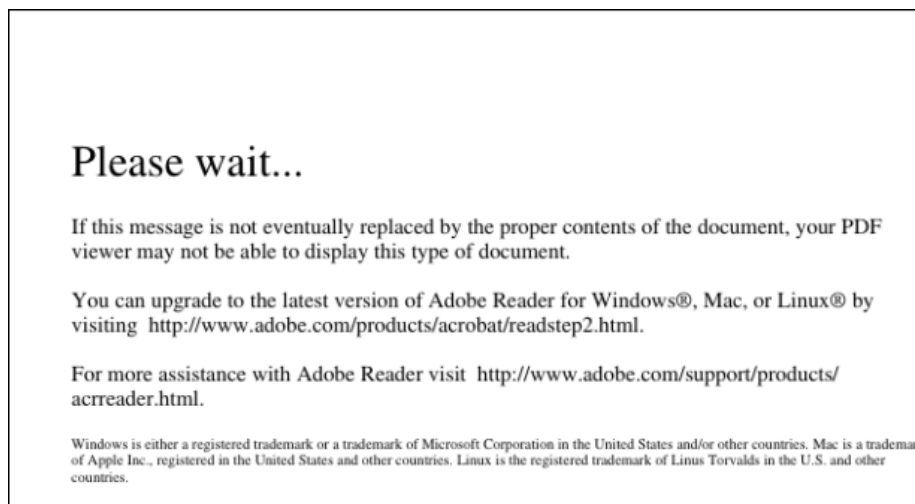


## Advice for eForm applicants using Macintosh computers

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If your computer's default viewer is set to Mac Preview rather than Adobe Reader, you may encounter an error when trying to open the eForm you created and saved.

The typical error message encountered is:



The error results from the settings in your local computing environment i.e. your computer is configured to open the form with Mac Preview rather than with Adobe Reader.

The eForm can **only** be opened and filled in using Adobe Reader (or one of the Adobe Acrobat products). Even if you have installed the required level of Adobe Reader (version 9 or higher), it will make no difference if Mac Preview is set as the default viewer.

To avoid the error you have two options.

### **Option 1**

Change your computer's local default settings so that the default viewer is Adobe Reader.

If you are unsure how to do this, please contact your local IT support service or consult your computer's help files.

### **Option 2**

If you do not wish to change your computer's default settings, you must ensure that you only open the form with Adobe Reader:

1. Open the Adobe Reader application.
2. Use the menu path *File > Open* to browse to, locate and open the eForm that you previously created and saved.