

# PDF Troubleshooting for the On-Farm Efficiency Program Application

This document provides guidance for applicants who are troubleshooting PDF issues related to the On-Farm Efficiency Program application form.

## Common Issues

- **Issue:** Internet browser (e.g., Chrome, Safari, Edge, Firefox) displays an error message when you try to open the Application Form.
  - **Solution:** Ensure you download the form to your computer before filling it out. Right-click the link and select "Save As" to save the PDF file to your desktop or to a folder you know the location of. Then, open the downloaded file using a PDF reader like Adobe Acrobat. To do this, launch Adobe Acrobat, click "Open" and navigate to the location where you saved the Application form.
- **Issue:** Software will not open PDF application form outside of browser.
  - **Solution:** Use Adobe Acrobat Reader for the best compatibility and functionality with our forms. If you encounter issues with other PDF software, switch to Adobe Acrobat Reader, which you can download for free from the [Adobe website](#). If you are already using Adobe Acrobat Reader, make sure it is updated to the latest version in your Settings.

## Tips by Device Type

**Windows/PC:** Different PDF readers or outdated versions on your Windows PC might render forms differently, causing issues with form functionality or appearance.

Some PDF readers may not support all form features, causing functionality or appearance issues. If you notice slow performance or if the document does not open correctly, consider updating your PDF reader or switching to Adobe Acrobat Reader for the best experience.

**Mac:** The default PDF reader on Mac, Preview, may not fully support all interactive PDF features.

It is recommended to download and use Adobe Acrobat Reader instead of Preview. Preview, the default PDF reader on Mac, often does not support interactive features like drop-down menus, checkboxes, and form validation scripts. Adobe Acrobat Reader fully supports these features and ensures your form is completed correctly. While filling out the form in Adobe Acrobat Reader, make sure to save your work frequently.

**iPhone/iPad:** We highly recommend using a computer to complete your OFEP application form.

Some interactive features like checkboxes, drop-down menus, and buttons might not work properly on an iPhone or iPad. Adding a scanned signature page to an existing PDF on these devices is also very challenging and not user-friendly.

Please ensure all mandatory information is completed for your application to be considered. If your application is missing mandatory information, it will be sent back, and your place will not be held in the review queue until the completed form is received.

