

Google Chrome Supplement Submission Issue

Known Issue:

Google Chrome has recently added an internal PDF viewer to the browser. This viewer bypasses the Adobe Acrobat Reader that was traditionally used to view PDF files from the Internet. Unfortunately, the internal viewer does not support javascript within a PDF file. This means that candidates attempting to use Chrome to submit an application supplement will be unable to either Save or Submit their documents.

Solution:

Candidates can either use Internet Explorer to fill out and submit application supplements, or utilize the following instructions to return Chrome to the more traditional method of PDF file viewing.

1. Click the “Customize and Control Google Chrome” button (the wrench icon) at the top right. And select “Options” (see Figure 1.)

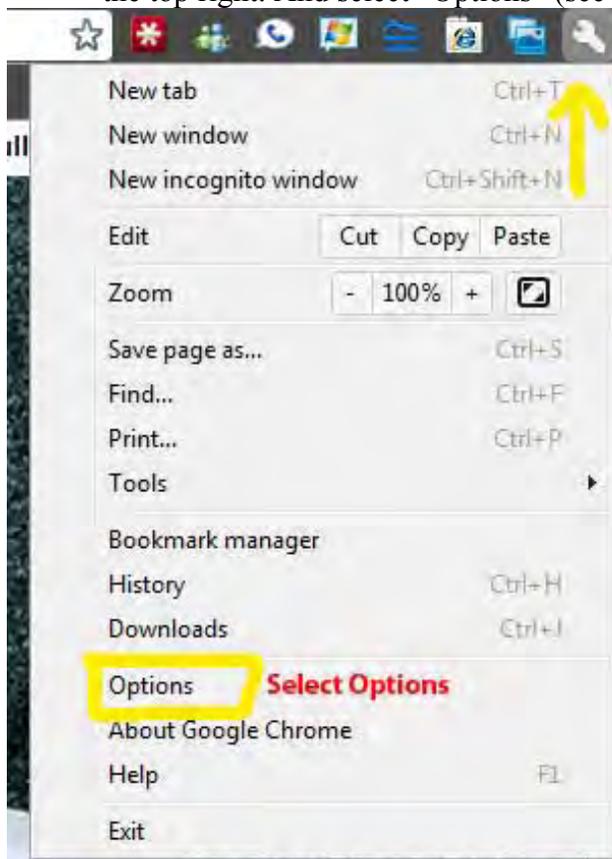


Figure 1

2. On the Options window, click the “Content settings” button (see Figure 2.)

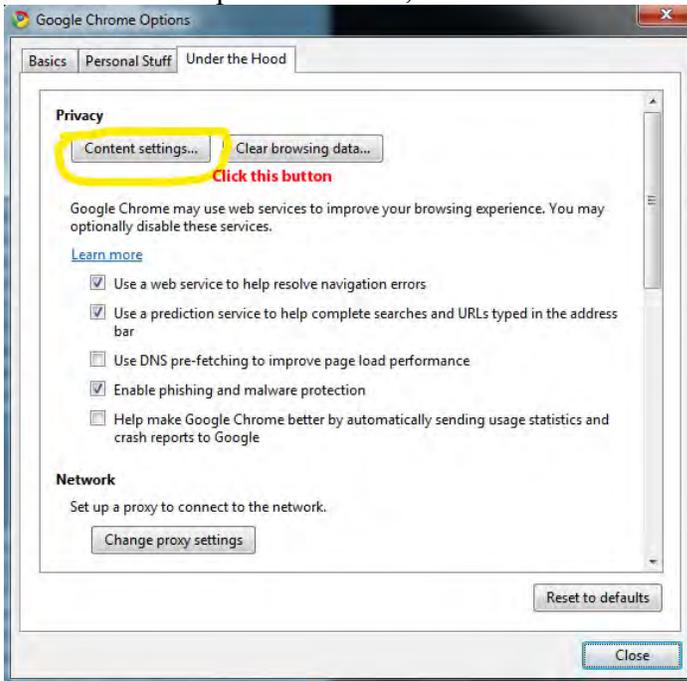


Figure 2

3. On the Content settings window, click the “Disable individual plug-ins” link (see Figure 3.)

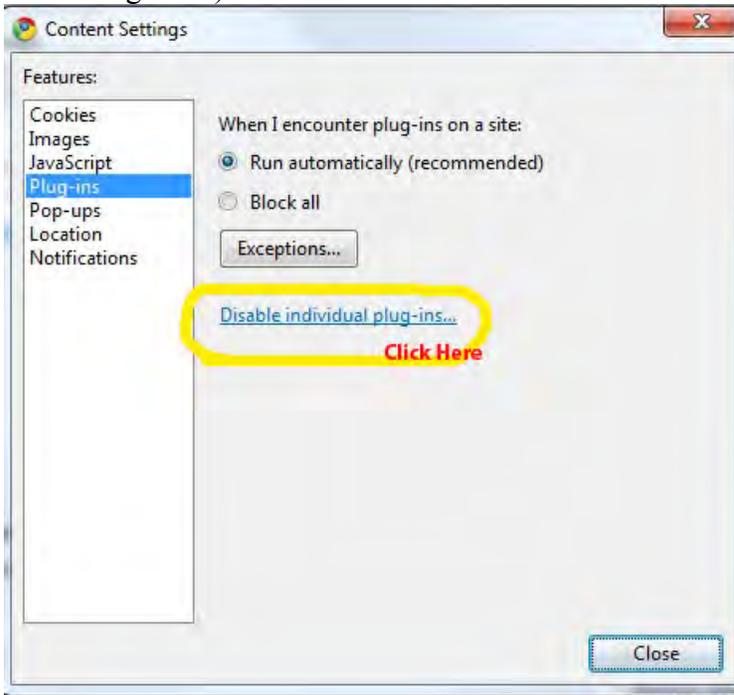


Figure 3

4. On the plug-ins window, search for the “Chrome PDF Viewer” and click “Disable” (see Figure 4.)

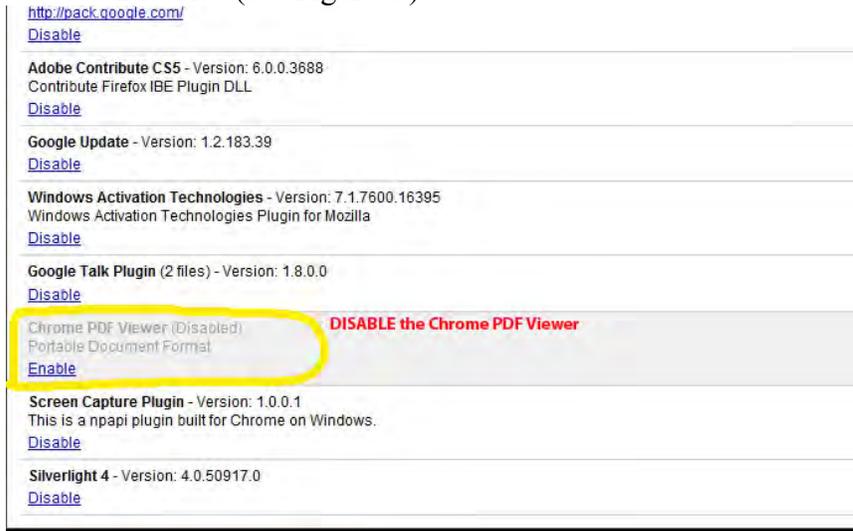


Figure 4

5. On the same window, search for “Adobe Reader X” and click “Enable” (See Figure 5.)

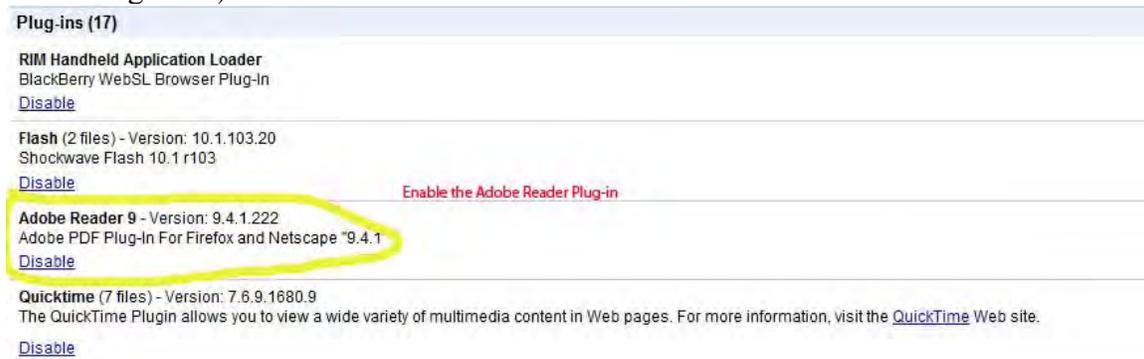


Figure 5

You may now exit all of the options windows and continue to use Chrome. PDF files will now be handled by the Adobe Reader program, and the Save and Submit options will work as they were intended.