

## Google Chrome and Adobe Acrobat Issue Fixes

Due to a recent change in how Adobe PDF documents can be viewed and downloaded in Google Chrome, we have been notified of four available fixes to solve the issue. Any one of these options should allow you to view documents properly. Please see below:

1. **Change your browser** from Google Chrome to Mozilla Firefox and download/view the documents as usual using Adobe Acrobat.
2. **Install Adobe Plugin** - Visit this page <https://chrome.google.com/webstore/detail/pdf-viewer/oemmndcbldboiebfnladdacbfdmadadm?hl=en> and click on **Add to Chrome**. When you visit a webpage hosting a PDF file, a popup will display over the Chrome's PDF viewer prompting you to open this page in Adobe Acrobat Reader.
3. **Disable Downloads** - One of the most common reasons that this issue occurs is because Chrome is set to download the PDF files that you open instead of viewing them natively in the browser. To change this setting, follow these steps:
  1. Open Chrome settings from the hamburger menu (☰) at the top right corner.
  2. Navigate and click on **Advanced**.
  3. Click on **Site settings** under the 'Privacy and Security'
  4. Scroll down to find and click on **PDF Documents**.
  5. Turn off the toggle switch next to **Download PDF files instead of automatically opening them in Chrome**.
  6. Restart your browser.
4. **Update and Clear Cookies** - If there is no malware on your device, it is possible that the files necessary to run Chrome are broken or corrupted. If your browser has an outdated cache, it can show this error.
  1. Press **Ctrl + Shift + Delete** key to open Chrome's 'Clear browsing data'
  2. Here select the cookies and cached images and files stored for the browser.
  3. Click **Clear data** to clean all the files you selected in the step above.
  4. Next, click on the menu (☰) and hover over **Help**.
  5. Click on **About Chrome**.
  6. If there is an update waiting, Chrome will detect it and prompt you to install it automatically.

This should solve the error you were having with PDFs not loading in the browser.