COURT OF APPEAL FOR BRITISH COLUMBIA

How to Open PDF Fillable Forms

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Disclaimer: Instructions are based on current configurations of browser site settings; these may change.

1.0 Adobe Reader Required to Use PDF Fillable Forms

You will require the latest version of Adobe Reader to use PDF fillable forms.

Tip	Instructions
Update Adobe Reader	Remove the old version of Reader before installing the new one.
Set Adobe Reader as default	Google Chrome and Firefox Apple and Mac Microsoft Edge
Using Adobe Acrobat not Adobe Reader	You may also want to be sure that your computer is not starting **Adobe Acrobat** instead of Reader when opening the forms.

1.1 Why Does the PDF Fillable Form not Open on our Website?

When you view PDF fillable forms in Chrome/Firefox/Edge browsers each browser uses its built-in PDF viewer, whatever add-ons you might have, and whether or not Adobe Reader is installed. This might also occur because your browser has accumulated a lot of cache data, incorrect browser settings, or another PDF viewer obstructs Microsoft Edge.

This is why forms don't behave the same as if you download and save them to your computer and open them in Adobe Reader.

1.2 Best Option to Use PDF Fillable Forms

The best way to use PDF fillable forms is by downloading and saving them to your computer hard drive, then you can open the form using the free Adobe Reader application (not your browser's Adobe extensions).

You can configure your browser to download PDFs automatically.

1.3 Troubleshooting

Tip	Instructions
Open PDF with another browser	Make sure you are not dealing with a corrupted file. Try to open it with a different browser or use a PDF viewer if you have one already installed on your computer. If you successfully open the PDF file, you should look at your browser's settings.

Tip	Instructions
Update Browser	You might have an outdated version of your browser and you need to update
Clear Browser Cache	A browser's cache helps to speed up your browsing experience. If your browser has built up a sizeable cache, it could lead to different malfunctions. And the inability to open PDF files might be one of them.
Check PDF Documents Settings in Browsers	See the instructions below on how to have browsers automatically download PDF fillable forms
Choose default browser	Set PDF settings and keep up-to-date
Reset the browser	This will bring some of the browser's settings to their default values, disable installed extensions, and clear the cache and cookies. However, Edge will keep your history, password, and favourites.

2.0 Supreme Court Civil Rules Forms Instructions, Guides & Contact

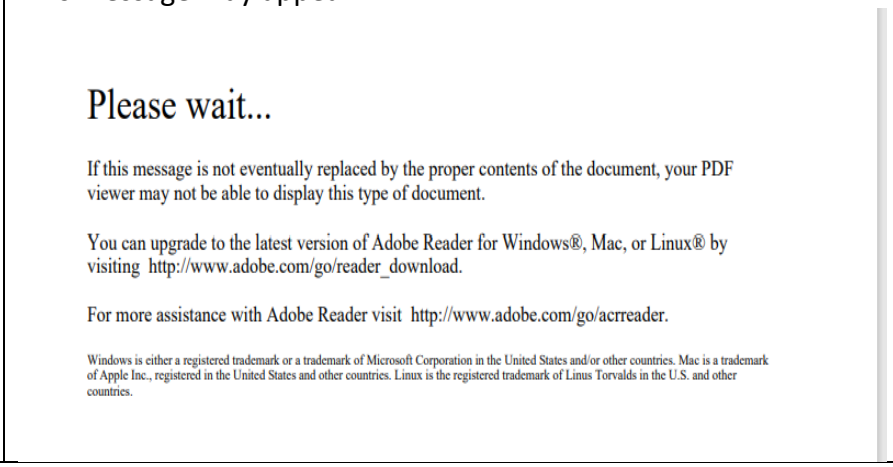
Please refer to these instructions for saving and opening the forms. If you are not familiar with how our forms work, you may want to read our user guide. If you have difficulty using the forms after reading the guide, please contact AGCSBSmartforms@gov.bc.ca.

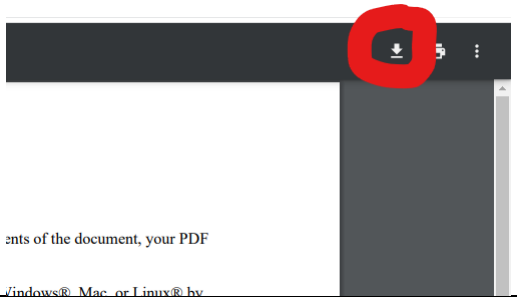
3.0 Google Chrome

3.1 How to configure Chrome to download PDF fillable forms automatically.

Step	Action	Completed
1	Open Chrome browser.	
2	Click Settings here	
3	Click Settings	
4	Click Privacy & Security	
	Click Site Settings	
5	Scroll down to and Click on Additional Content Settings	
6	Click on PDF documents	
7	Select download PDFs	
8	Go to the Court website and select the PDF fillable form	
9	The PDF fillable form will automatically download and open.	
10	Fill in the form and save it to your computer with a unique file name.	
11	E-file or print and file at Registry once complete and final.	

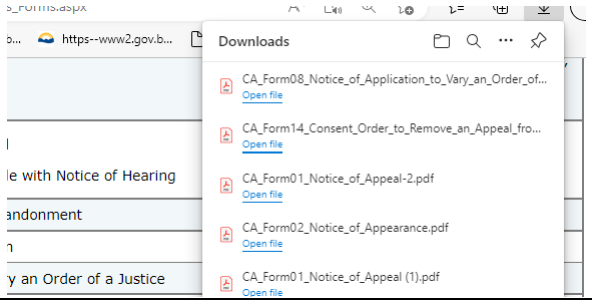
3.2 How to download/save PDF form with Chrome.

Step	Action	Completed
1	Click on form	
2	This message may appear: 	

Step	Action	Completed
3	Right-click and select **Save as** or click on the **download icon** on the browser toolbar:  	
4	Navigate to the location to save on your computer.	
5	Close browser.	
6	Go to the location where the PDF fillable form is saved.	
7	Open the form, fill it in and save it with a unique file name.	
8	E-file or print and file at Registry once complete and final.	

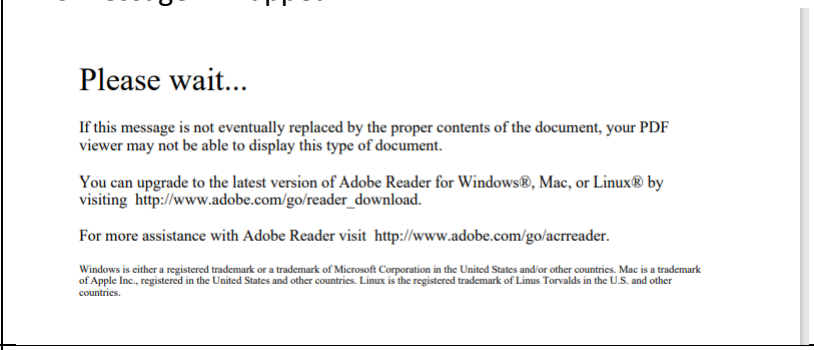
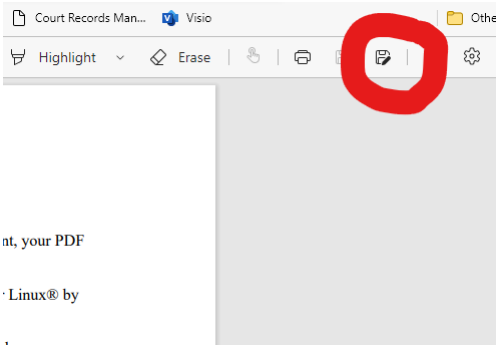
4.0 Microsoft Edge

4.1 How to configure Edge to download PDF fillable forms automatically.

Step	Action	Completed
1	Open Edge browser	
2	Click on site settings and click Settings	
3	Click on Cookies and site permissions	
4	Scroll down to PDF documents and click on the arrow	
5	Select Always download PDF files	
6	Go to the Court website and select the PDF fillable form	
7	Click on downloads Open the file  	
8	Fill in the form and save it to your computer with a unique file name.	
9	E-file or print and file at Registry once complete and final.	

Disclaimer: Instructions are based on current configurations of browser site settings; these may change.

4.2 How to download/save PDF form with Edge.

Step	Action	Completed
1	Click on form	
2	This message will appear:  	
3	Right-click and select **Save** or click on the **Save icon** on the browser toolbar:  	
4	Navigate to the location to save on your computer.	
5	Close browser.	
6	Go to the location where the PDF fillable form is saved.	
7	Open the form, fill it in and save it with a unique file name.	
8	E-file or print and file at Registry once complete and final.	

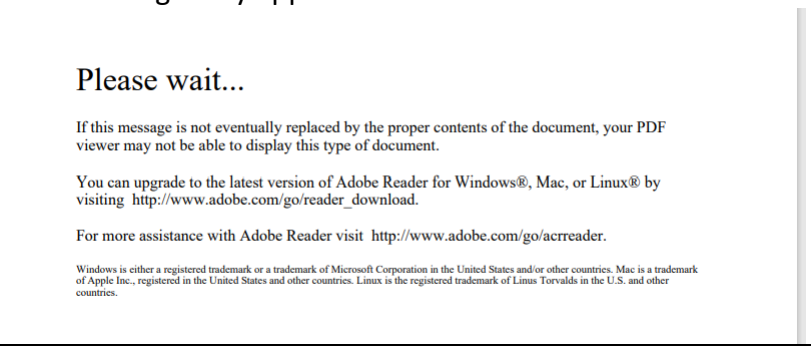
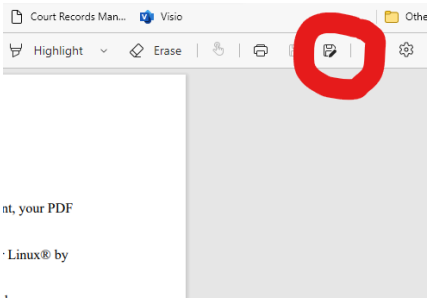
5.0 Mozilla Firefox

5.1 How to configure Firefox to download PDF fillable forms automatically.

Step	Action	Completed
1	Open Firefox browser.	
2	Click on Settings here	
3	Click Settings	
4	Scroll down to Applications	
5	In the Search field search for PDF	

Step	Action	Completed
6	Select your preference: • Open in Firefox • Always ask • Save file	
7	Go to the Court website and select the PDF fillable form	
8	The PDF fillable form will automatically download and open.	
9	Fill in the form and save it to your computer with a unique file name.	
10	E-file or print and file at Registry once complete and final.	

5.2 How to download/save PDF form with Firefox

Step	Action	Completed
1	Click on form	
2	This message may appear:  	
3	Right-click and select **Save** or click on the **Save icon** on the browser toolbar:  	
4	Navigate to the location to save on your computer.	
5	Close browser.	
6	Go to the location PDF fillable form is saved.	
7	Open the form, fill it in and save it with a unique file name.	
8	E-file or print and file at Registry once complete and final.	

6.0 Apple and Mac Users

6.1 How to fill out a PDF form on a Mac.