



Downloading Activities - FOR MAC COMPUTER USERS

There is a known issue with users who use the "Preview application on a Mac" to fill in a PDF. **The BEST Solution is to ensure you do NOT use the Preview application on a Mac to fill in their forms.**

"If the user used the Preview application on a Mac, the text fields will appear to be blank, but when one of the fields has the focus the entry will show up. Preview corrupts PDF form in a number of ways and should be avoided ... You can tell if this is the problem by looking at the PDF Producer: File > Properties > Description > PDF Producer

It will be different than what was originally there and be something like: Mac OS X 10.6.8 Quartz PDFContent" (see screenshot-4)

When these files are viewed in Adobe, the form appears to be blank, until you click on the fields. If the PDF is viewed using our BOX Previewer, then it looks fine, but if you download that form and open it in Adobe, the values will no longer be available:

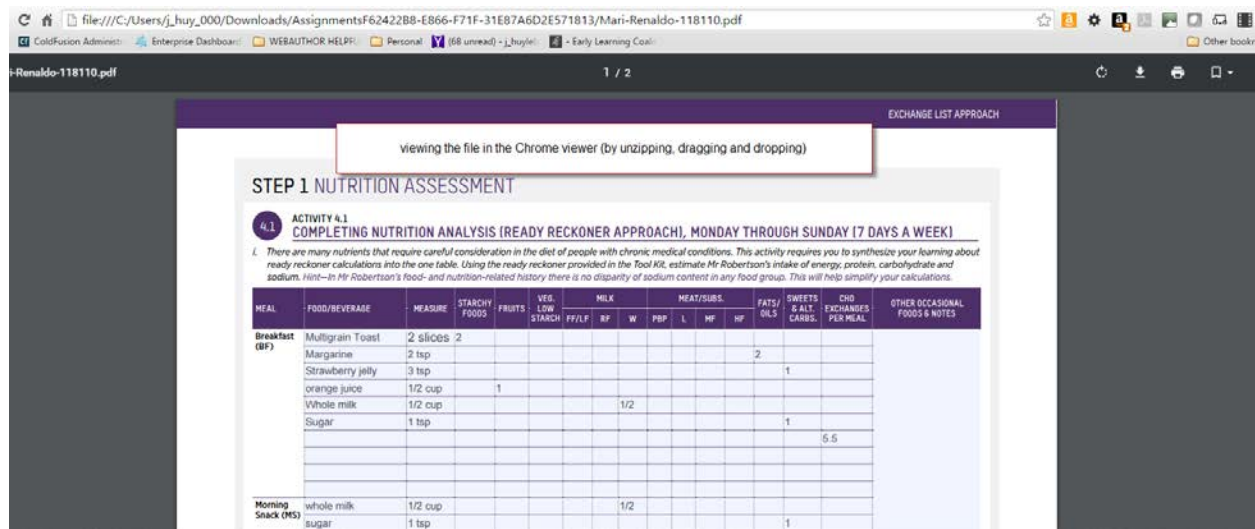
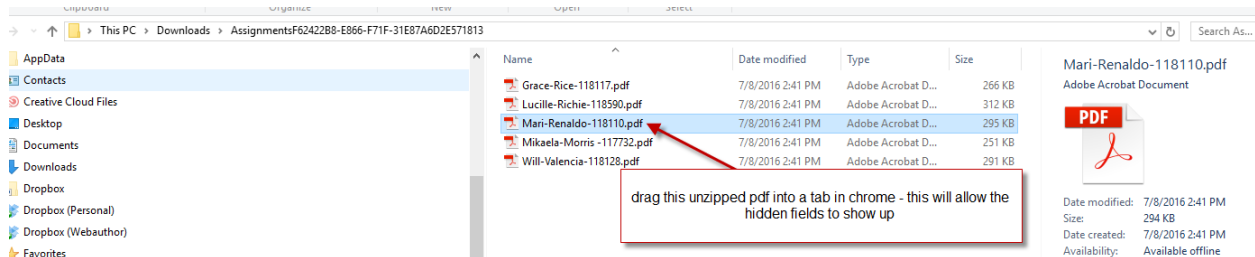
https://www.nutritioncarepro.com/pub/file.cfm?item_type=xm_file&uuid=6401FA55-508A-4241-90A4-843211DE5562

(in this view, you see the values, but click "Download and Print" and then open it and it appears blank (but click in any of the cells and the value will appear until you click out.

If You have completed a form and believe that you saved the data you can check to see if it was saved from a "Preview" version by looking at the following File Properties. If it shows that it has been saved by a MAX OS x 10.8.5 Quartz PDFContext as shown below you have saved it with the type of acrobat adobe known as the "Preview" version and the data will not be visible.

If this has occurred you can retrieve your data as shown below

Go to the file that is showing as blank, and drag it into Chrome (screenshot-2). This will open it in the Chrome native viewer and you can see the hidden fields (screenshot-3)



You can then resave as a pdf.