



Troubleshooting the interactive PDF features of the forms

Some of DSPD's interactive forms, including the recent Caregiver Compensation Medical and Behavioral Certification form, contain certain interactive elements like dropdown boxes that will not work properly in some browser/plugin combinations. This will be especially true when using a mobile device. *To work properly, we recommend that you download the form to your computer or device and then open it with Acrobat Reader from your desktop, and then save it with a new name after completing it.*

1. The form will work properly when downloaded and then opened with **Adobe Acrobat Reader**, which you can download for free from here: <https://get.adobe.com/reader/> (Acrobat reader is available for both Windows and Apple operating systems).
2. The form has also been tested on **Adobe Acrobat Pro** (available by subscription only) and **Preview** (available as part of the Apple operating system). It may work on some other third party pdf viewers, but we don't guarantee that.
3. If you have installed the Adobe Acrobat Extension in your Chrome browser, it will also open and work properly in your browser, **but you will still have to download the form and complete and save it when you are done.** We still recommend that you download the form and open it from your desktop.
4. For more information on activating the Adobe Acrobat extension in your Google Chrome browser, [please refer to these instructions from Adobe.](#)
5. If you are trying to complete the form from your smartphone, it will likely not work. You may be able to open the file from your phone's browser, but unless you have software installed on your phone or tablet that enables you to download and view a pdf, you will probably still need to use a laptop or desktop computer to complete the form.