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July 2021

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How to use the Guide?



1. Select Topic (on the left)
2. Complete the steps as described below

If you need further assistance, log a request on our [ICT Partner Portal](#)

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Problem Description



When trying to view you're IRP5 PDF in a web browser, you might see the following message:

Please wait...



If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting <http://www.adobe.com/products/acrobat/readstep2.html>.

For more assistance with Adobe Reader visit <http://www.adobe.com/support/products/acrreader.html>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

This can be easily resolved by following a few easy steps.

For help:  [ICT Partner portal](#)  021 808 4367

For next steps
Click here



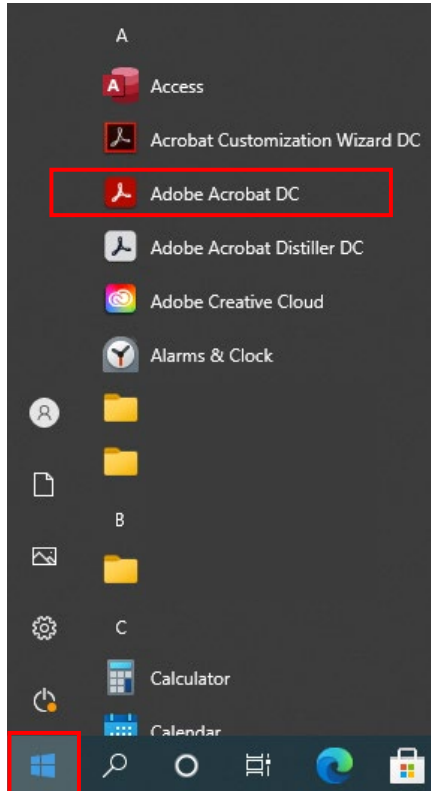
Set Default PDF Handler 1/2

4 Easy steps



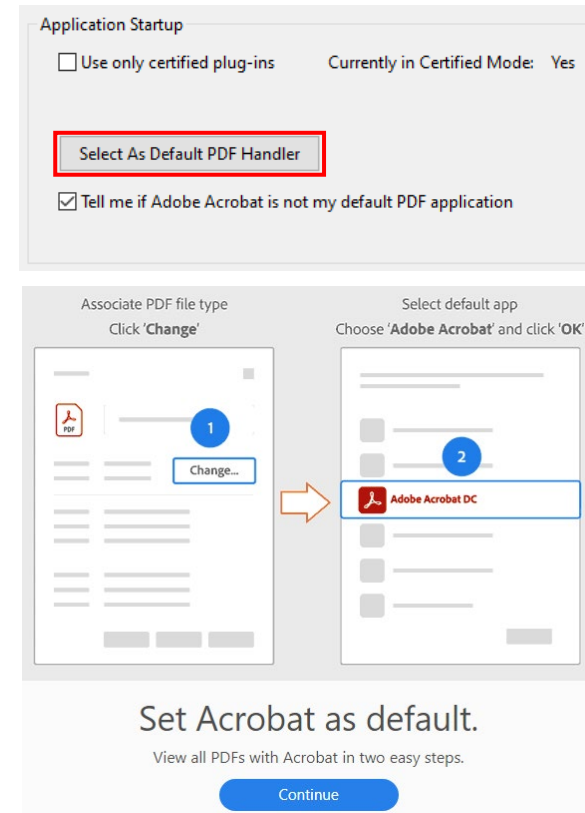
1.

On your Home screen, click on the start menu in bottom left corner and select Adobe Acrobat DC or Adobe Reader DC



2.

Open Adobe Acrobat DC or Adobe Reader DC and navigate to the following menu: click on Edit > Preferences > General > Select As Default PDF Handler. Follow the steps to Set Acrobat as default.

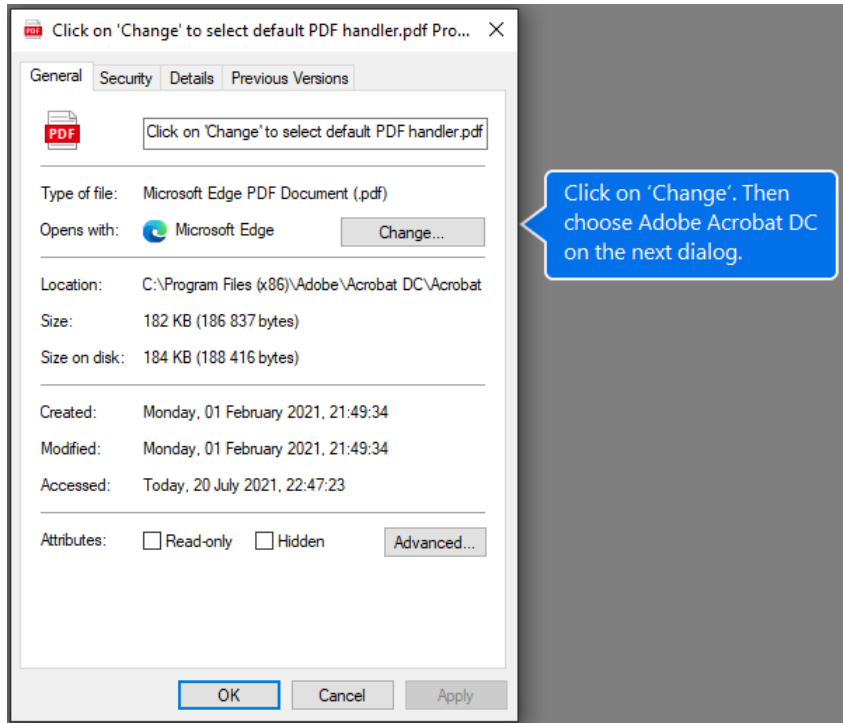


Set Default PDF Handler 2/2

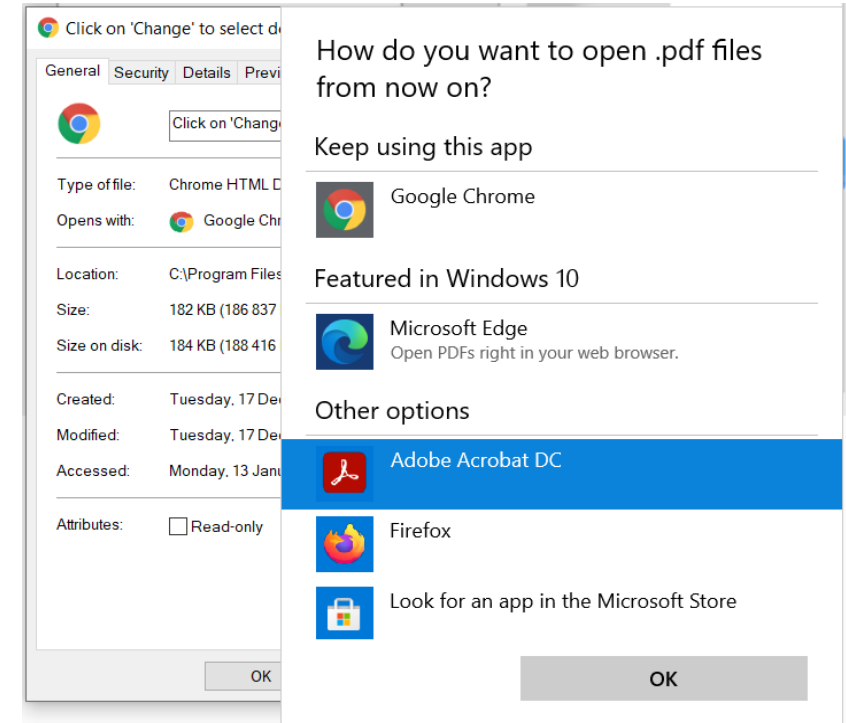
4 Easy steps



3. Click on "Change". Then choose Adobe Acrobat DC on the next dialog.



4. Select Adobe Acrobat DC and click OK. Click OK to close the properties screen.

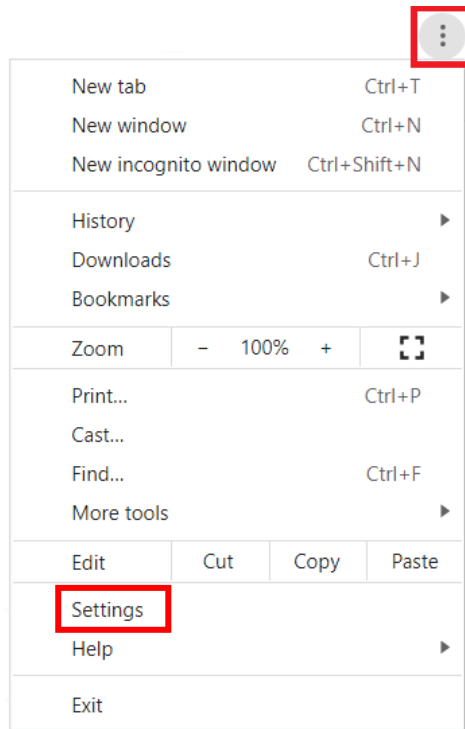


Google Chrome Settings 1/2

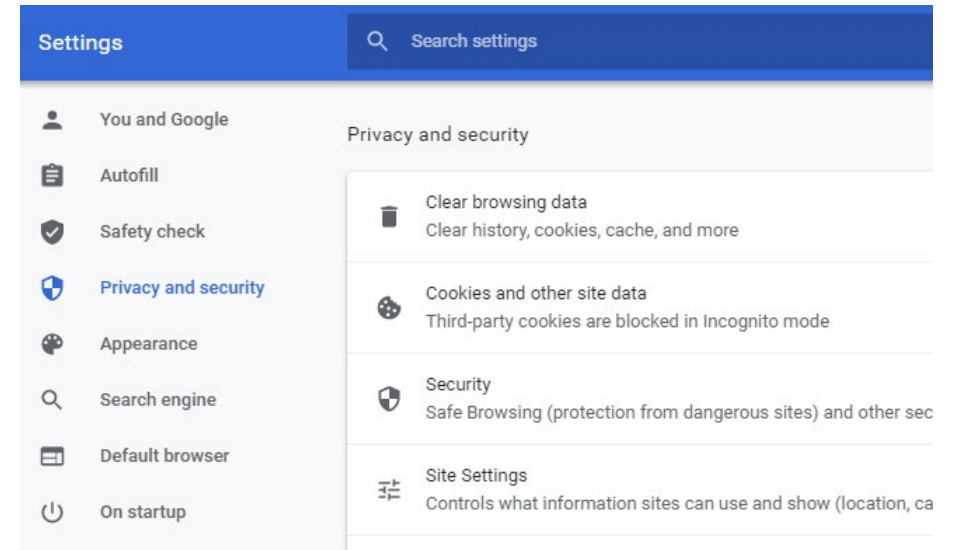
4 Easy steps



1. When using Google Chrome browser, make sure the following settings are set. In the upper-right corner of the Chrome toolbar, click the Chrome menu icon and then Settings.



2. Click Privacy and security > Site Settings.



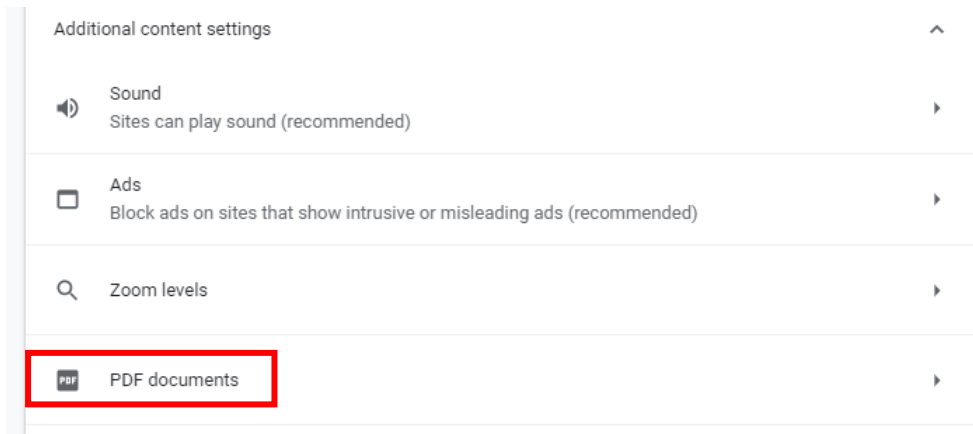
Google Chrome Settings 2/2

4 Easy steps



3.

Additional Content Settings > PDF Documents > Download PDF's.

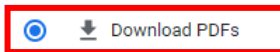


← PDF documents

Sites sometimes publish PDFs, like documents, contracts, and forms

Default behavior

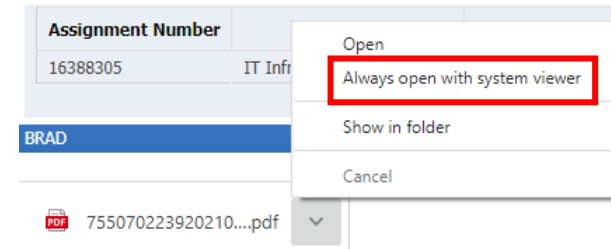
Sites automatically follow this setting when you visit them



Open PDFs in Chrome

4.

When downloading the IRP5 PDF, select the drop-down arrow next to the downloaded file and select, "Always open with system viewer". Select Open to view the PDF in Adobe Acrobat DC or Adobe Reader DC.



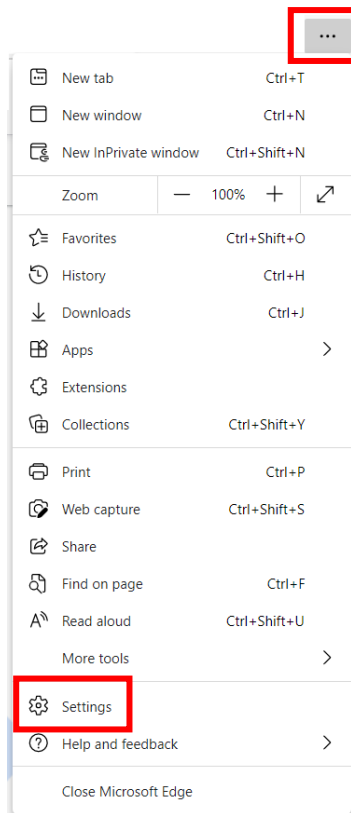
Microsoft Edge Settings 1/2

4 Easy steps



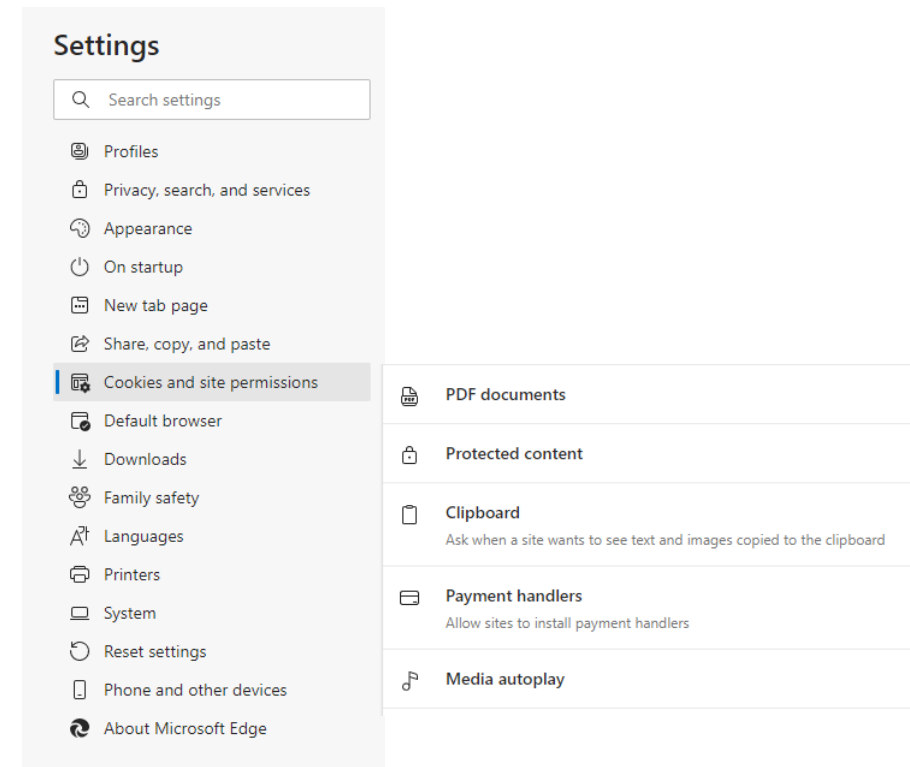
1.

When using Microsoft Edge browser, make sure the following settings are set. In the upper-right corner of the Edge toolbar, click the menu icon and then Settings.



2.

Click Cookies and site permissions > All permissions > PDF Documents.

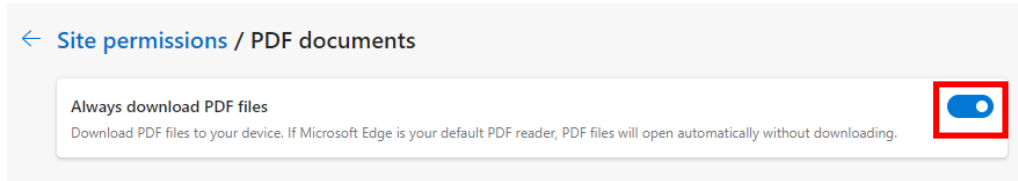


Microsoft Edge Settings 2/2

4 Easy steps



3. Ensure the “Always download PDF Files” is marked



4. When downloading the IRP5 PDF, right click the downloaded file and select, “Always open with system viewer”. Select Open to view the PDF in Adobe Acrobat DC or Adobe Reader DC.

