

1) Do not complete on a smartphone or tablet. Some reports have been successfully received from these platforms, but there is a lot of variability and generally, the software on these devices (including versions of Adobe) is not intended to process files such as this.

2) Make sure you are using the most recent version of Adobe. When downloading, uncheck all boxes for “Optional Offers” and any other software you do not want. To complete the Annual Report form you will only need to download Adobe Reader, by clicking the yellow “Install Now” button. YOU DO NOT NEED TO PAY FOR ANY SERVICES OR SOFTWARE.

3) Make sure the file is opening in Adobe and not a different program. This is especially problematic for Mac users, as the “Preview” program may be set as the default for PDF files. See the links below on how to set default programs for opening file types. This will allow you to select Adobe as the default program for opening the PDF file type.

On Mac: <http://osxdaily.com/2013/08/08/change-default-application-open-files-mac-os-x/>  
<https://www.imore.com/how-set-mac-app-default-when-opening-file>

On Windows: <https://support.microsoft.com/en-us/help/18539/windows-7-change-default-programs>

4) Do not use any of the tools in Adobe, such as the “Export PDF”, “Edit PDF”, or “Fill & Sign” functions. Do not use “Adobe Send and Track”. You should only need to enter data into the form and use the “Validate and Create Submittal” button imbedded in the form, and email the file.

5) If you downloaded/updated Adobe while filling out the form, re-download the Annual Report Form from the NCRWQCB website and fill out the newly downloaded form. Files that are opened and edited using outdated or incorrect software tend to have functionality problems.

6) When opening the form after it is downloaded, be sure to unzip it before attempting to open with Adobe. This occurs automatically by double-clicking on the zipped folder file.

 Existing R1 Enrollees New Annual Reporting Form (Fillable)1.25.2018.zip



 Existing R1 Enrollees New Annual Reporting Form (Fillable)1.25.2018.pdf