Some external customers are not able to open PDF forms; receiving error "Please wait... If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document."

Some browsers use a PDF viewer that does not support dynamic PDF forms having advanced design and fill features such as expanding text boxes, repeating sections or email submit buttons. In particular, Chrome and Safari are generally defaulted to their own PDF viewers rather than Adobe Reader.

Using Internet Explorer will usually resolve the issue; otherwise two solution options are:

- [Change the browser setting to use Adobe Reader as the default PDF viewer [Exit DNR]](#)

OR

- Save a local copy of the PDF and open it using Adobe Reader:

    1. Right-click on the link and select "Save target as..." or "Save link as". Make a note of the file location and file name saved.
    2. Rather than opening the saved file with a double-click, instead open Adobe Reader and select File, Open to browse for and select the file you saved.

If you are still having problems opening your form, please contact the Grant Manager for your program.