

Purpose: Troubleshooting Browser Setups for Submission of W-4 Forms Electronically

When submitting your W-4 Form electronically through PeopleSoft, you must use Adobe Acrobat DC or Adobe Acrobat Pro for the PDF form to work correctly. For MacBook users, you must use Adobe Acrobat Reader only; Pro will not work. However, most internet browsers attempt to open PDF files in the browser window instead of Adobe Acrobat DC. The instructions below will help you troubleshoot issues you are having with submitting your W-4 Form electronically.

NOTE: IF YOU ARE UPDATING BOTH FEDERAL AND STATE W4 FORMS, YOU MUST CLOSE THE FIRST FORM BEFORE SUBMITTING THE SECOND FORM OR THE SYSTEM WILL NOT LOAD THE FORM AND WILL SEND YOU AN EMAIL LATER THAT IT ERRED.

This document contains instructions on updating your internet browser settings, opening the downloaded PDF file in Adobe Acrobat DC, and enabling the “Submit” button in the document. Please use the Table of Contents below to go to the appropriate troubleshooting section.

Note: Your computer may already be set up to open your PDF files in Adobe Acrobat DC. If the PDF file is properly opening in Acrobat DC but you do not see a green “Submit” button at the bottom right side of the first page, please go to Section X.

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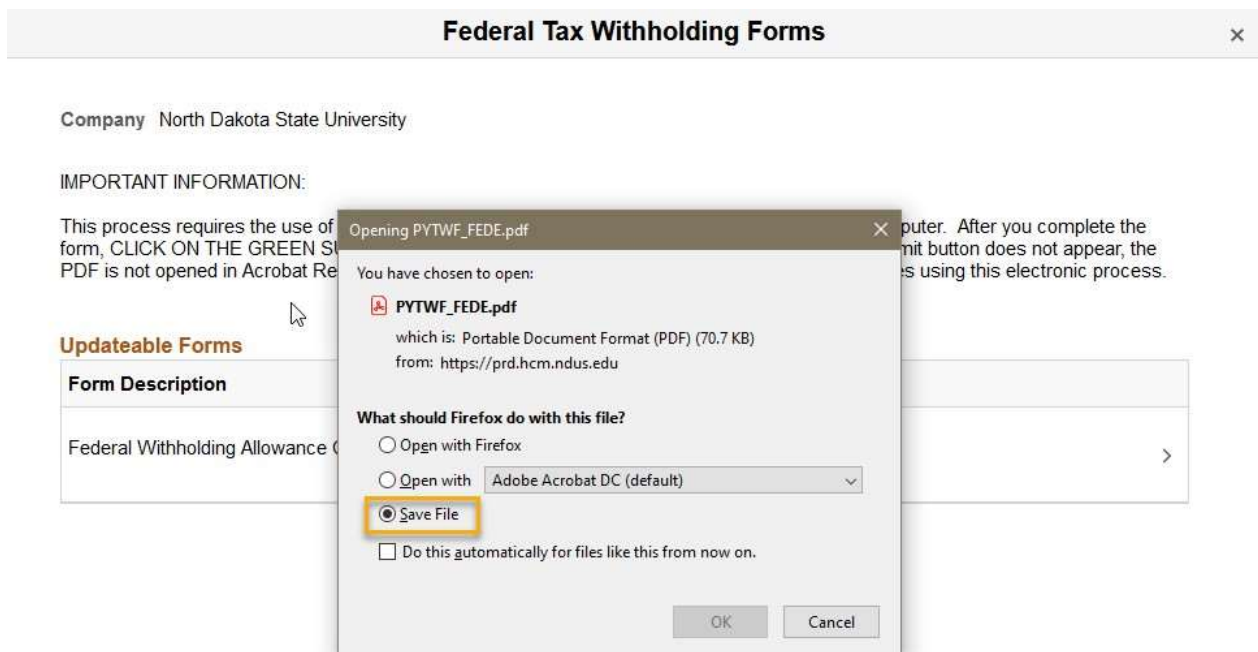
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Section 1: Updating your web browser settings

If the W-4 Form is opening in your internet browser (Firefox, Chrome, Microsoft Edge, or Internet Explorer), please follow the appropriate instructions below for your internet browser.

Mozilla Firefox

When you attempt to open the file in Firefox, you will be given the following dialog box:



Please select the “Save File” option and click the “OK” box. Do not select the “Open with” option even if it lists Adobe Acrobat DC as you will not be able to use the file properly.

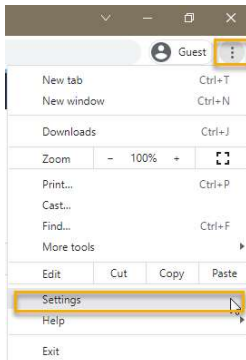
Firefox should automatically save the PDF file (named PYTWF_FEDE.pdf) in your Downloads folder.

You can now proceed to Section 2.

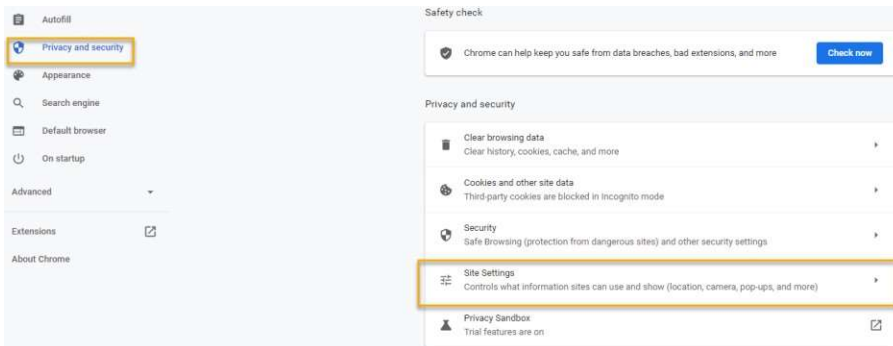
Google Chrome

By default, Google Chrome attempts to open all PDF files in the browser window. Please follow the steps below to update this setting before attempting to download the file.

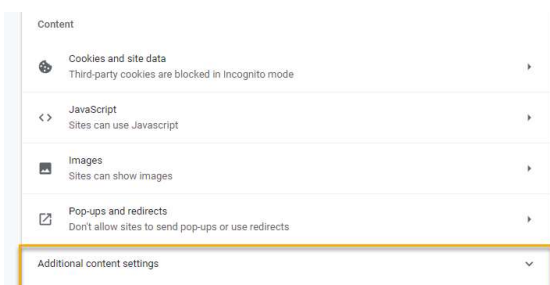
Step 1: Select the “Menu” button in Chrome (its in the upper right-hand corner and has three vertical dots). Then in the dropdown menu select “Settings”.



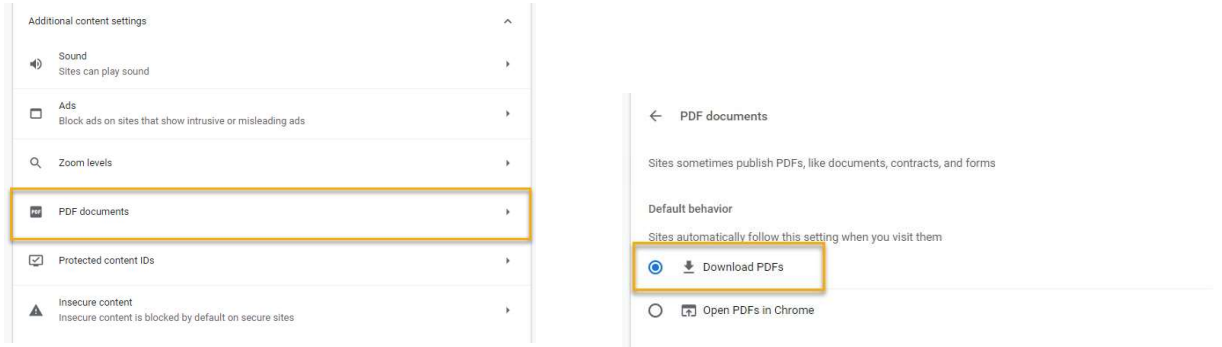
Step 2: You should now be on the “Settings” page and there should be a menu on the left-hand side. Select “Privacy and security”. The options in the middle of the page should have changed and you will want to select “Site Settings”.



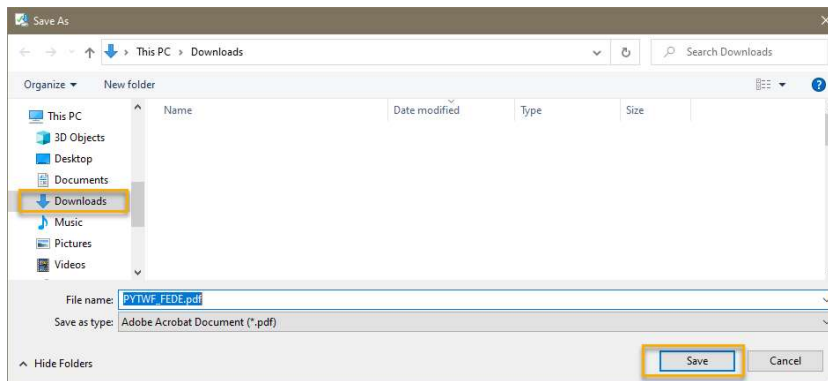
Step 3: Scroll to the bottom of the “Site Settings” options and the bottom option should be “Additional content settings”. Select this option.



Step 4: Once you select “Additional content settings”, more options should appear below it. Please select “PDF documents”. This should open a new page. On this new page, select the “Download PDFs” option. You can then exit the “Settings” page by closing the tab.



Step 5: After completing the four steps above, you can now select to download the file in PeopleSoft. This should bring up a “Save As” dialog box.



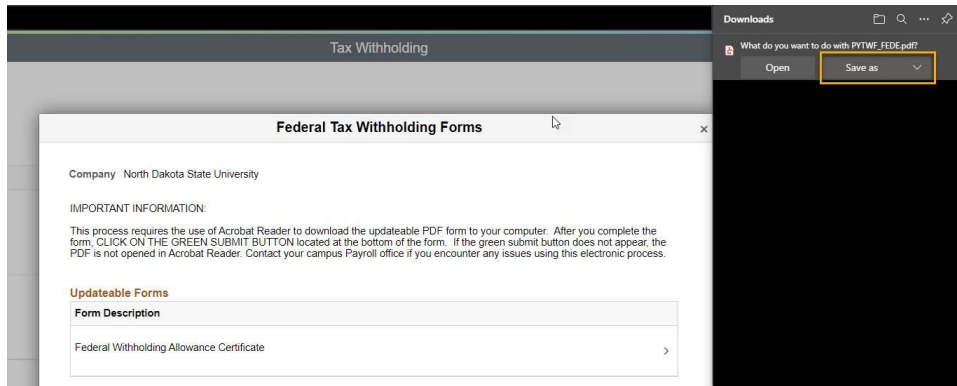
The default location should be your Downloads folder. Please save the file there. Please leave the file name as “PYTWF_FEDE.pdf” (if it says the file already exists, please select “Yes” to replace it).

Note: After hitting “Save” Chrome will give you the option to open the file at the bottom of the page

You can now proceed to Section 2.

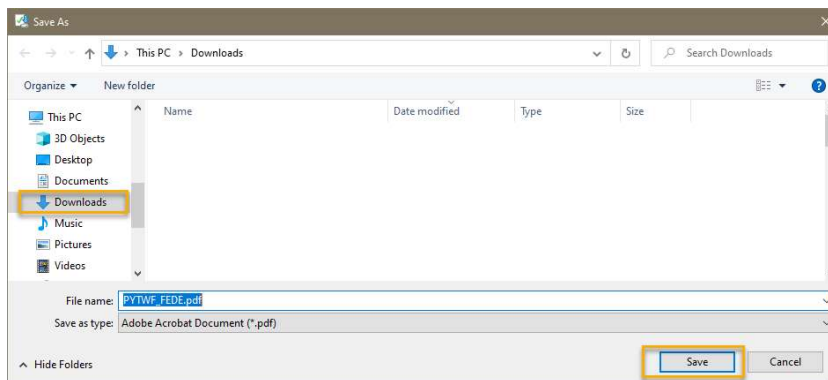
Microsoft Edge

When you attempt to open the file in Edge, you will be given the following dialog box:



Note: Do not select the “Open” option as it may cause the file to not work correctly in Adobe Acrobat DC.

After clicking “Save as” you should be able to select where to save the file on your computer. The default location should be your Downloads folder. Please save the file there. Please leave the file name as “PYTWF_FEDE.pdf” (if it says the file already exists, please select “Yes” to replace it).

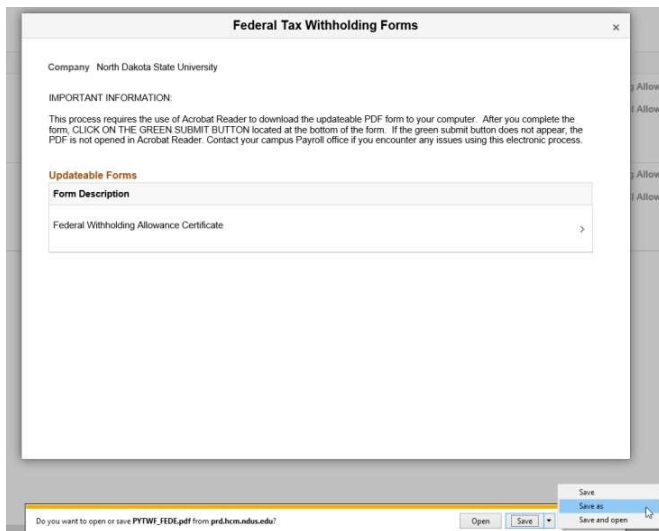


You can now proceed to Section 2.

Internet Explorer

It is HIGHLY RECOMMENDED to use a different browser for updating your W-4 Form electronically. Please consider using Google Chrome, Microsoft Edge, or Mozilla Firefox instead. Internet Explorer is no longer supported and outdated. You can attempt the instructions below, but there is no guarantee they will work. If they do not, please use a different internet browser.

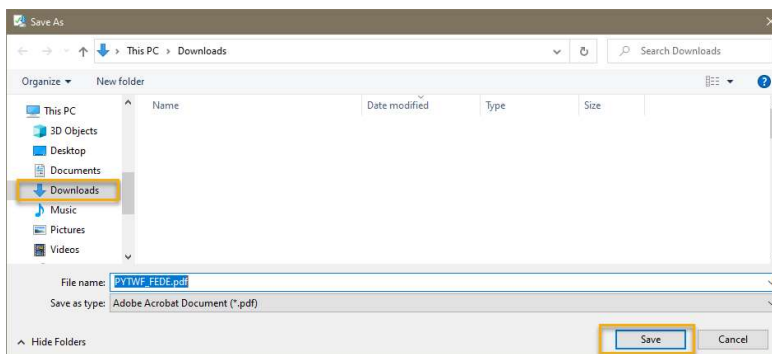
When you attempt to open the file in Internet Explorer, you should get the dialog box below:



Click the arrow on the right-hand side of the “Save” box which should display the menu in the screenshot above. Select the “Save as” option.

Note: Please do not select the “Open” or “Save and open” options as they may cause the file to not work correctly in Adobe Acrobat DC.

After clicking “Save as” you should be able to select where to save the file on your computer. The default location should be your Downloads folder. Please save the file there. Please leave the file name as “PYTWF_FEDE.pdf” (if it says the file already exists, please select “Yes” to replace it).



You can now proceed to Section 2.

Section 2: Opening the PDF file in Adobe Acrobat DC

If you followed the steps in Section 1, your PDF file should be saved in your Downloads folder.

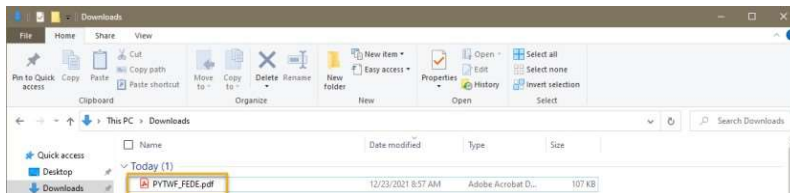
Note: If you did not follow the steps in Section 1, please locate the PDF file wherever you saved it and skip the next few instructions.


To navigate to your Downloads folder, please open “File Explorer” on your computer. You can typically find File Explorer on your task bar at the bottom of your screen as the following icon:



Once File Explorer is open, please select “Downloads” from the left-hand menu.

You should now see the PDF file (PYTWF_FEDE) listed at the top of your Downloads list. (**Note:** If you downloaded the file multiple times, the file may be named PYTWF_FEDE(1) or PYTWF_FEDE(2). Please feel free to open any of the files, each one should work the same.)

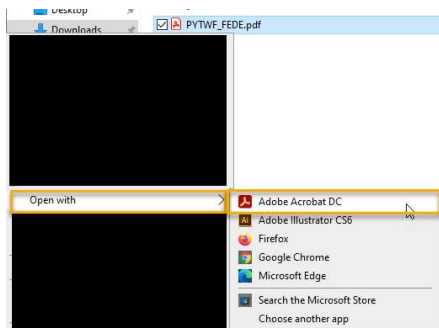


You want to open the file in Adobe Acrobat DC or Adobe Acrobat Pro. If the PDF file has the following icon () you can just double left-click the file.

If the file does not have the following icon, then please follow the steps below:

Step 1: Right-click the file and a menu should pop up. Please move your mouse cursor over the “Open with” option.

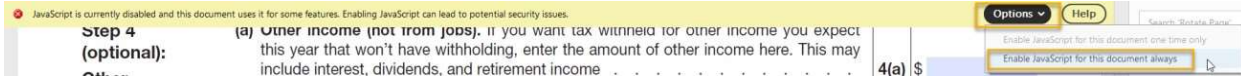
Step 2: Another menu should pop up and one of the application names listed should be “Adobe Acrobat DC”. Please select that option.



Section 3: Enabling the green “Submit” button in the PDF file

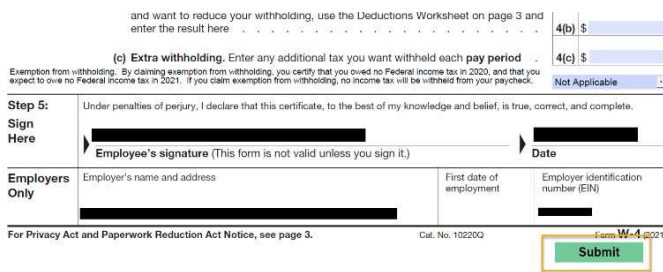
Now that the file is open in Adobe Acrobat DC, you may notice that there is no green “Submit” button at the bottom of the first page of the file. If that is the case, please use the following steps:

Step 1: At the top of the file, there should be a yellow ribbon security message that states “JavaScript is currently disabled and this document uses it for some features. Enabling JavaScript can lead to potential security issues.”



Step 2: In the yellow security ribbon, there should be an “Options” button. Select that button and a dropdown menu should appear.

Step 3: On the new dropdown menu, please select “Enable JavaScript for this document always”. This will enable the green “Submit” button.



Note: If the green “Submit” button did not appear after you followed the above steps and the yellow security message ribbon appeared again, you might not have saved the file in the Downloads folder (this is very common with Firefox users). Please go review the steps in Section 1 and try again. If you are still having issues, please contact the IT Service Desk.