

USING THE FORMS

If you experience any difficulties using the online forms there are a couple of options you should consider.

1. Make sure you have downloaded Adobe Acrobat Reader DC and set it as your default for pdf files. (Note: If you already have adobe acrobat reader or adobe acrobat pro and have it set as your default then you can skip to step 2.)

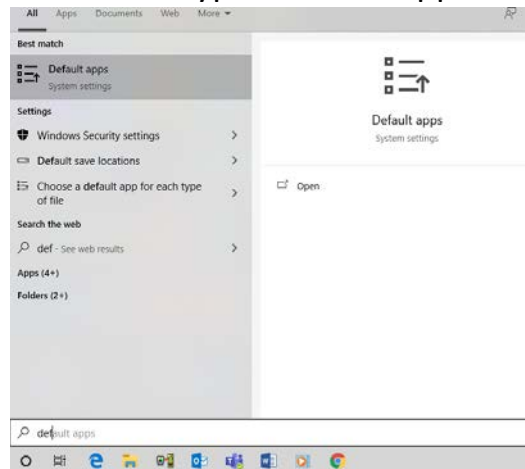
- a. You can download Adobe Acrobat reader DC at

<https://acrobat.adobe.com/us/en/acrobat/pdf-reader.html> .

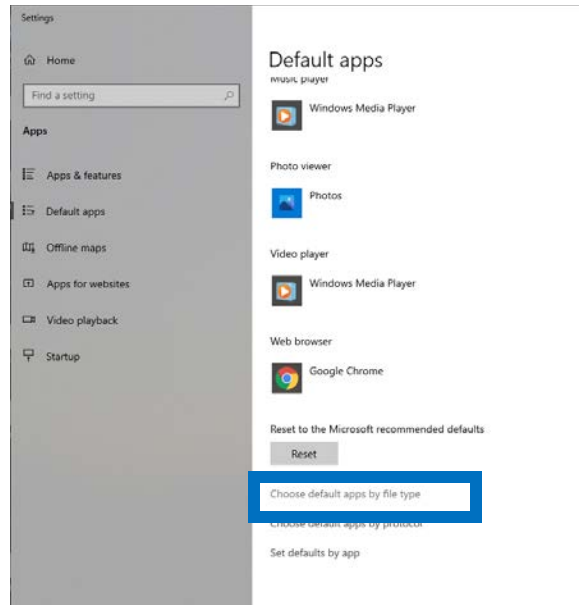
- b. Once you have completed the download, locate the home button in the bottom left-hand section of your screen.



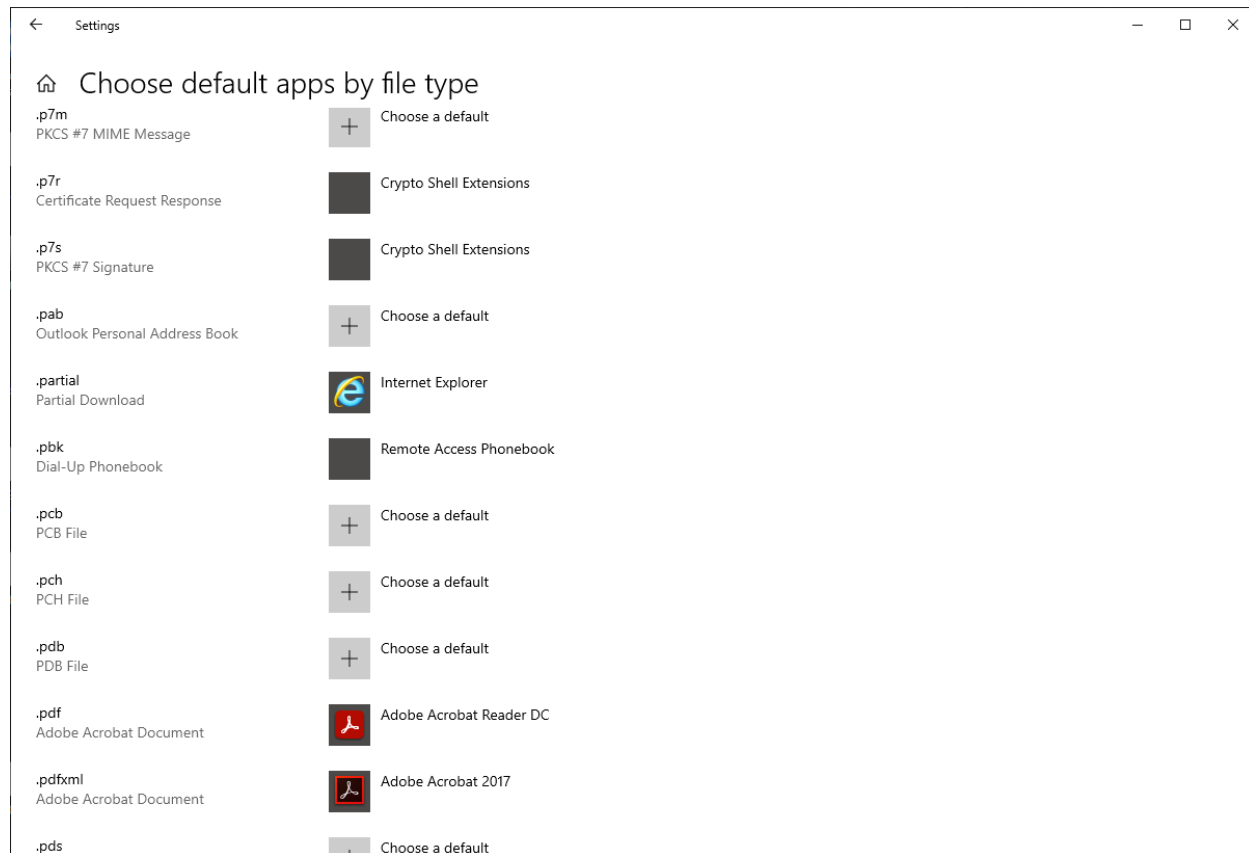
- c. Click it and type “Default Apps” and open the app below



- e. Scroll down and select “Choose default apps by file type”
- f. Scroll down and select “Choose default apps by file type”

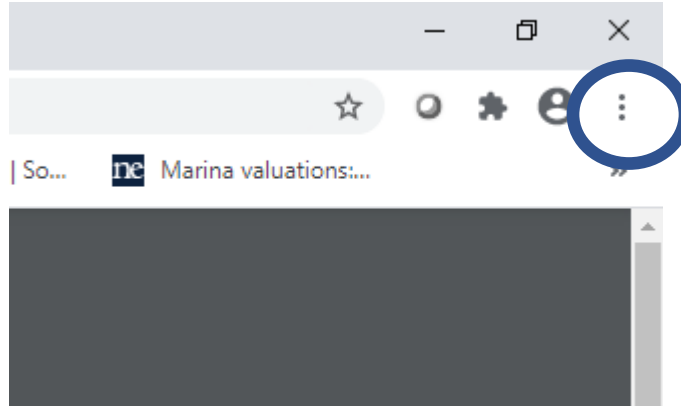


- g.
- h. Scroll down until you see .pdf on the left-hand side and be sure it is set to Adobe Acrobat Reader DC.

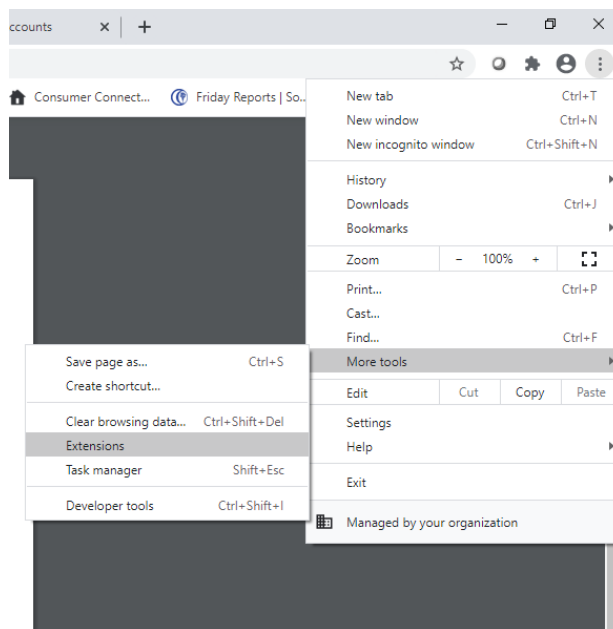


- i.
- 2. Check to see which browser you are using.
 - a. Chrome

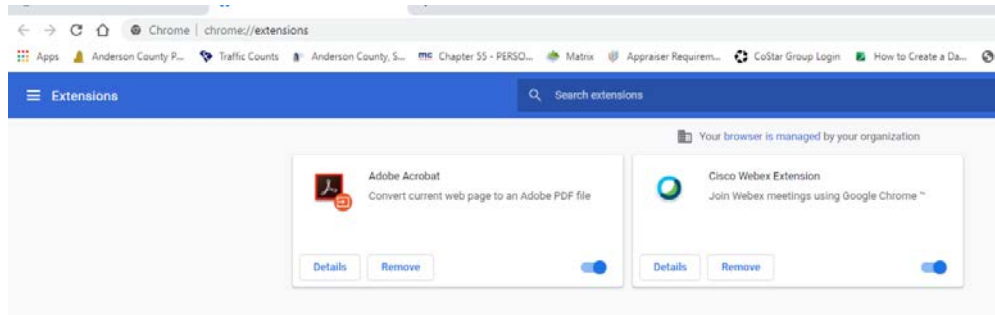
- i. Make sure your reader extension is activated by taking the following steps.
- ii. Click on the three vertical dots underneath your user icon, in the top right-hand corner.



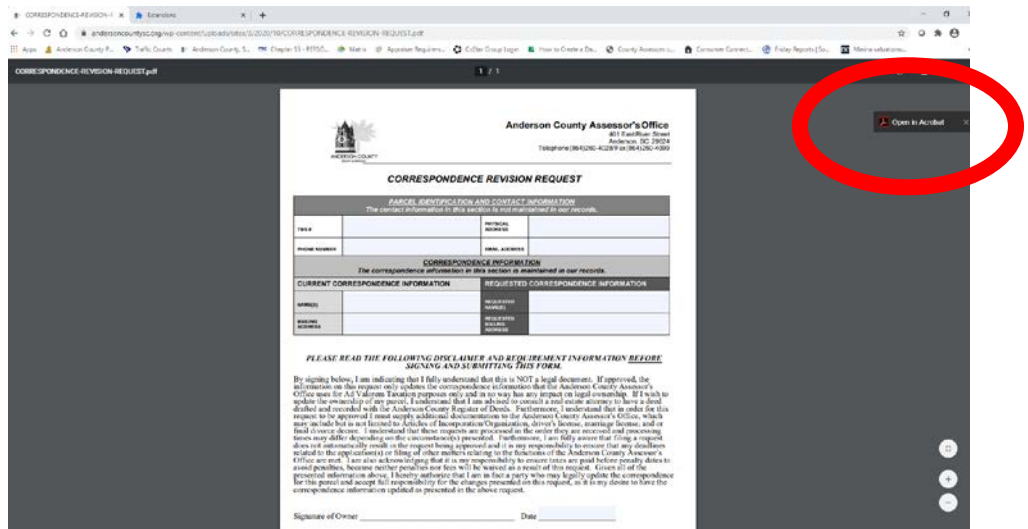
- iii.
- iv. Select “More Tools” and then extensions



- v.
- vi. Be sure you have the adobe acrobat extension and it is turned on. If you do not have it, type adobe acrobat in the search field and then click add to chrome.



- vii.
- viii. Go back the county website and reopen the form.
- ix. On the right-hand side click “Open in Acrobat”



- x.
- xi. The form should open and be fully functional.

xii. IMPORTANT: MAKE SURE YOU FOLLOW THESE STEPS TO SUBMIT THE FORMS.

1. SAVE THE FORM TO YOUR COMPUTER

2. FILL OUT THE FORM ENTIRELY

a. YOU WILL NOT BE ABLE TO SAVE THE FORM UNTIL ALL REQUIRED FIELDS ARE FILLED OUT.

3. SAVE THE COMPLETED FORM

4. OPEN A NEW MESSAGE IN YOUR EMAIL

5. ATTACH THE FORM AND ALL REQUIRED DOCUMENTATION


a. IF YOU ARE UNCERTAIN WHAT DOCUMENTATION IS REQUIRED PLEASE CONTACT OUR OFFICE.


6. SEND THE EMAIL

7. YOU WILL RECEIVE A CONFIRMATION EMAIL THAT THE FORM HAS BEEN RECEIVED. IF YOU DO NOT RECEIVE A CONFIRMATION EMAIL THE FORM WAS NOT RECEIVED.

b. Internet Explorer

- i. The most common problem with internet explorer is what people believe to be internet explorer is actually Microsoft Edge. The forms at the time of this document do not work in Microsoft Edge. Where the Icons are similar they are different

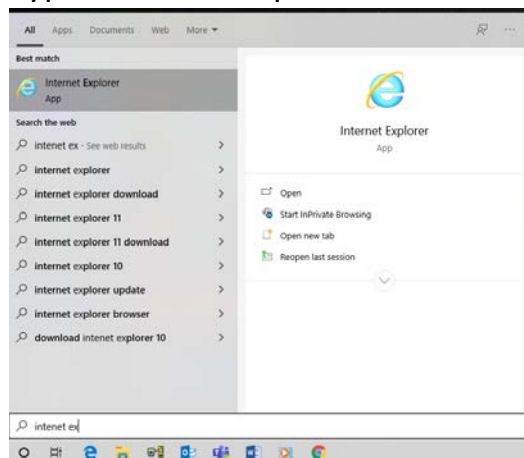
colors, Microsoft edge looks like this  and internet

explorer looks like this. 

- ii. To ensure you are using Internet explorer click the home button on the bottom left-hand side of your screen.



- iv. Type “Internet Explorer” and select internet explorer



- vi. Open internet explorer and go to the www.anderscountysc.org and reopen the from(s) you are needing to submit and follow the steps below.

vii. IMPORTANT: MAKE SURE YOU FOLLOW THESE STEPS TO SUBMIT THE FORMS.

- 1. SAVE THE FORM TO YOUR COMPUTER**
- 2. FILL OUT THE FORM ENTIRELY**

- a. YOU WILL NOT BE ABLE TO SAVE THE FORM UNTIL ALL REQUIRED FIELDS ARE FILLED OUT.
3. SAVE THE COMPLETED FORM
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5. ATTACH THE FORM AND ALL REQUIRED DOCUMENTATION
 - a. IF YOU ARE UNCERTAIN WHAT DOCUMENTATION IS REQUIRED PLEASE CONTACT OUR OFFICE.
6. SEND THE EMAIL
7. YOU WILL RECEIVE A CONFIRMATION EMAIL THAT THE FORM HAS BEEN RECEIVED. IF YOU DO NOT RECEIVE A CONFIRMATION EMAIL THE FORM WAS NOT RECEIVED.

If you have followed the highlighted steps above and cannot get the form to send or did not receive a confirmation email, please do not hesitate to reach out to our office and we will do our best to assist you.