

# PDF Reader configurations for Student eBill

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## Quick Links

[Adobe](#)

[Internet Explorer](#)

[Firefox](#)

[Chrome](#)

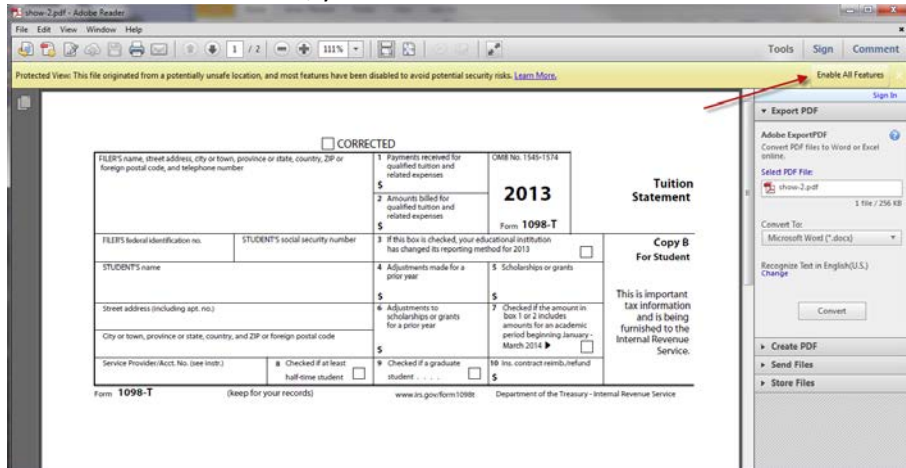
[Safari](#)

## Adobe:

Adobe Reader 8.0 or newer is required to view 1098-T tax statements.

### Enabling Features

In Adobe Acrobat Reader, you must **Enable All Features** in order to view the 1098-T data.

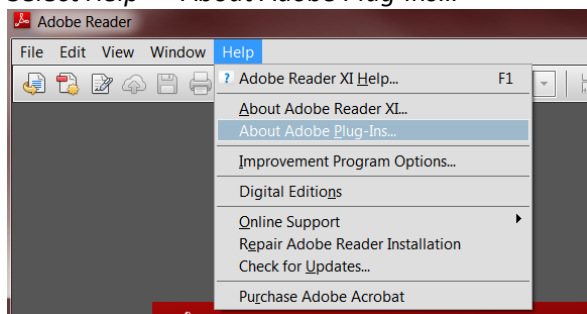


### Verify Plug-In Installation

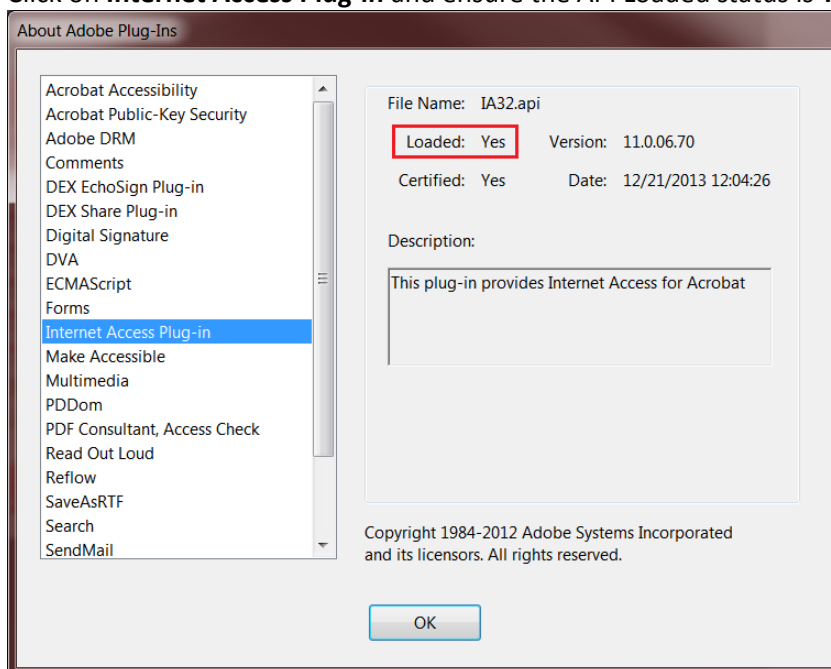
The Adobe Plug-in must be installed successfully and enabled.

For Windows:

Select *Help >> About Adobe Plug-Ins...*



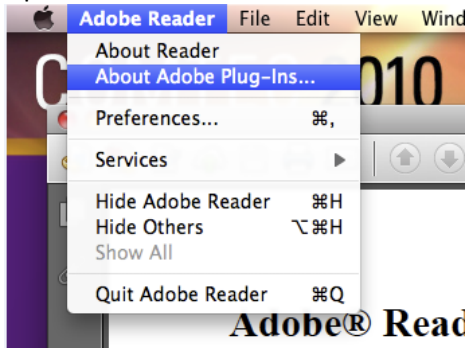
Click on **Internet Access Plug-in** and ensure the API Loaded status is **Yes**.



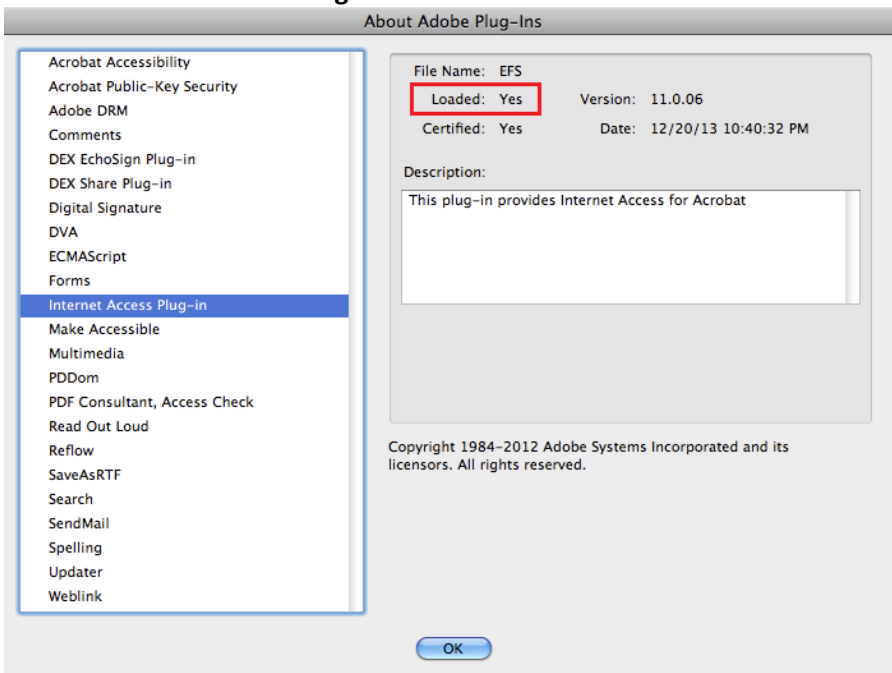
## For Macintosh

When using Apple Macintosh systems, you cannot use the Apple Preview PDF viewer to read 1098-T statements. You must download Adobe Acrobat Reader and set it as the default PDF viewer.

Open Adobe Reader and select *Adobe Reader >> About Adobe Plug-ins...*



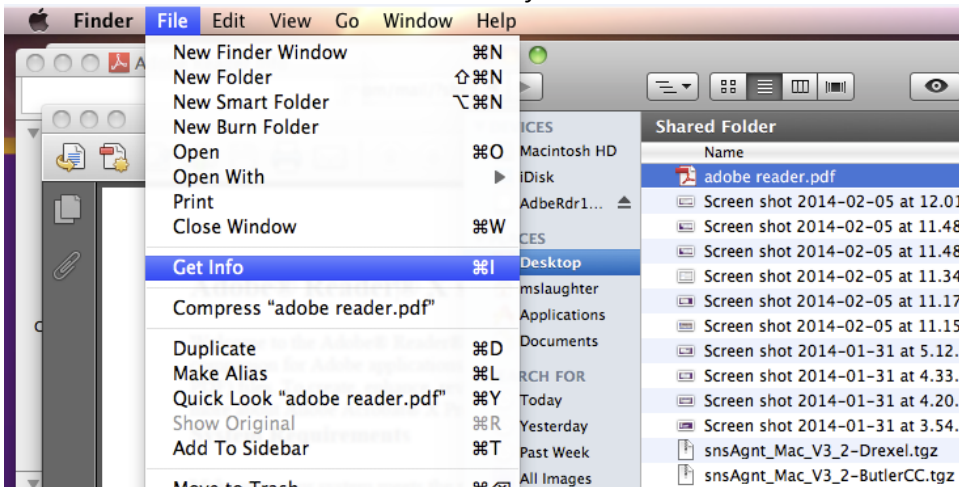
Click on **Internet Access Plug-in** and ensure the API Loaded status is **Yes**.



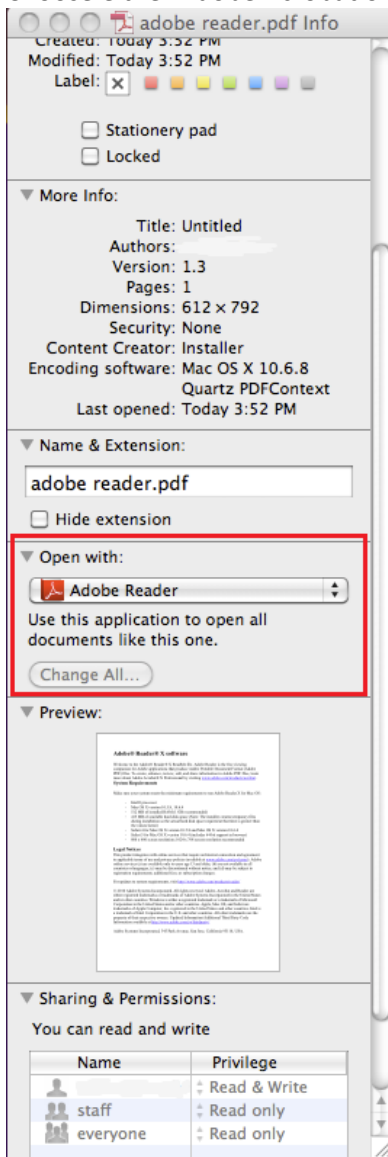
## Set Adobe Reader as the default PDF reader

Open the Finder and select a PDF file.

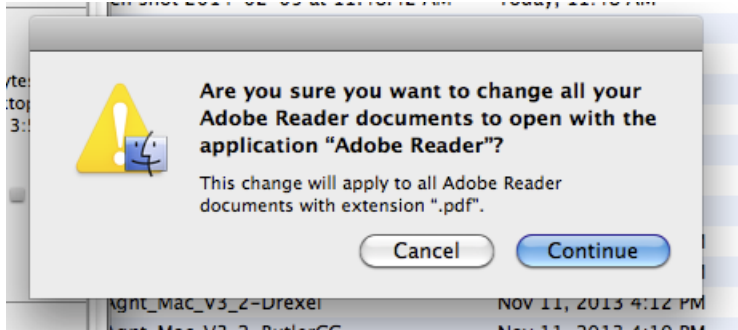
Select the PDF file and click on *File >> Get Info*.



Click the arrow to the left of Open With to expose the product menu.  
Choose either Adobe Acrobat or Adobe Reader from the application menu.



Click the Change all button to save the changes.  
When asked if you want to change all similar documents, click Continue.



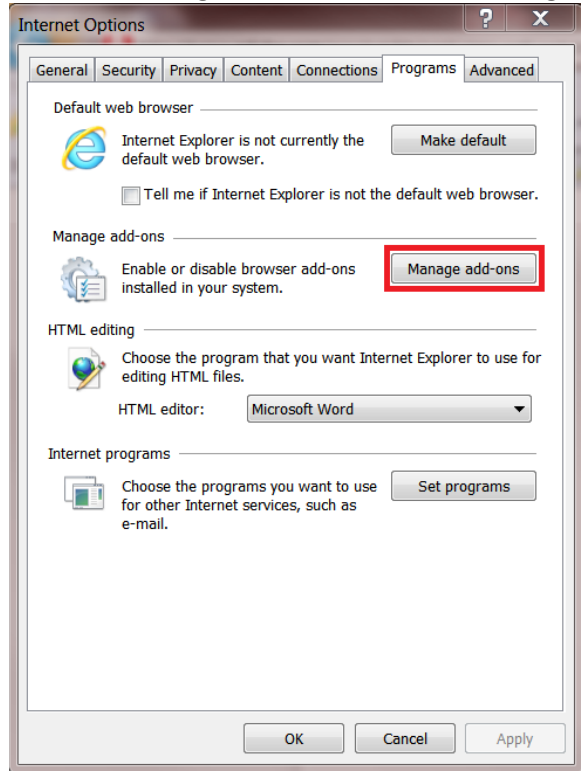
Additional helpful links from Adobe are listed here:

- [Acrobat Help : Can't View PDF on the web](#)
- [Acrobat Help : Troubleshoot Safari plug-in | Acrobat X, Reader X](#)
- [Acrobat Help : Display PDF in browser | Acrobat, Reader XI](#)

## Internet Explorer:

Click the *Tools* menu and select *Internet Options*.

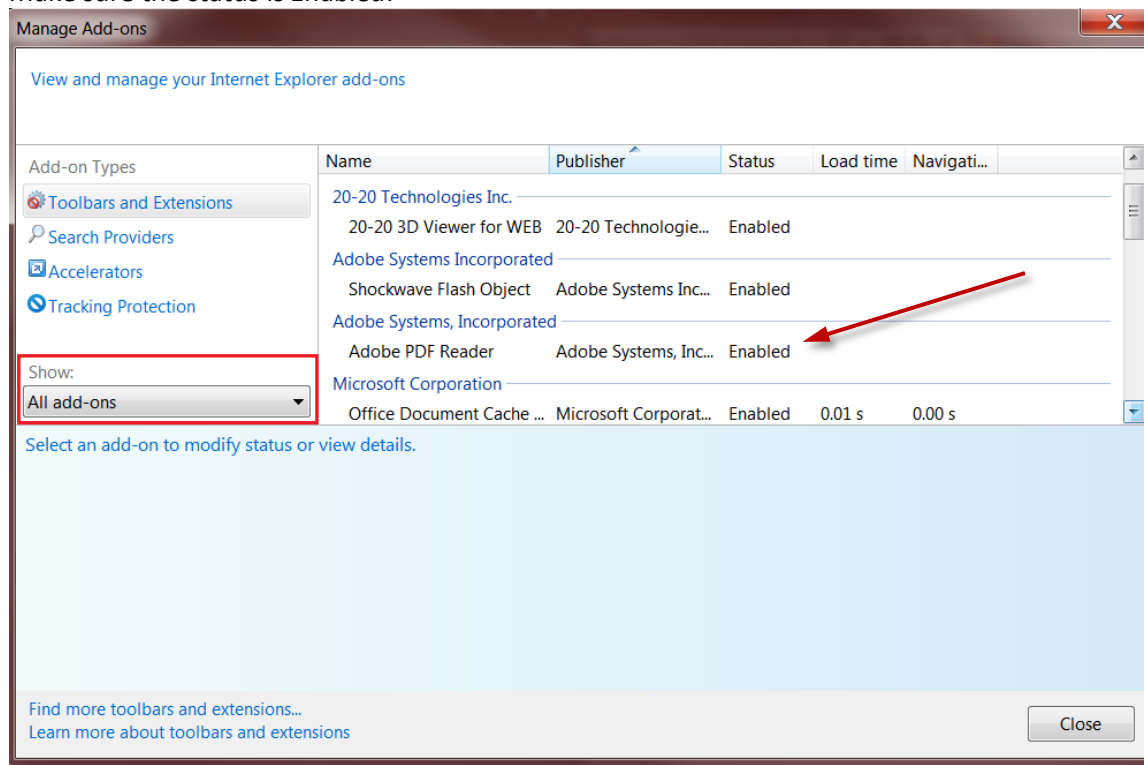
Click on the **Programs** Tab and click on **Manage add-ons**.



In the Show box select **All add-ons** or **Add-ons that have been used by Internet Explorer**.

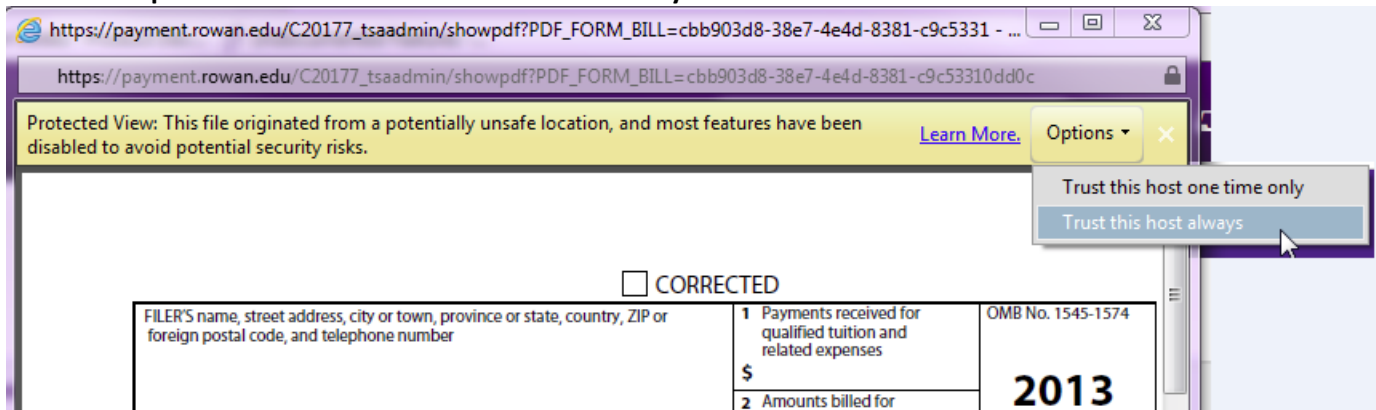
Scroll through the list until you find Adobe PDF Reader.

Make sure the status is *Enabled*.



If Adobe PDF Reader is not visible, you will need to download the latest version of Adobe Reader.

When opening the 1098-T document, you may be prompted with the Protected View confirmation. Select the **Options** button and click **Trust this host always**.



If the form still loads blank, you will need to save the file to their hard drive and open it using Adobe Reader.

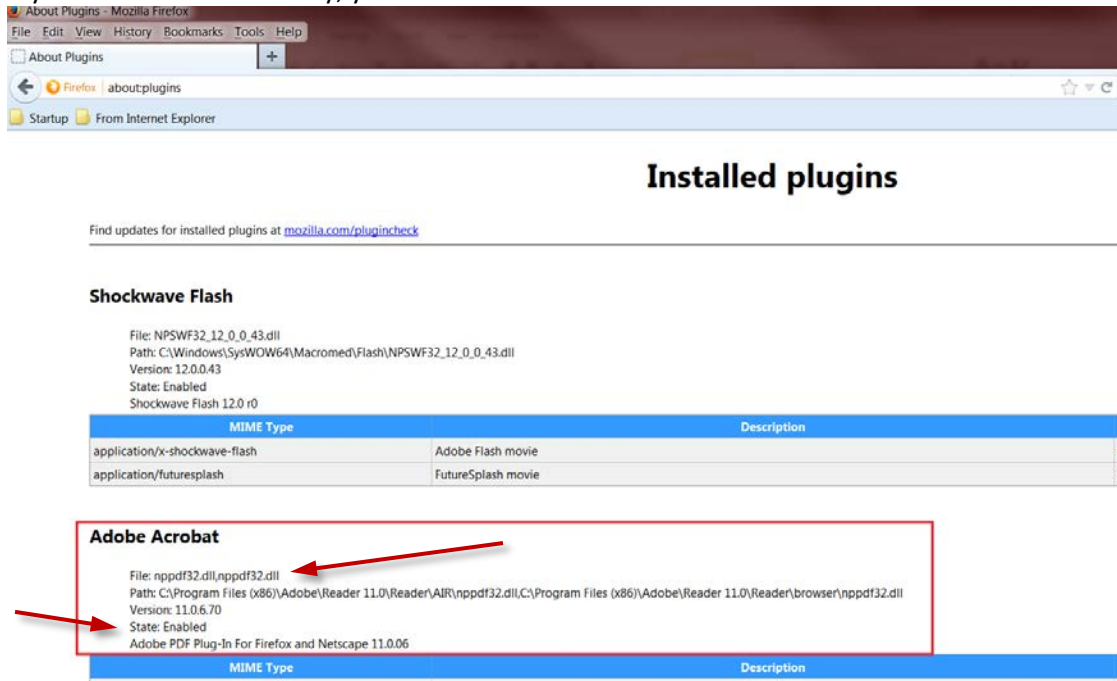
## Firefox:

First, ensure the Adobe PDF browser add-on, nppdf32.dll is enabled.

In the Firefox URL address bar type **about:plugins**.

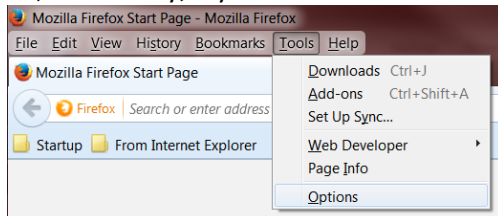
Scroll to the Adobe Acrobat section and ensure the **State:** is *Enabled*.

If you cannot find this entry, you will need to install the latest version of Adobe Acrobat Reader.



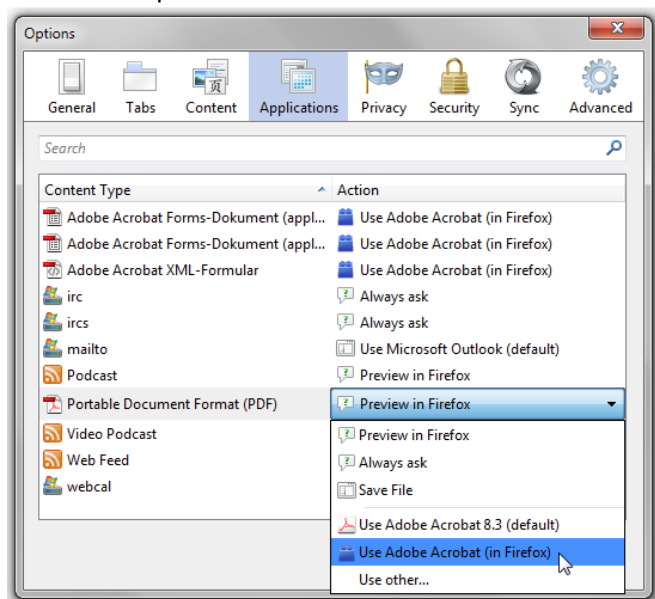
Second, at the top of the Firefox window, click the Firefox button and select Options.

Or, alternately, if your Menu bar is visible click on Tools and select Options.



Select the **Applications** Panel and find **Portable Document Format (PDF)** in the Content Type list.

Click the drop-down arrow in the Action column for this option and select **Use Adobe Acrobat (in Firefox)**.



If these steps have been completed, when you click View to view the 1098-T statement, it may still display with no data.

2009 Form 1098-T - showpdf - Mozilla Firefox

File Edit View History Bookmarks Tools Help

TouchNet Information Systems... (US) https://secure.touchnet.com:8443/

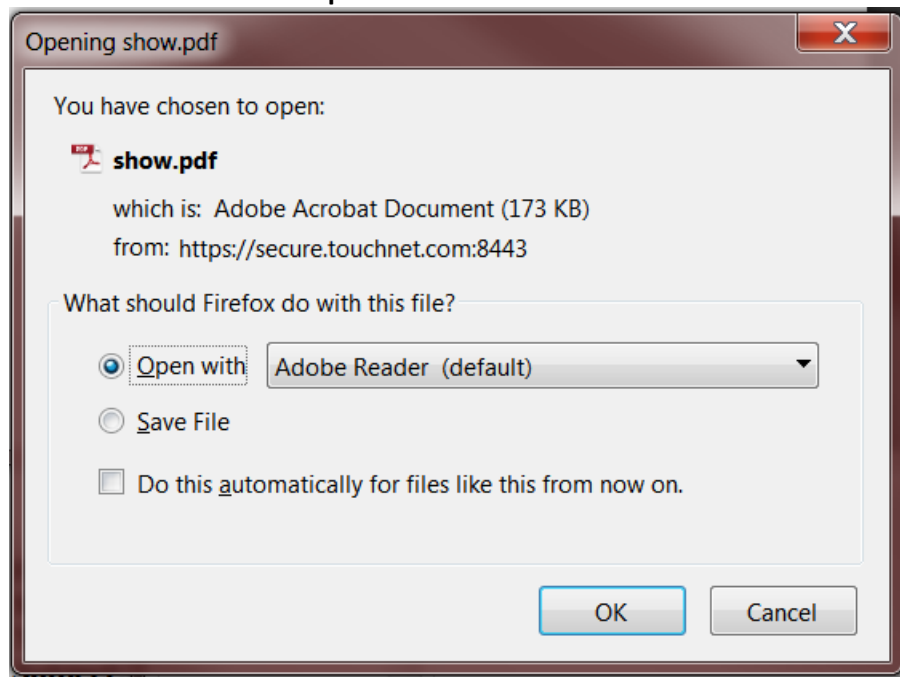
This PDF document might not be displayed correctly. Open With Different Viewer

Page: 1 of 2 Automatic Zoom

☐ CORRECTED

FILER'S name, street address, city or town, province or state, country, ZIP or foreign postal code, and telephone number		1 Payments received for qualified tuition and related expenses \$	OMB No. 1545-1574 <b>2013</b> Form <b>1098-T</b>	<b>Tuition Statement</b>
STUDENT'S social security number		2 Amounts billed for qualified tuition and related expenses \$		
FILER'S federal identification no.	STUDENT'S name	3 If this box is checked, your educational institution has changed its reporting method for 2013 <input type="checkbox"/>	5 Scholarships or grants \$	<b>Copy B For Student</b>  This is important tax information and is being furnished to the Internal Revenue Service.
Street address (including apt. no.)	City or town, province or state, country, and ZIP or foreign postal code	4 Adjustments made for a prior year \$	6 Adjustments to scholarships or grants for a prior year \$	
Service Provider/Acct. No. (see instr.)	8 Checked if at least half-time student <input type="checkbox"/>	9 Checked if a graduate student <input type="checkbox"/>	10 Ins. contract reimb./refund \$	
Form <b>1098-T</b> (keep for your records)		www.irs.gov/form1098t Department of the Treasury - Internal Revenue Service		

If this is the case click on **Open With Different Viewer** button and select Adobe Reader (default).



This will open Adobe and you will need to click on **Enable All Features** as stated in the [Adobe](#) section of this document.

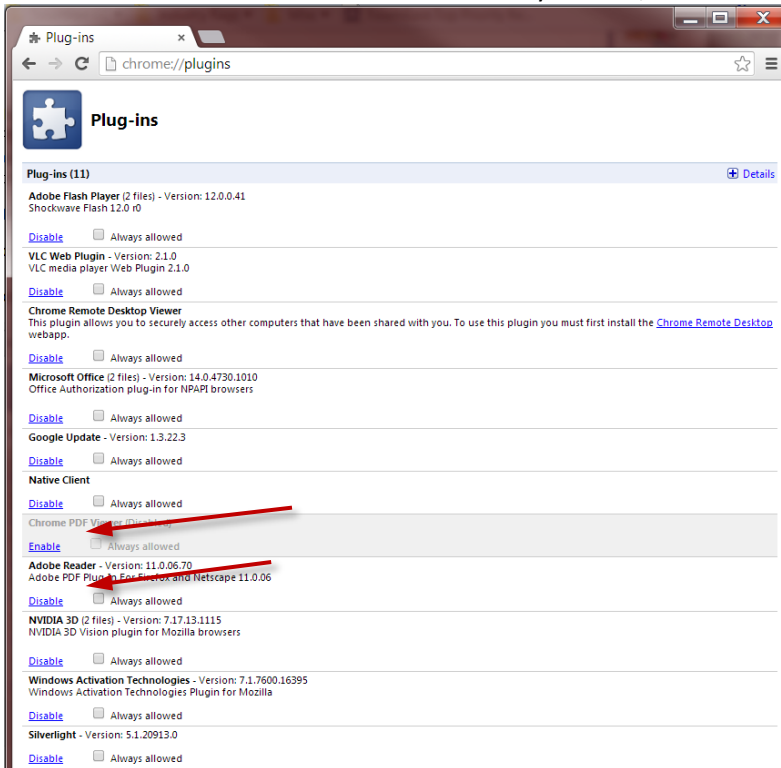


## Chrome:

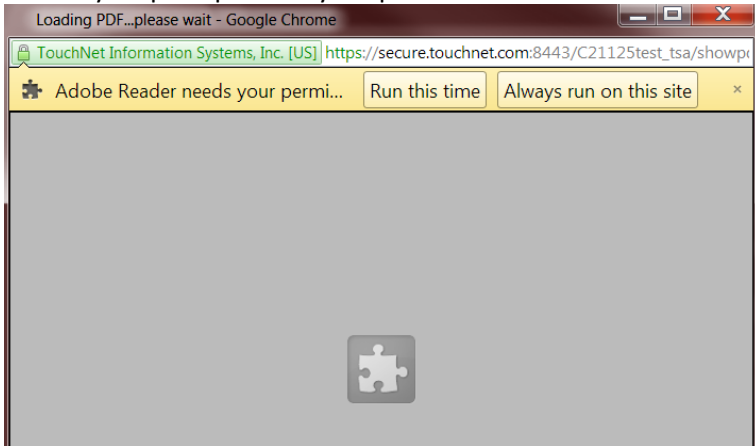
Open Chrome and type **chrome://plugins** in the URL/Address bar, the below screen will appear.

Select the *Enable* hyperlink for Adobe Reader.

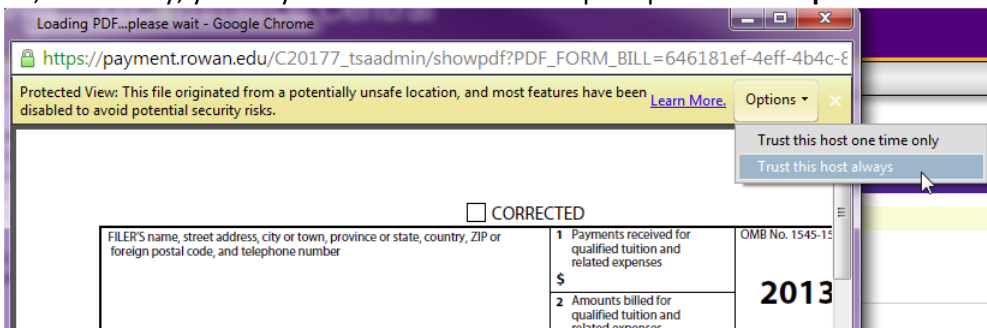
The Chrome PDF Viewer should automatically disable, but if it does not click the *Disable* hyperlink.



You may be prompted for your permission to load the file. If so click on **Always run on this site**.



Or, alternately, you may see the Protected View prompt. Click on **Options** and **Trust this host always**.

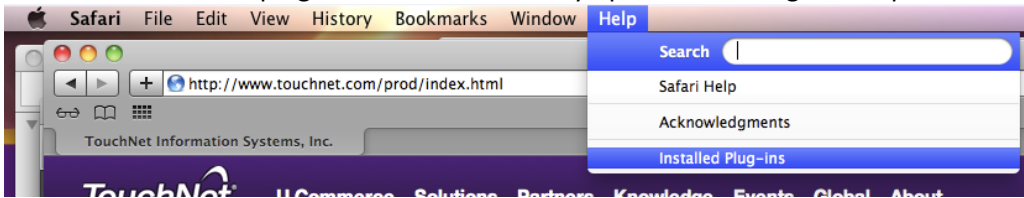


If the form still loads blank, you will need to save the file to their hard drive and open it using Adobe Reader.

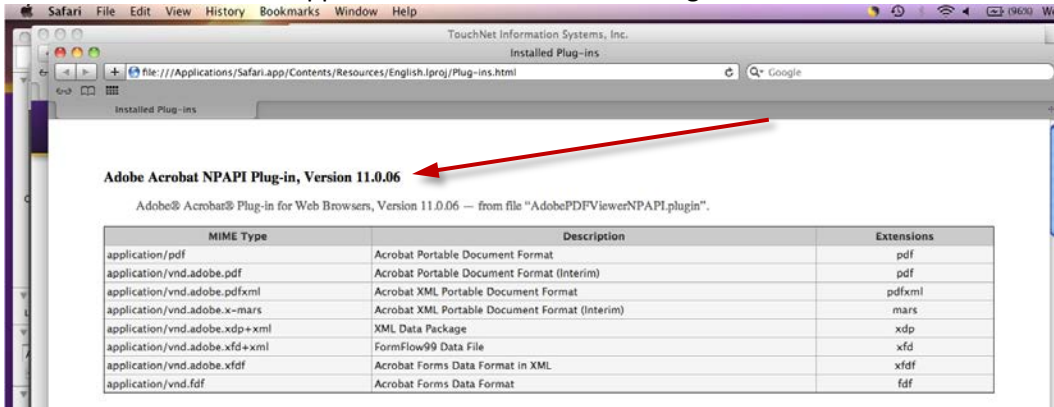
## Safari:

For Apple Macintosh systems, Adobe must be set to the default viewer in order to view 1098-T statements.

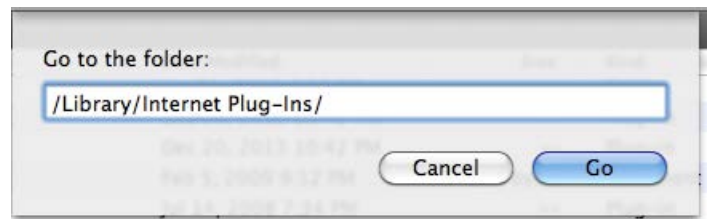
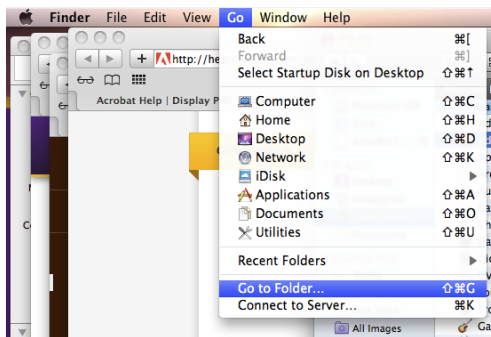
To ensure the Adobe plug-in is installed correctly open Safari and go to *Help >> Installed Plug-ins*.



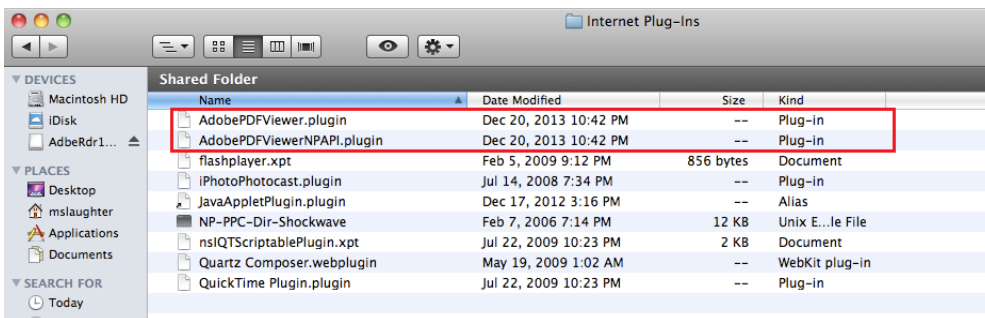
Confirm Adobe Acrobat appears in the list of installed Plug-Ins.



Open Finder and click on *Go >> Go to Folder* and type in */Library/Internet Plug-Ins/*.



Confirm the AdobePDFViewer.plugin and AdobePDFViewerNPAPI.plugin is visible in the list.



If these are not listed in either location you will need to reinstall Adobe Reader.

If these steps have been completed, when you click View to view the 1098-T statement, it may still display with no data.

https://secure.touchnet.com:8443/

☐ CORRECTED

FILER'S name, street address, city or town, province or state, country, ZIP or foreign postal code, and telephone number		1 Payments received for qualified tuition and related expenses \$	OMB No. 1545-1574 <b>2013</b> Form <b>1098-T</b>	<b>Tuition Statement</b>
		2 Amounts billed for qualified tuition and related expenses \$		
FILER'S federal identification no.	STUDENT'S social security number	3 If this box is checked, your educational institution has changed its reporting method for 2013 <input type="checkbox"/>		<b>Copy B For Student</b>  This is important tax information and is being furnished to the Internal Revenue Service.
STUDENT'S name		4 Adjustments made for a prior year \$	5 Scholarships or grants \$	
Street address (including apt. no.)		6 Adjustments to scholarships or grants for a prior year \$	7 Checked if the amount in box 1 or 2 includes amounts for an academic period beginning January - March 2014 <input type="checkbox"/>	
City or town, province or state, country, and ZIP or foreign postal code				
Service Provider/Acct. No. (see instr.)	8 Checked if at least half-time student <input type="checkbox"/>	9 Checked if a graduate student <input type="checkbox"/>	10 Ins. contract reimb./refund \$	

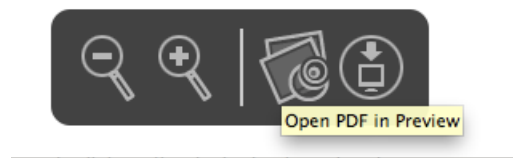
Form **1098-T** (keep for your records) www.irs.gov/form1098t Department of the Treasury - Internal Revenue Service

If this occurs, when you hover over that screen these menu options will appear.



You will want to instruct the user to either:

A) Click on Open PDF in Preview



Or

B) Save PDF to download folder and search for where the file was saved.

