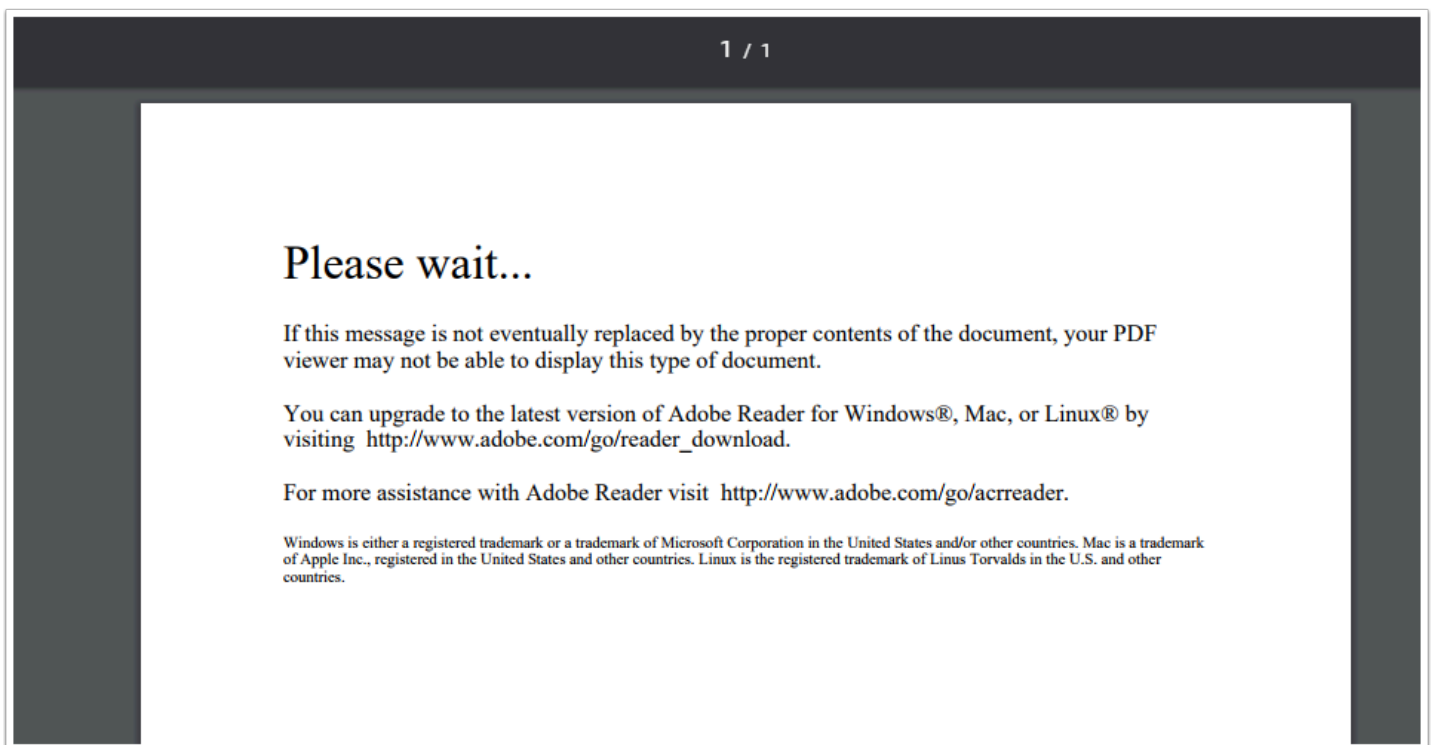


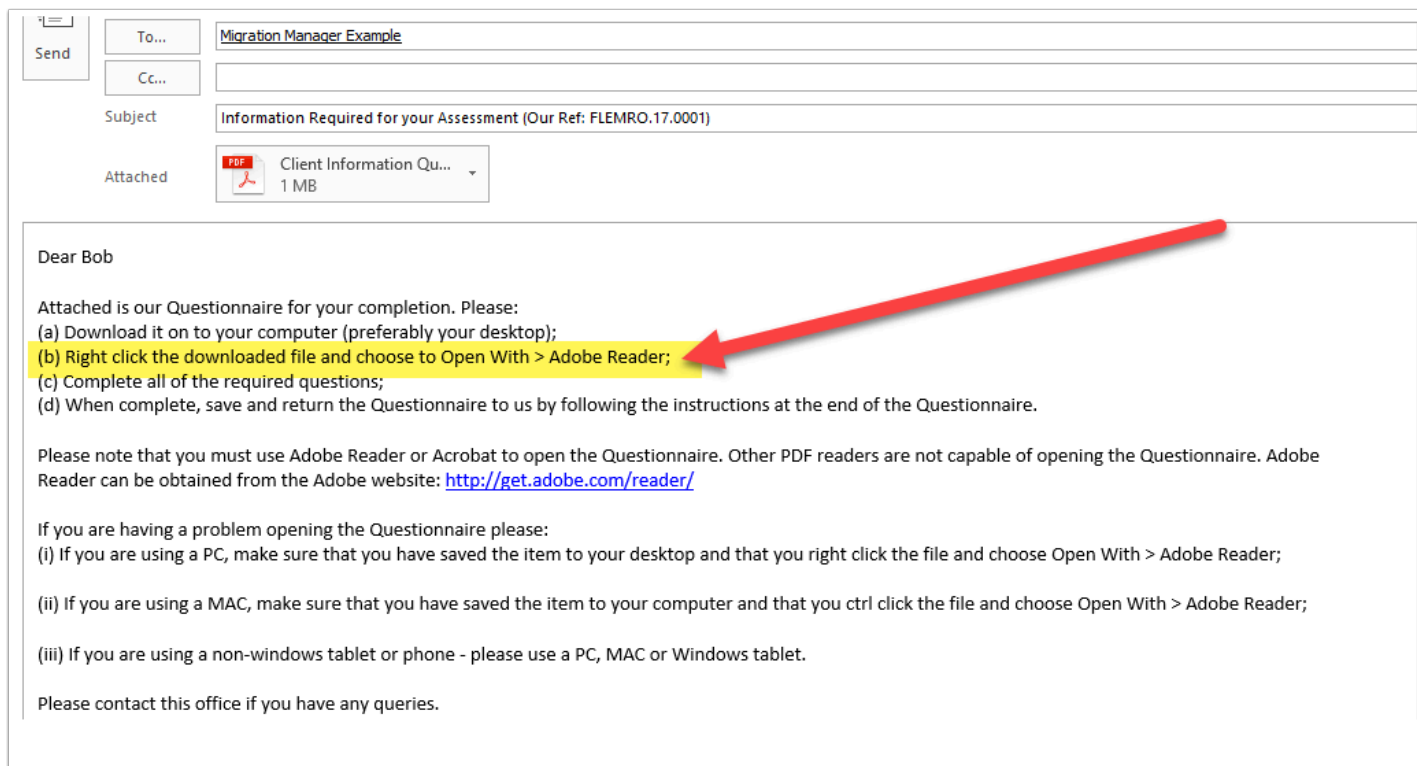
Why can't my client open the PDF Questionnaire?

The PDF Questionnaire is a 'dynamic' PDF. It is the dynamic nature of the PDF which enables it to show and hide questions depending on the answers provided by the person filling it out. This dynamic functionality means that the PDF Questionnaire can only be opened by certain types of PDF Viewers such as Adobe Reader or Adobe Acrobat. If someone tries to open the PDF Questionnaire in a viewer that is not supported, they will receive an error. This issue accounts for 99.8% of all reported issues with the Questionnaire.



Why does this happen?

The reason this occurs is due to the person trying to open the Questionnaire not reading/ following the instruction text which normally accompanies the Questionnaire. In particular point (b) of the instructions which points out that they need to use Adobe Reader to open the Questionnaire.



The usual course of action that results in the error occurring is that the person who is the recipient of the Questionnaire, having received the email via Gmail, Yahoo etc, will click the download button in their online email account, at which point the questionnaire will proceed to download on to their computer. In their browser, the downloaded item will usually appear as a icon/link across the bottom of the window.



The mistake that the recipient usually makes is that they will then double click this icon/link in the browser, and as a result, the PDF will proceed to be opened by the browsers in built PDF viewer, as opposed to Adobe Reader. The end result is that they will receive an error or waiting message because the browser does not have sufficient capabilities to open a dynamic pdf.

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.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

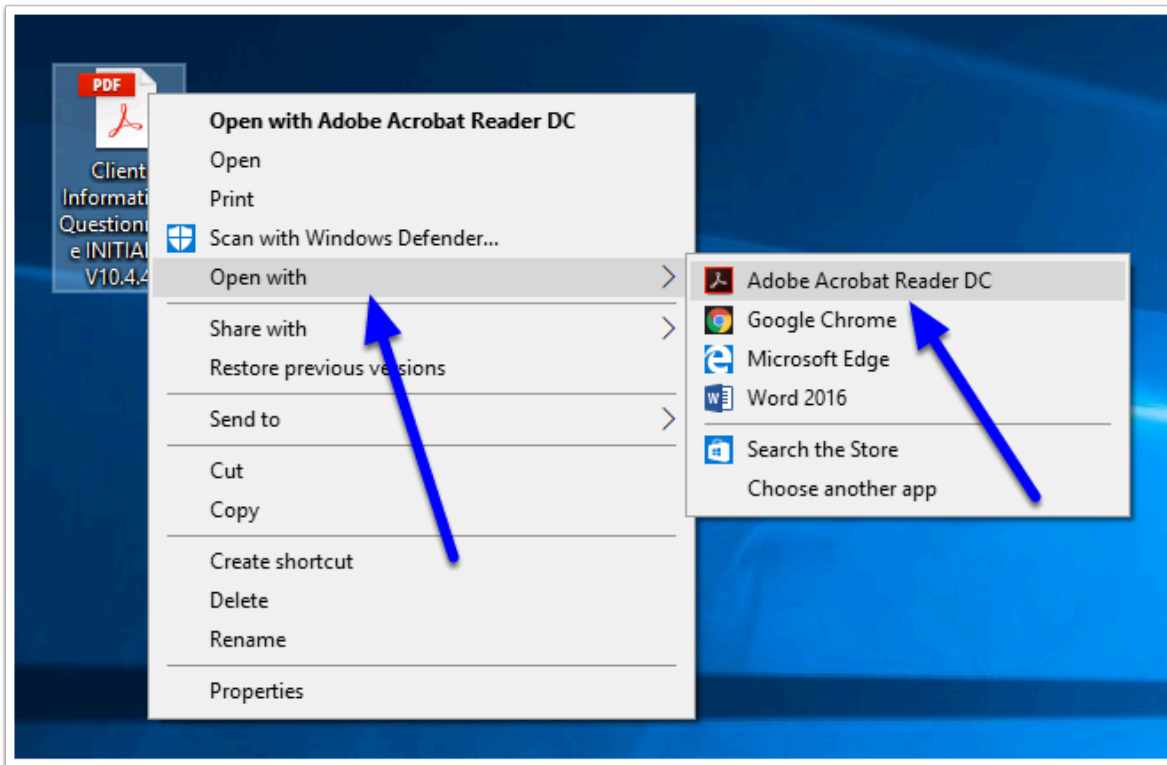
Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

What is the solution?

Instruct the receiptent to do the following:

1. find the downloaded PDF on their computer;
2. right click the PDF;
3. Select **Open with > Adobe Reader**

The Questionnaire will then open.



Can the PDF be programmed not to open in the browser?

No. How a browser downloads and opens attachments is entirely up to the developers of those browser i.e. Google and Microsoft.