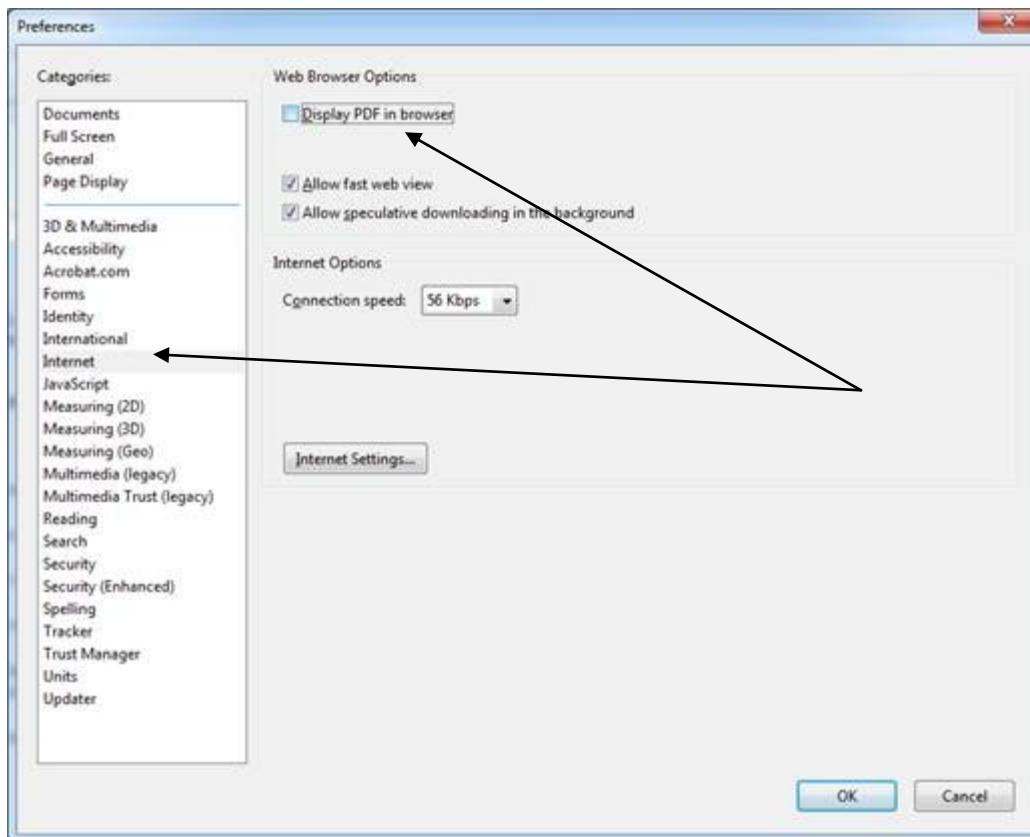


FAQ: For users who may not be able to open PDF's

If you are unable to open PDF's in the portal, these are a few possible steps you can take to correct the issue:

Fix 1: Open PDF's in Adobe instead of the browser:

Open Adobe Reader > Click on Edit > select Preferences > select Internet – Un-tick "Display PDF in Browser".



Fix 3: Delete all temp files in IE.

Open your internet browser. Click on **Tools** > then **Internet Options** > then the **General** tab > then **Delete**. Make sure all boxes in this window are ticked and press **Delete**.

Fix 2: Check for Adobe Reader, Internet Explorer & Firefox for updates.

Usually in the **About** section of these programs you can check for updates that may need to be installed.

Check if you are able to open PDF's at all by following the directions below:

To check if you can open PDF's at all or from a source other than Maconomy, click on this link below or paste it into your web browser. This will take you to Google with a listing of sites that if you click on any of the links, the result should be displayed in PDF. This is a good test to see if you are able to access PDF's at all and determine if it is a Maconomy issue or an issue with your computer.

Check if you can open PDF's from here (click on or paste this link into your browser):

<http://www.google.com/search?hl=en&esrch=FT1&q=filetype:pdf&aq=f&oq=&aqi=g10>

A second test. Click on this link below or paste into your web browser and a PDF should display:

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