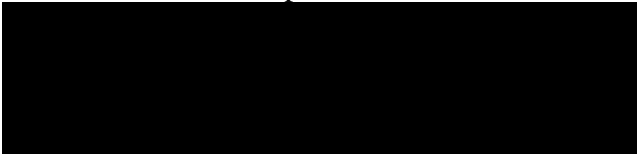


## Mozilla Firefox/PDF Viewer Issue

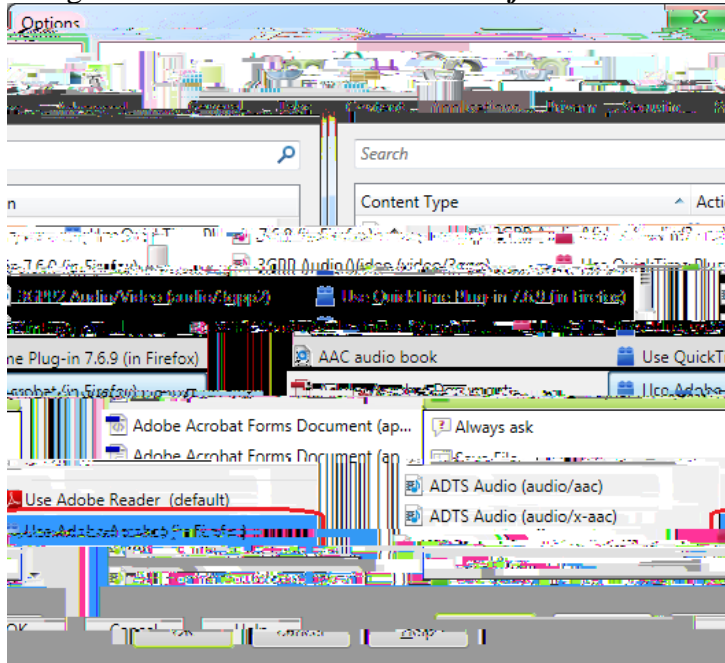
**Purpose:** Firefox introduced its own integrated PDF Viewer in upgrade to Firefox 19. This update may cause issues when users are attempting to display a PDF because the browser will default to use its own PDF Viewer, rather than Adobe Reader, which is the PDF Viewer of choice with the Student Information System.

**To Resolve:** Update your Firefox Browser settings to use Adobe Reader instead of the Firefox PDF Viewer.

- In Firefox, select **Tools, Options** from the menu bar at the top.  
Note: If you do not have a menu bar, right-click the open space above the address bar and check the Menu Bar option.



- Select the **Applications** panel
- Scroll down to **Adobe Acrobat Document** or **Portable Document Format (PDF)**
- Change the action from *Preview in Firefox* to *Use Adobe Reader (in Firefox)*



- Click the **OK** button