

ACE Comprehensive Application Troubleshooting Tips

The application isn't saving the information.

- Download the latest copy of Adobe Reader software, which is Adobe Reader XI. Adobe Reader is the free trusted standard for reliably viewing, printing, and annotating PDF documents. It's the only PDF file viewer that can open and interact with all types of PDF content, including forms and multimedia. Download Adobe Reader for free here: <http://www.adobe.com/products/reader.html>.
- Double check that you are opening the PDF application as a file saved onto your computer. You can do this by right-clicking on the link and selecting "Save Target As". This will open a new window to allow you to save to your computer. If you are opening the application in Explorer, Chrome, Safari, Firefox or another browser it will not save the information.

When I submit my application it is blank.

- Double check that the file you uploaded is the correct file with the information you entered and that it has saved correctly before you upload it.
- Verify the PDF that you plan to upload is saving onto your computer correctly. Do this by first closing the Adobe Reader application on your computer. Then, select and open the saved file from the location on your hard drive or server.

I have not been able to save and must fill out the application by hand.

- Print out the application and complete it by hand. You may hand deliver it to the Austin Center for Events by following the instructions at the end of the actual application. You may also scan the application as a single PDF and attach it to the Intake Page in the "Other Document" field.