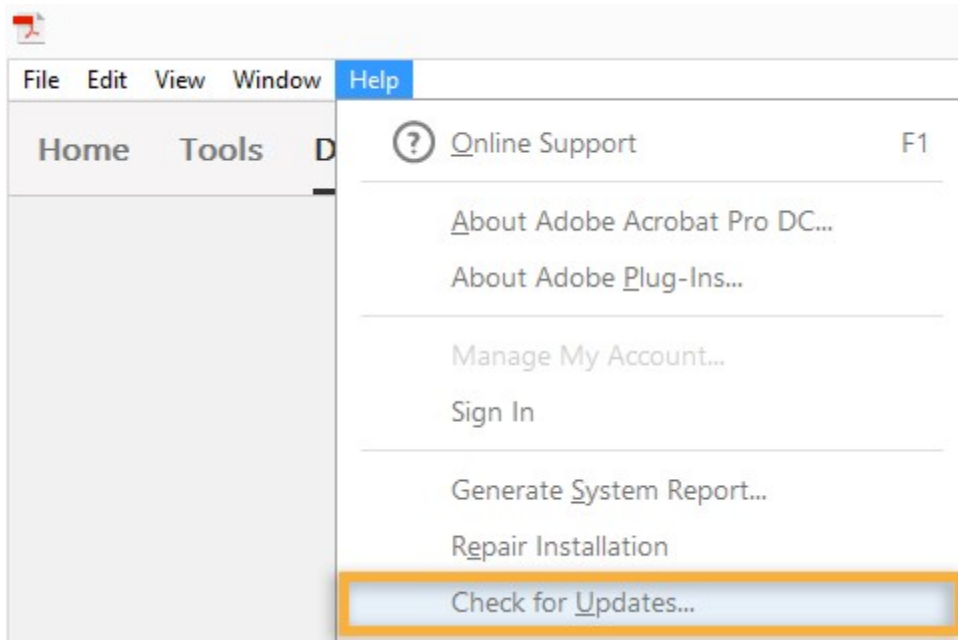
- c. Click the triangle next to **Open With**, and choose **Adobe Acrobat Reader** or **Adobe Acrobat** from the pop-up list (if your preference is not on the list, choose **Other** to select it).
- d. Click **Change All**.

3. Update Acrobat Reader DC or Acrobat DC

Adobe releases regular security updates for Acrobat Reader DC and Acrobat DC. Installing the latest updates might solve the issue.

- a. Open Acrobat Reader DC or Acrobat DC.

b. Select Help > Check for Updates.



c. If the Updater dialog box appears, click Yes. The update will automatically install.

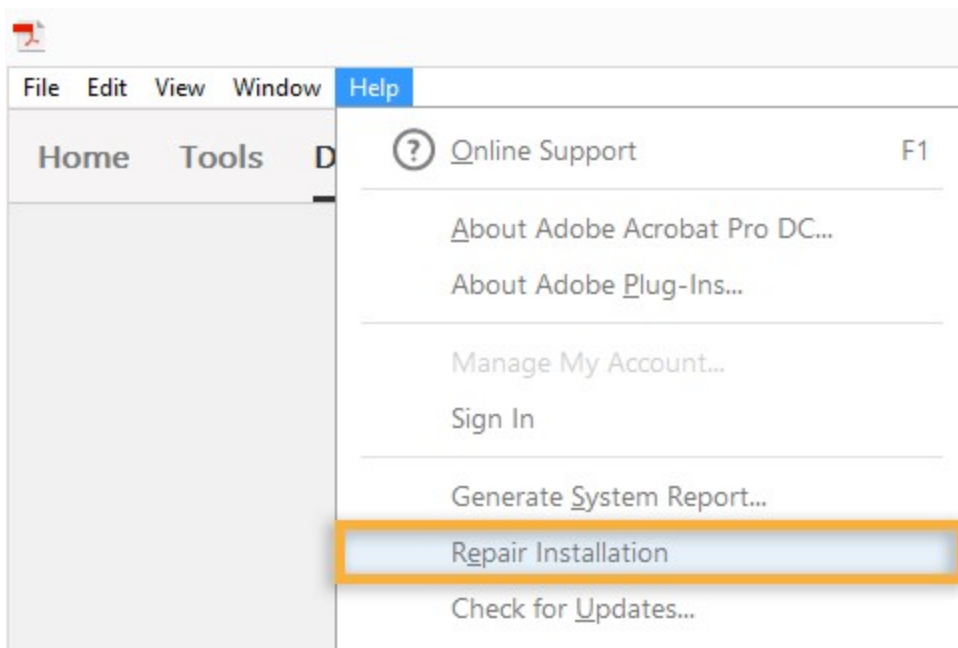


d. Restart your computer.

4. Repair Acrobat Reader DC or Acrobat DC

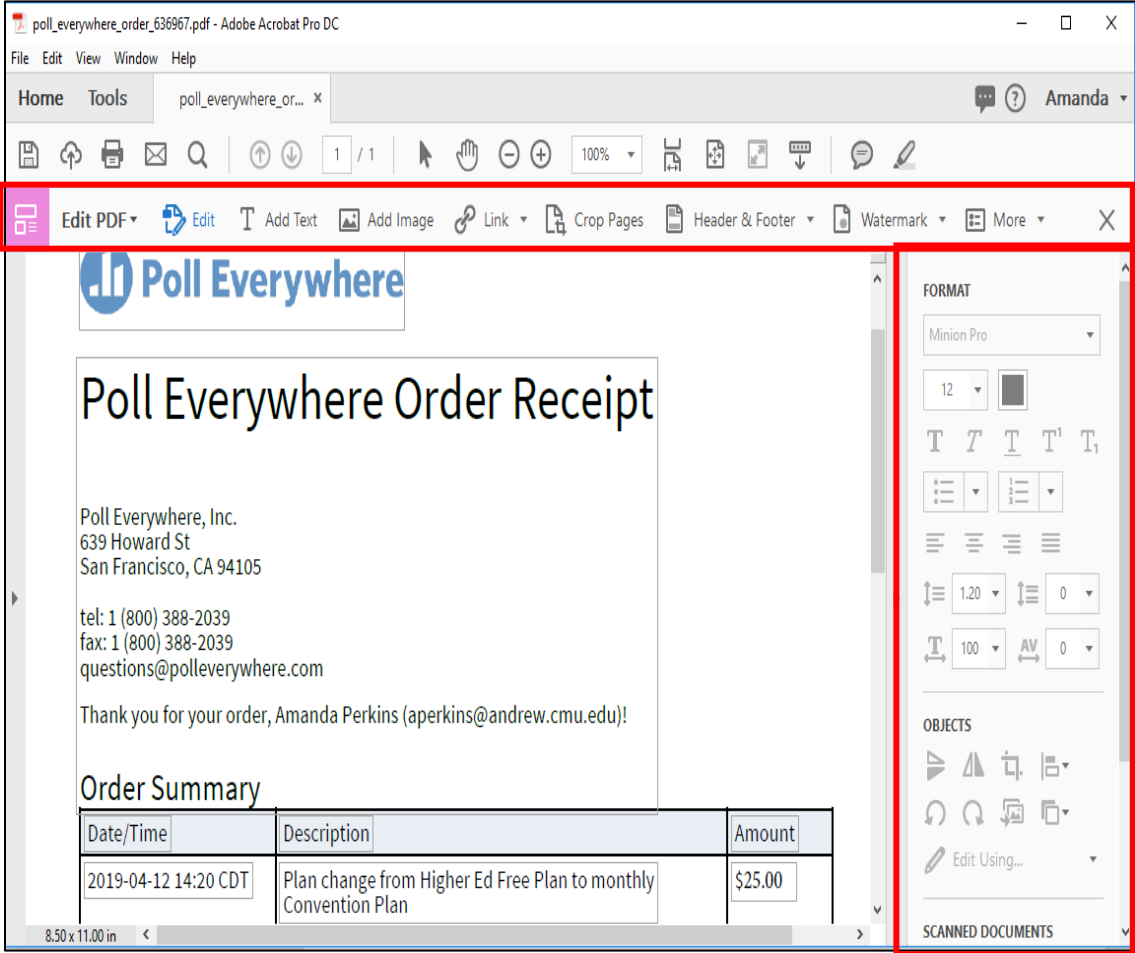
Acrobat Reader DC or Acrobat DC—or the resources they depend upon—could be damaged. Try repairing the product using the step below.

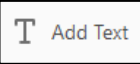
- a. Run repair from within Acrobat Reader DC or Acrobat DC: Choose **Help > Repair Installation**.



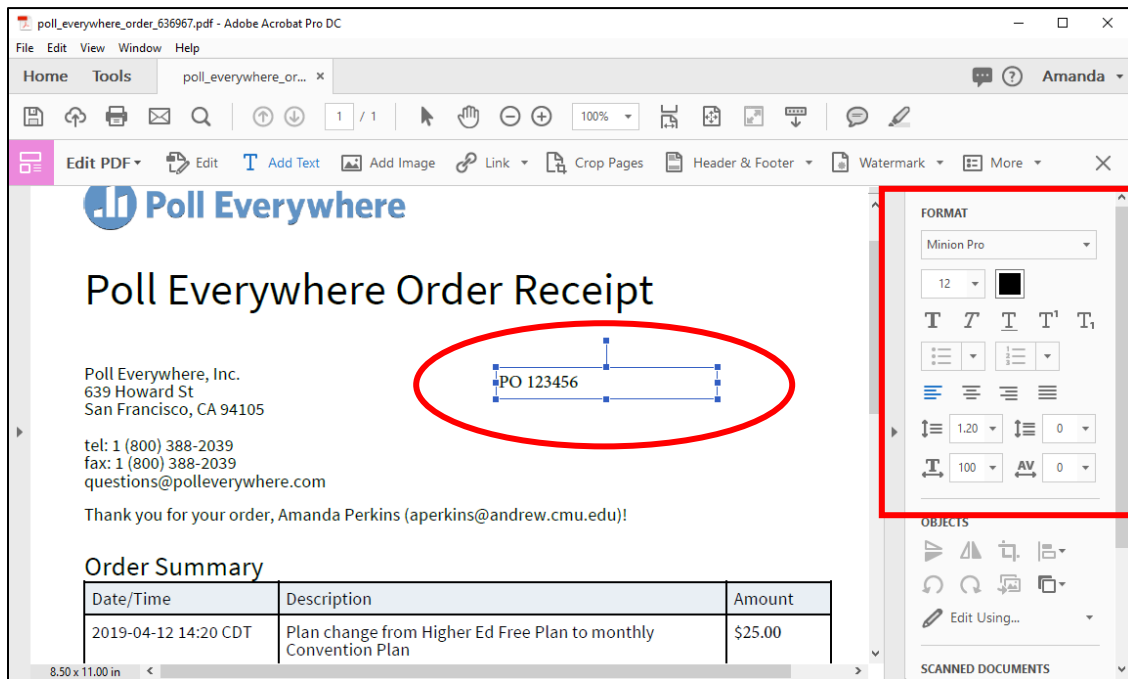
Edit a PDF with Adobe Acrobat DC (Pro)

- 1. Open the PDF document you need to edit.
- 2. In the menu, click on 'Edit' and then in the drop down menu choose 'Edit Text & Images.' *Note: This option is only available if you have Adobe Acrobat DC installed.*
- 3. The editing tools will display as shown below in the red boxes.



- 4. Select the  option and use your mouse to draw a text box anywhere on the PDF.

5. Type the desired information directly into the text box. The text formatting can be adjusted as needed using the 'Format' tools.



6. Save the updated PDF.