# Error opening PDF form

If you are seeing this message, it is because you are doing one of the following:

1. Using a built-in PDF viewer with Mozilla Firefox or Google Chrome, which do not support certain types of PDF forms.
    - **Resolution 1:** Change the default PDF viewer in your browser: https://helpx.adobe.com/livecycle/kb/xfa-forms-firefox-chrome.html
    - **Resolution 2:** Download the PDF and open it with Reader or Acrobat, instead of within your browser.

2. Opening PDFs by default in a third-party viewer (not Adobe Reader or Acrobat), which may not support certain types of PDF forms.
    - **Resolution:** Change your default PDF viewer by following these instructions:
      *Windows* (http://windows.microsoft.com/en-us/windows/change-file-open-program)
      *Mac* (http://www.macworld.com/article/1154861/os-x/changedefaultapp.html)

3. Using an old version of Adobe Reader.
    - **Resolution:** Upgrade to the latest version of Adobe Reader: https://get.adobe.com/reader/

4. Accessing the form from a mobile or tablet device.
    - **Resolution:** Open the PDF on a desktop computer.

If you have questions, contact the eDocs HelpDesk at dhs.edocs.helpdesk@state.mn.us.