

Error message when opening a PDF

If you receive a message "Please wait..." or "Error opening PDF form" when opening a PDF in your browser, this means your browser is using a non-standard PDF viewer to display the PDF. Read more on Adobe's website: [How to open XFA-based PDF forms on Firefox and Chrome](#)

In order to display forms correctly, all PDFs must be opened using Adobe Reader or Adobe Acrobat. Adobe Reader is available to download for free at [Adobe Acrobat Reader DC: Install Now](#)

Solution 1 - Change the default PDF viewer

Chrome

1. Go to Customize and Control button (upper right corner)
2. Go to Settings > Advanced Settings > Privacy and Security > Content settings > PDF documents
3. Turn on "Download PDF files instead of automatically opening them in Chrome."
4. Restart Chrome
 - All future PDFs opened in Chrome will be downloaded to your computer.

Firefox

1. Choose Tools > Options
2. In the Options dialog, click Applications
3. In the Applications tab, type PDF in the search field
4. For Portable Document Format (PDF) content type in the search result, select Use Adobe Acrobat (in Firefox) from the Action drop-down list
5. Click OK
6. Restart Firefox

Safari (Mac)

You will need to change the default PDF viewer to [Adobe Acrobat](#).

Download the PDF to your computer

1. CTRL+Click the PDF and select "Open With" and then "Other"
2. Find Adobe Reader in the application list and check the "Always Open With" checkbox
3. Click "Open"
 - You will only need to do these steps once.
 - All future PDFs will open in Adobe Reader by default.

Solution 2 - Download the PDF

Download the PDF and open it with Reader or Acrobat, instead of within your browser.

Other solutions

1. **If you are attempting to access a form PDF from a mobile or tablet device, it may not work. Instead, open the PDF on a desktop/laptop computer.**
2. You may be using an old version of Adobe Reader. Make sure to upgrade to the latest version of [Adobe Acrobat](#).

Minnesota Department of Health
Environmental Health Division
651-201-4500
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08/2017

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