

# Some helpful hints to use the online forms on this website

## Tips to make the online forms work for you:

- 1) Make sure you've downloaded the latest version of Adobe, they change it several times a year, so at least every second or third month, you need to download the latest version. It's best to download the latest version when you're ready to start downloading forms.
- 2) MAC users: use Safari, not Firefox... If your computer has Virtual Windows—that works the best!!
- 3) Open the form online--do a 'save as' and save it to your computer—you can type on the form online, but it won't let you save it, or print it. You have to save it to your computer before it will let you "do" anything to it.
- 4) Close out of the internet and open that form that you saved
- 5) Type your information into it, and then hit 'save' -- you might do a 'test' one before you spend all your time inputting information
- 6) Send me an email with that file attached.
- 7) Still having trouble? Email me with exactly what step in this process is holding you up and I'll try to help you, but I have to know what you've done and where your held up at.  
[Rhonda.wisdom@nebraska.gov](mailto:Rhonda.wisdom@nebraska.gov)

## Some troubleshooting for you:

**My Tech Person says** – I have to have the version you have to pay for in order to use the forms. That is not true anymore, it used to be that way, but the new Adobe 8 allows users with the free version to type, save, and print the online forms. Which is why we went to this format!! But you must save the form to your computer, you can't type/save/print on the form online.

**It won't let me save the form** -- If you try typing on the form while it's online--before saving it to your computer, it will not let you save it. You have to save it to your computer first, and then type on that form, not the one online.

**It won't let me copy and paste the form** – The form is an Adobe Acrobat form, nothing in Adobe can be "copied/pasted", you must save the form to your computer.

**Where's the submit button** -- The forms do not have a "submit" button anymore, you have to 'manually' attach them to an email.

**Check back often to this list—as I get questions, I will be adding them to this list**