

PDF forms that get stuck in “**Loading Please Wait**”. The phrase “PDF forms” refers to Form 5, Form 5B, Form 16, Form 17, and Form 17A that can be submitted electronically.

There could be one or many of the below items impacting the PDF forms from two-way communication with our webserver. This is not an exhaustive list but should provide enough background information so that if you cannot correct the issue using the suggestions below, an IT support person should be able to.

If you can log into the website and get to the location that allows you to click on the PDF version of the form you are submitting, it is highly unlikely that your username or password is causing the issue. The only situation when the username could impact this is if you are wanting to submit a report that is listed in our system as being operated by another operator other than the operator linked to the username you are signing in with.

The PDF forms will not work in the Microsoft Edge Browser.

Software Updates.

1. Windows Updates – these must be completed and may require many reboots for the process to complete entirely.
2. Security Software – these must be completed and may require many reboots for the process to complete entirely.
3. Adobe Software – these must be completed and may require many reboots for the process to complete entirely.
 - a. This may vary greatly as Reader, DC and Acrobat Pro all have different update processes.

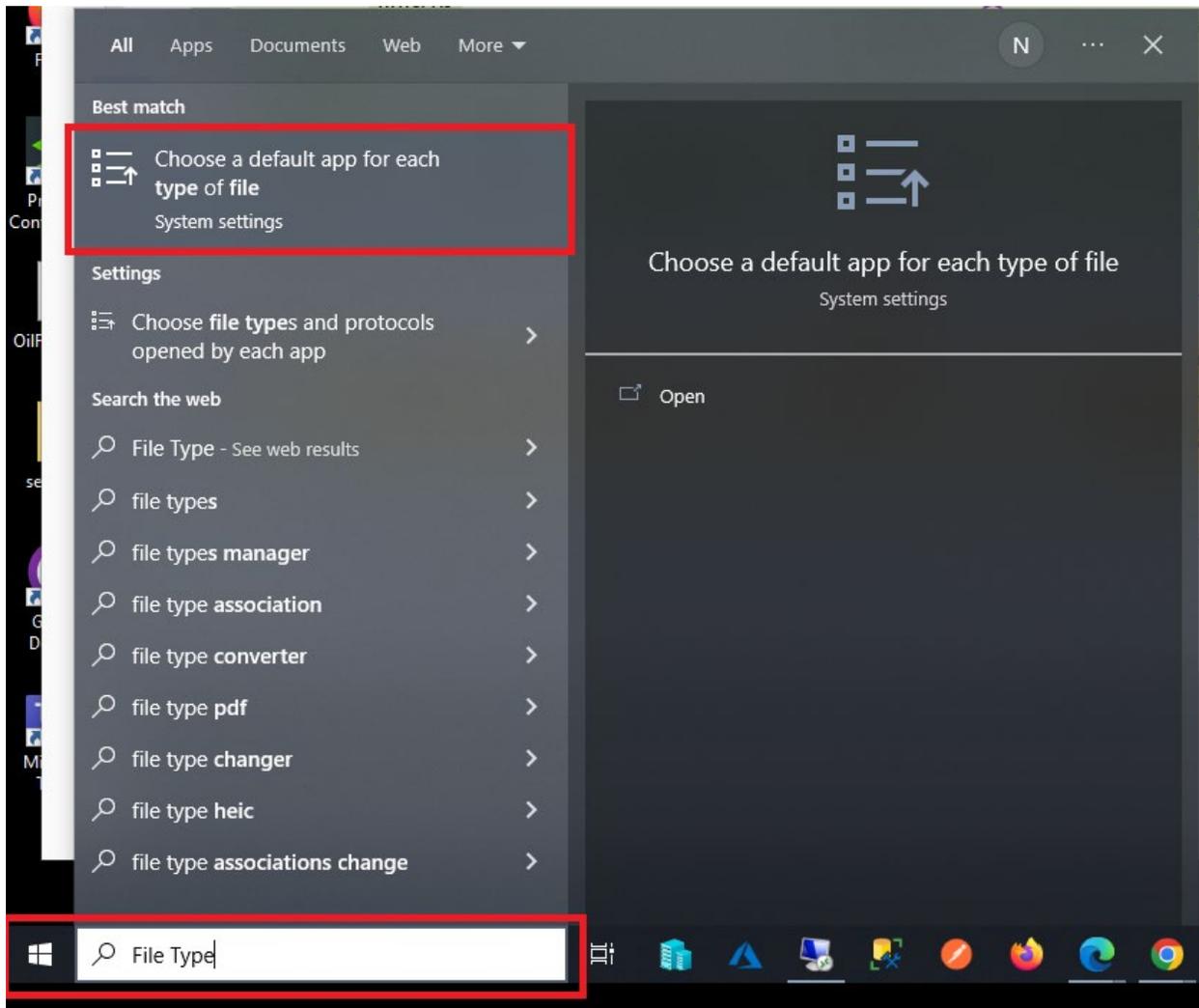
We recommend using Microsoft Internet Explorer if it is available as it is the easiest to get working, however with Microsoft retiring IE you should be using Google Chrome if you do not have access to Internet Explorer.

We only support using Adobe software as the PDF render in the web browser or from the desktop (as an application).

The below suggestions are in order of easy to hard, and as stated above may or may not be the actual issue.

Sometimes when upgrading Windows 10 to Windows 11 or if you purchased a new PC with Windows 11 the File Type association for .PDF is configured to use Microsoft Edge as the viewer. This must be corrected and set to one of the supported Adobe PDF productions.

To verify/set the default application for .PDF files enter “File Type” in the search box in the lower left corner. Then click on “Choose a default app for each type of file”



This will open the File Type association screen. You need to scroll down to where the .pdf file type extension is listed. If an Adobe product is not listed as the default application, you should click on the currently listed application and set it to the Adobe product you are using.

🏠 Choose default apps by file type

.pal
Palette File



Choose a default

.partial
Partial Download



Internet Explorer

.pbk
Dial-Up Phonebook



Remote Access Phonebook

.pcb
PCB File



Choose a default

.pch
Precompiled Header File



Choose a default

.pdb
Program Debug Database



Choose a default

.pdf
Adobe Acrobat Document



Adobe Acrobat 2017

.pdfxml
Adobe Acrobat PDFXML Document



Choose a default

.pds
PDS File



Choose a default

.pdx
Adobe Acrobat Catalog Index



Adobe Acrobat 2017

.pef
PEF File



Photos

.perfmoncfg
Performance Monitor Configuration



Resource and Performance Monitor

Google Chrome must be configured to use the Adobe PDF product instead of its default PDF renderer. This can also vary greatly depending on other software installed and the version of Chrome you are using. The general idea to configure Chrome to use adobe is to click on the vertical three dots in the upper right corner, just below the "X" to close the window. Then choose More Tools and select Extensions. There should be an adobe extension that must be turned on. There are many pages from Adobe and Google that can assist with this, just google it.

There are 2 ways that the PDF is displayed, either within the web browser or it is opened outside of the browser in an application. Each of these have their own security concerns and are configured differently. If the form is opened outside of the web browser window it most likely will either have a security popup or banner at some location indicating that the document is not trusted. You must either allow the document for this interaction or trust the document always. There are many variations of this within the Adobe software product line. You may also see these security / trust banners when the forms open inline (inside the web browser).

I strongly recommend that you do not save the "PDF" after opening it up outside of the web browser. Instead, you should always sign into our website and then click the links to open the form. You shouldn't have to "re trust" the form if you said to always trust it earlier.

If nothing above corrects the issue you most likely will need to get in touch with your IT department. Other software/hardware can impact the two-way communication. Firewalls, security software or hardware appliances between the computer and the internet may need to be configured to allow this communication. Typically, this is via a whitelist or some other setting inside that software. GPO (group policy) or other domain IT policies can also possibly impact this. Some external hardware devices can also impact this. If the form is opened outside of the web browser, then it could be miss detected as malicious, and there for be blocked.