

Difficulty Opening T2202A / Blank T2202A

The T2202A file is in a secure PDF format and, therefore, **MUST** be opened using the Adobe Reader application.

(Usually the forms for the previous year will be available by the end of February.)

On a **Windows PC**, we recommend that you download and save the file. Then using your Windows Explorer software you want to find the file and double-click on it. If the file opens in any application other than the Adobe Reader or Adobe Acrobat, then you need to close the application and download and re-install the Adobe Reader application. This should take back the ownership of the PDF documents, and also ensure that you have the latest version of the software installed.

On a **Mac computer**, the default viewer for PDF files is the Mac Preview program. The Mac Preview app does not display the data in a secure PDF file. To fix this

- download and save the file.
- Find the file in the Download directory and right-click (or control-click) on the document and select **Get info**.
- In the window that opens find the sections called "Open with:". Change the application to Adobe Reader
- This file will now open properly.

If Adobe Reader is not listed, then you need to [download](#) and install the Adobe Reader before proceeding.

Detailed instructions on how to change a Mac so that it uses Adobe rather than "preview" can be found on the Art Institute of Chicago's web site here - https://startit.artic.edu/kb/software/adobe/acro_reader_default.html.

You can download the latest version of Adobe Reader for your computer (Both Mac and Windows PC) here:

<http://get.adobe.com/reader/>

Adjusting the Zoom

- There is an Adobe glitch whereby the page might not be rendered properly when it is first opened.
- Simply changing the Zoom to ANYTHING else, which will cause the page to refresh and the contents will be displayed.

Related articles

- [Technical Support - Frequently Asked Questions \(FAQ\)](#)
- [Student ID Number #](#)
- [Moodle - Official Moodle mobile and desktop apps](#)
- [About Office 365 for RRU Staff, Faculty and Students](#)
- [Manage Your Email Forwarding](#)

Get Help

Still need help?

[Submit a Request.](#)