

Following are some possible reasons that you are experiencing an issue downloading an application:

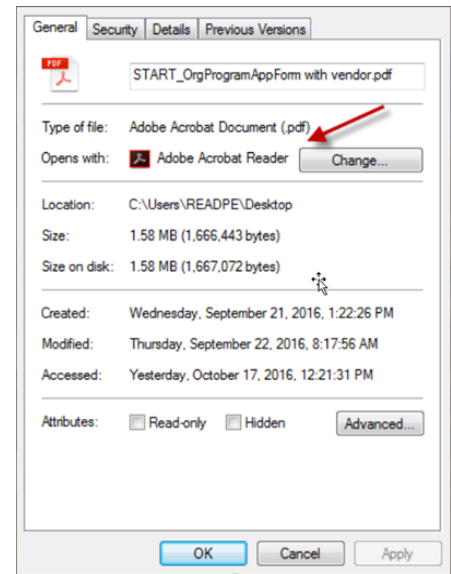
## ADOBE READER

Users receive an error when trying to submit an application form; however, the user can login to the self-serve LaMPSS site with their credentials. You need to have Adobe 9.3 or higher installed on the computer and selected as the default reader.

## ADOBE READER DEFAULT

You can have Adobe Reader on your computer, but it must be selected as the default for your application and reports to submit successfully.

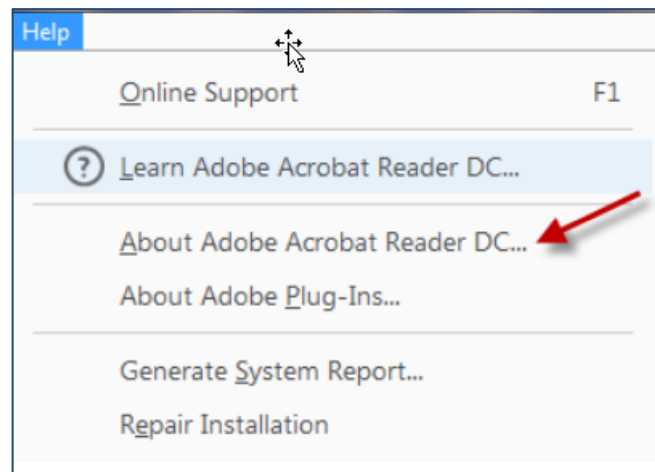
1. Select an Adobe PDF file (.pdf extension).
2. Right click and select “Properties”.
3. The file properties window will appear. Choose the “General tab”.
4. You'll see a field called "Opens with".
5. Click the change button (if it does not indicate Adobe Reader) and select Adobe Reader.



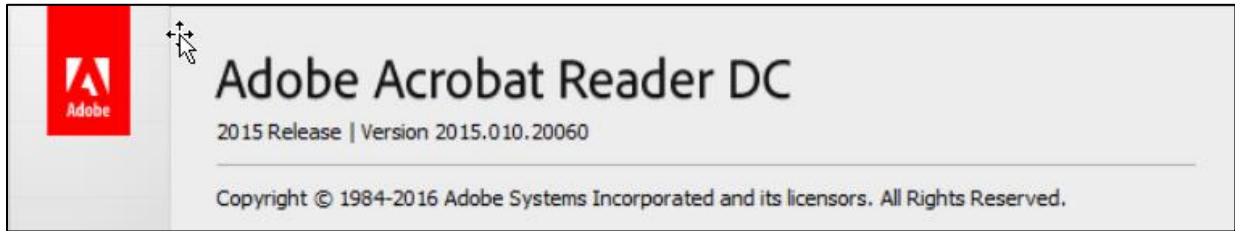
## ADOBE READER – MINIMUM VERSION

To check your minimum version of Adobe

1. Click on the “Start” button in the bottom left of the screen
2. Click on “Programs” in the Start Button menu
3. Click on the “Adobe Reader” program link to launch Adobe Reader
4. From the Adobe Reader window, click on the “Help” option at the top of the screen
5. Select “About Adobe Reader”



- Note the version indicated in the “About” pop-up window (note DC version is version 10)



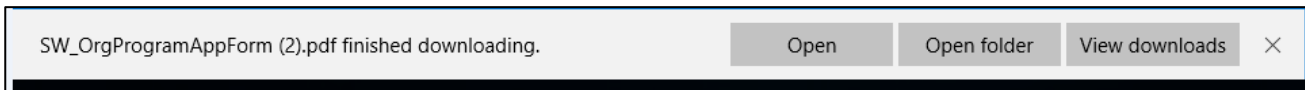
### BROWSER

Depending on what browser you are using, the functionality of LaMPSS is different. Below are possible browser related issues that may cause problems with your download and submission of your application.

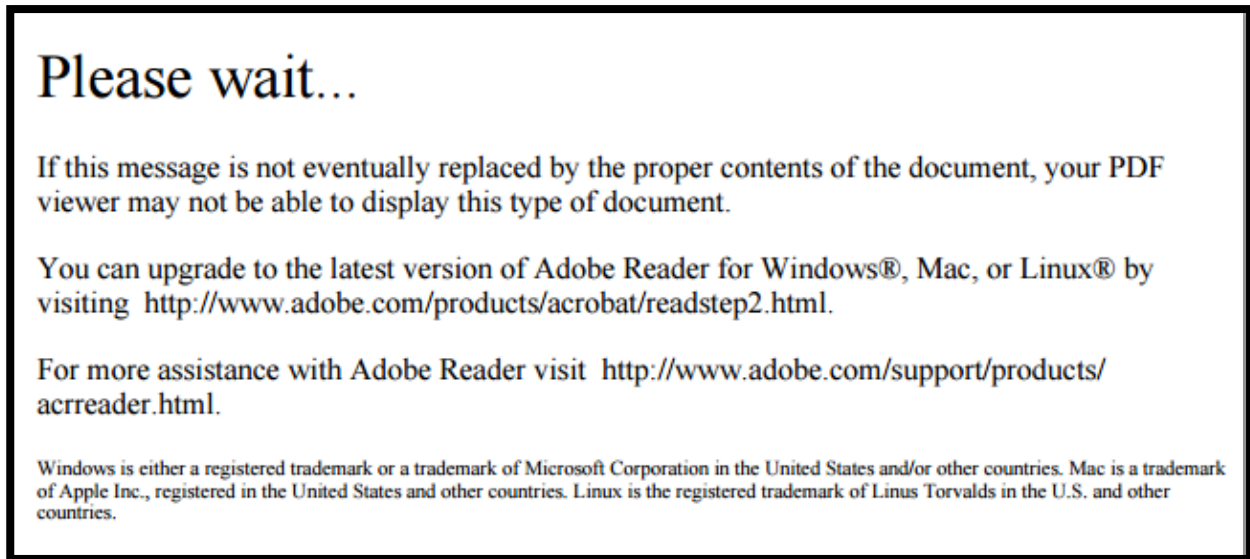
### EDGE

When using Edge as your browser the application will download and show up at the bottom of your screen.

The options that are available are “SAVE” or “SAVE AS”. When you select “Save” you have the option of Open, View Download or Open Folder.



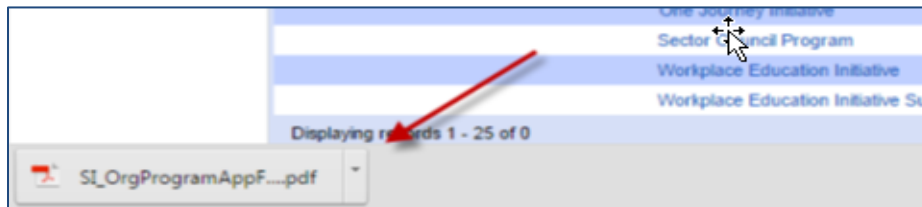
If you do not have Adobe set as your default and you select “Open” you will receive the following message.



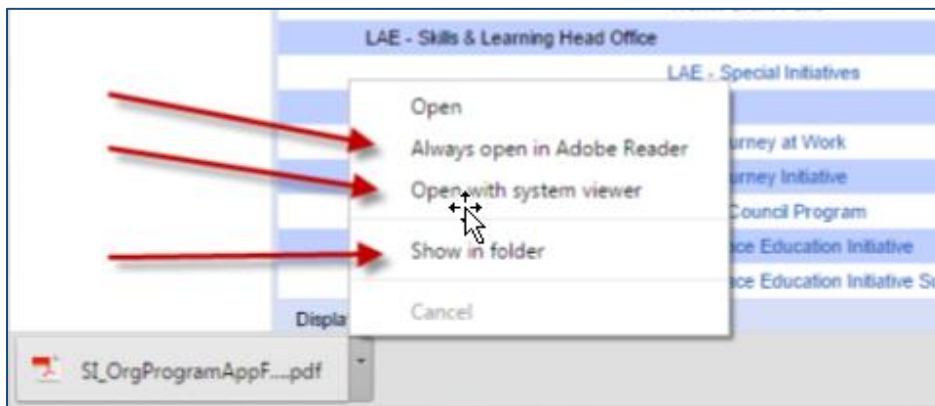
The LaMPSS application is trying to open in the Edge browser instead of Adobe. So, make a selection other than “Open” and you will be successful with downloading your application OR make Adobe your default and the application will open successfully.

### CHROME

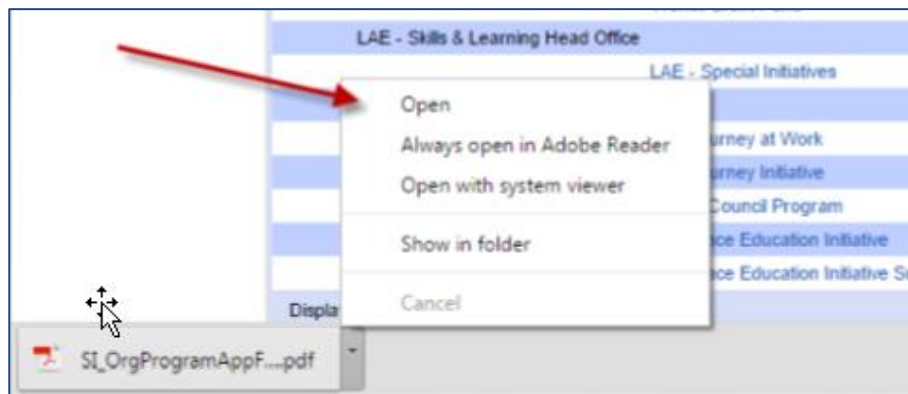
When using Chrome as your browser the LaMPSS application will download and will show up at the bottom of your screen



Click on the arrow and select “Always open in Adobe Reader”, “Open with system view” or “Show in folder” and you will be able to access your application.



If you select “Open” you will receive the following message



### Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting <http://www.adobe.com/products/acrobat/readstep2.html>.

For more assistance with Adobe Reader visit <http://www.adobe.com/support/products/acrreader.html>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

The LaMPSS application is trying to open in the Chrome browser instead of Adobe. So, make one of the selections above and you will be successful with downloading your application OR make Adobe your default and the application will open successfully.

### **FIREFOX**

When using Firefox as your browser on Microsoft Windows and a Macintosh computer the LaMPSS application automatically downloads to your download folder. Go to your download folder and you can open the application.

### **SAFARI**

When using Safari as your browser on a Macintosh computer the LaMPSS application automatically downloads to your download folder. Go to your download folder and you can open the application.

### **LAMPSS APPLICATION**

Following are possible reasons that you are experiencing an issue downloading a LaMPSS application:

- Mandatory boxes (highlighted in Red) not completed.
- Activity dates entered incorrectly (must be today's date or in the future).
- Budget cash flow not completed (if required).
- Less cash and "in kind" contributions not entered (if required).
- Form has expired (application forms expire after 180 days from the day it was downloaded).
- Password entered incorrectly.
- Document Attachments
  - Total size of all file attachments per application is 5 MB.



## LaMPSS Troubleshooting – Downloading and Submission of Applications For *External* LaMPSS users

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- Each file cannot be larger than 1MB
- Attachment types selected incorrectly or not the required document.
- Make sure the attached documents in the application form are CLOSED on your computer before trying to submit.