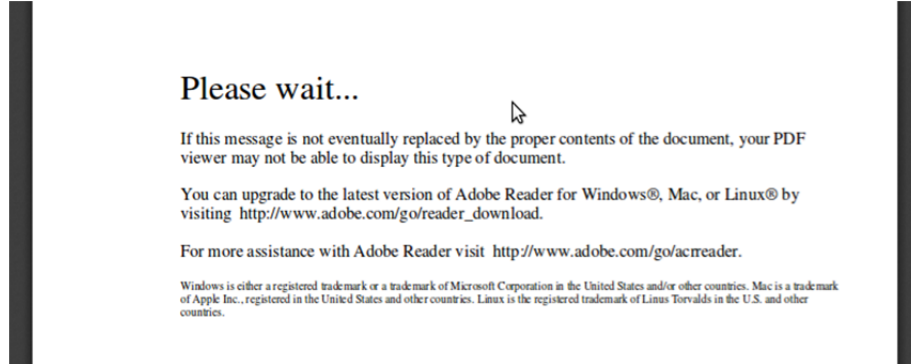# Q & A Application form

Error message "Your PDF viewer may not be able to display this type of document".

You have the latest version of Acrobat Reader, but you are unable to access the application form, and instead you receive this :

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/go/reader_download.

For more assistance with Adobe Reader visit http://www.adobe.com/go/acrreader.

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.

Please do the following:

- don't click on the application form to open it, but press the right mouse button when hovering over the application form. From the menu that appears, choose 'save target as …' and save the application form on your device
- open Acrobat Reader
- open the downloaded pdf in Acrobat Reader

If it still does not open correctly, then try the following:

- Check in Acrobat if there are any yellow, green or purple banners just below the Acrobat menu
- Answer these banner questions to allow input
- If there aren't any banners try the following:
  - Go into the menu of Acrobat: Edit/Preferences, select security (Enhanced), Unselect Enable Protected Mode at startup, Unselect also Enable enhanced Security.

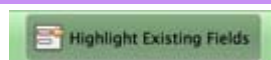✖ Some features have been disabled to avoid potential security risks. Only enable these features if you trust this document.

If a yellow banner (as above) appears at the top of the Adobe Reader screen then:
* Open Adobe Reader. Go to the Edit menu. Select Preferences.
* Select 'Security (Enhanced)' from the 'Categories' list.
* UNselect the check-box : Enable Enhanced Security.
* Restart Adobe Reader and the yellow banner will not appear.

Highlight fields

Please fill out the following form. If you are a form author, choose Distribute from the Forms panel in the Tools Pane on the right to send it to your recipients.   ▦ Highlight Existing Fields

▦ Highlight Existing Fields   When you click on this button the fields that are compulsory (you can recognize these fields also by the red asterisk) will be highlighted by drawing a thick red border around them. Click again and the border will disappear.

Verify form

 After you have filled in the form, you can click on this button to verify if you have filled in all the compulsory fields. You will be brought automatically to the first field in the form that's not filled in properly. Complete or correct it, and click again on the 'verify form' button to bring you to the next field that needs your attention. The 'verify form' button appears on each page of the form.

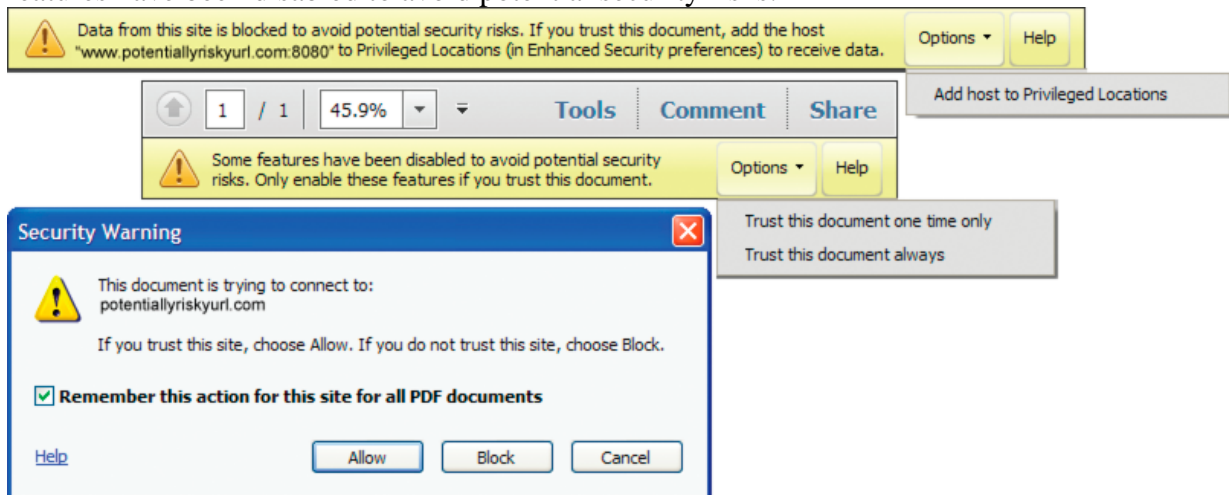## When I try to save the document, an error message says I can't

Please ignore this message. Click OK and continue with saving your document in the appropriate folder.

Error message "The system cannot connect to the Commission server" - Not receiving a submission number

Your Internet connection is working fine. Nevertheless, when submitting you don't receive a submission number or you get the error message "The system cannot connect to the Commission server".

Two possible reasons could trigger this problem:
1. security reasons Acrobat Reader: A (yellow) banner in the top of the form states: "Some features have been disabled to avoid potential security risks."

Solution: First click on OK so that the error message disappears. In the right hand side of the yellow banner you have to click on Options. Two possibilities appear: "Trust this document one time only" or "Trust this document always". Click one option and submit your form.
More information : https://helpx.adobe.com/acrobat/using/security-warnings-pdf-opens.html

2. other reason could be the name giving of your two attached documents Avoid to use a space or a dot (".") in the name of your document.