Issues with RD's 410-4?

Are you having issues filling out your 410-4 form? Are you getting strange characters in your form, or is it not allowing you to fill in numbers? If so, you might have an issue with your default PDF viewer. To ensure your PDFs are opening correctly you will need to check your computer default settings and your browser settings. Below you will find instructions for adjusting your default PDF settings on your computer, MS Edge browser and Chrome browser.

Instruction links:

[Changing your default PDF settings on your computer](#)

[Changing your default PDF settings on Microsoft Edge](#)
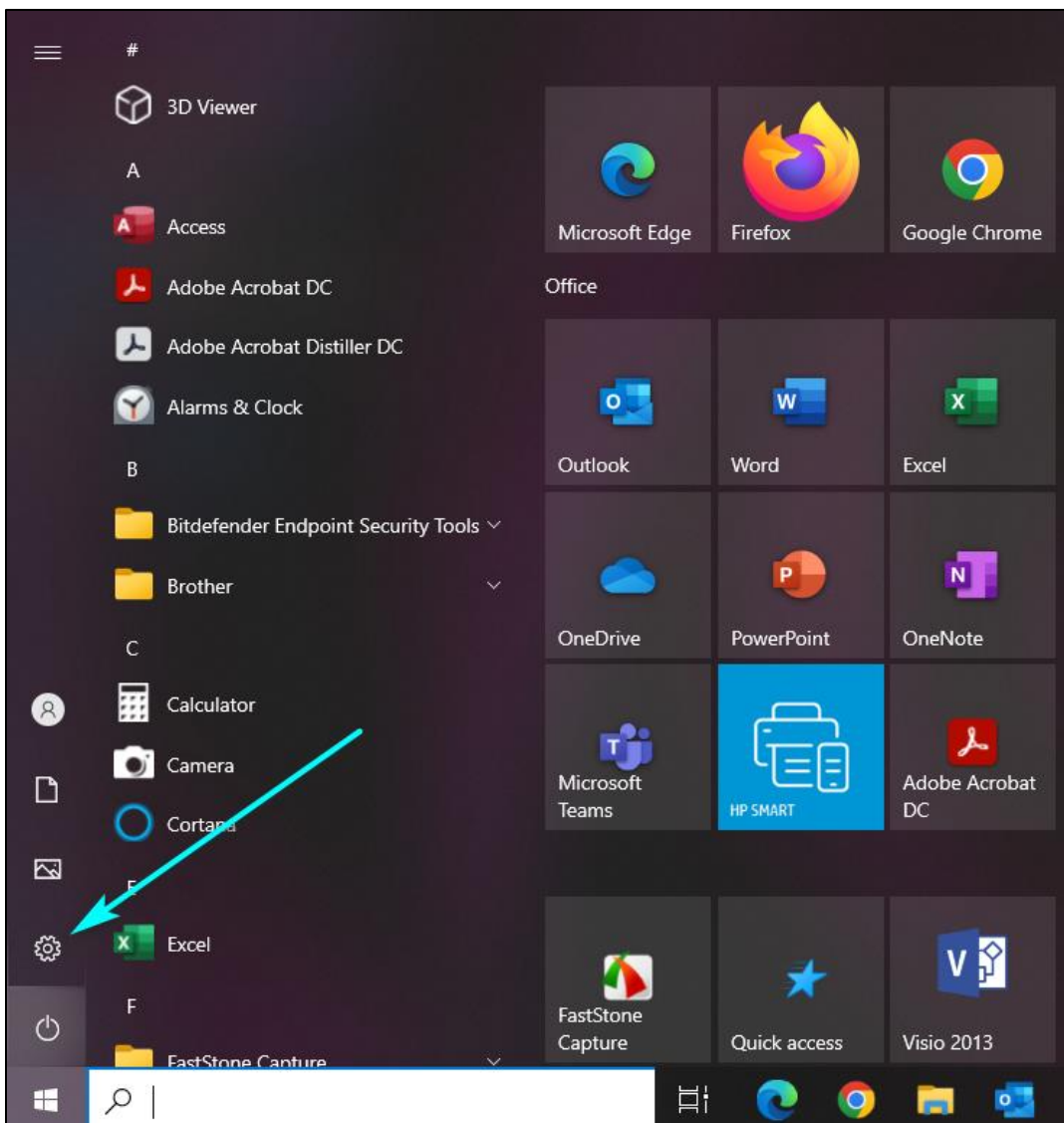
[Changing your default PDF settings on Google Chrome](#)

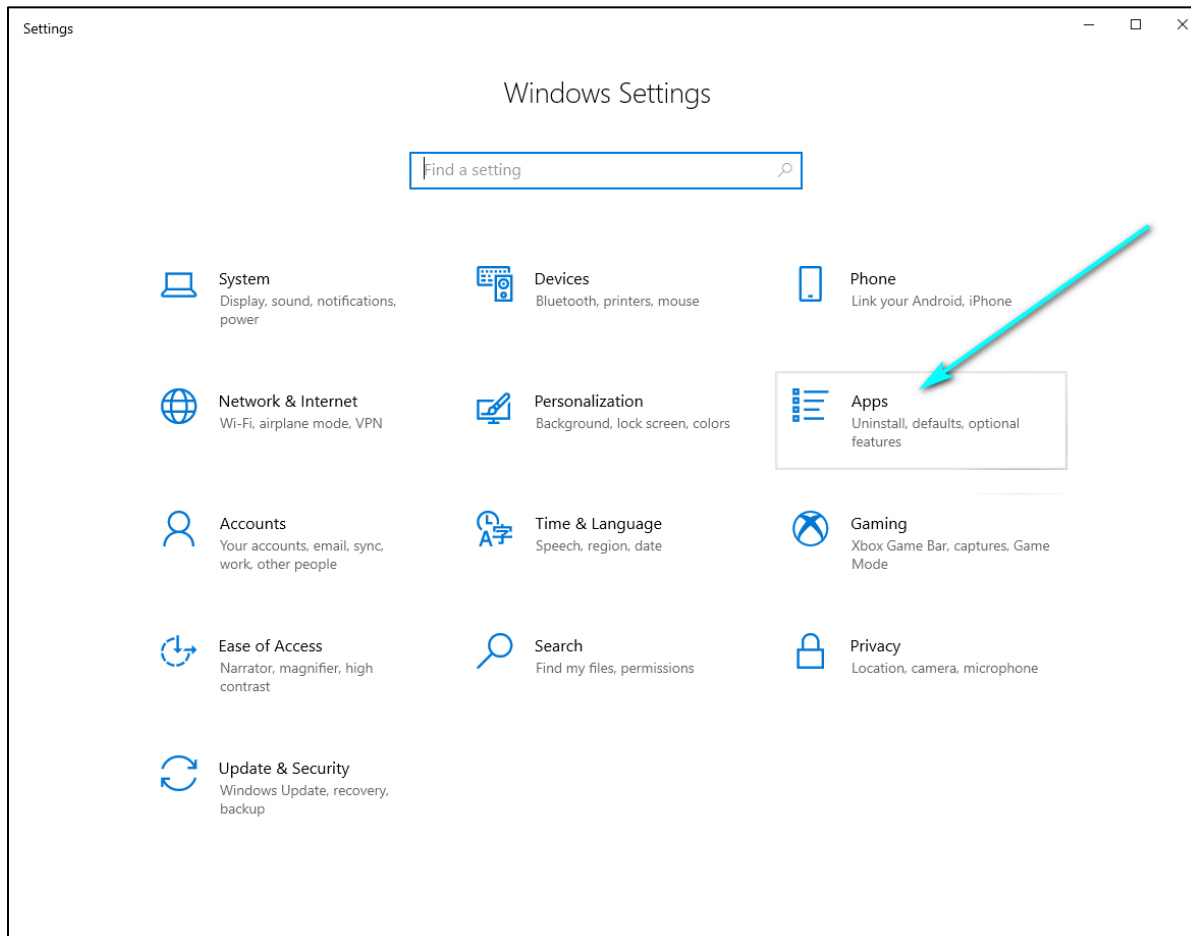# Changing your default PDF settings on your computer

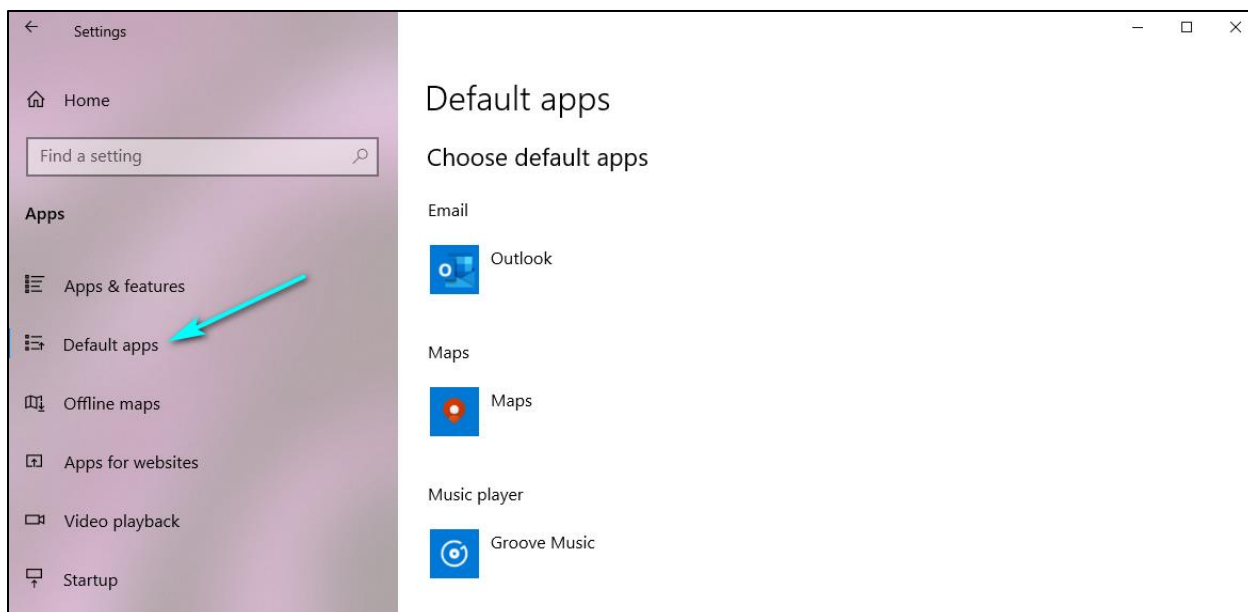1. Click on your **Start** menu

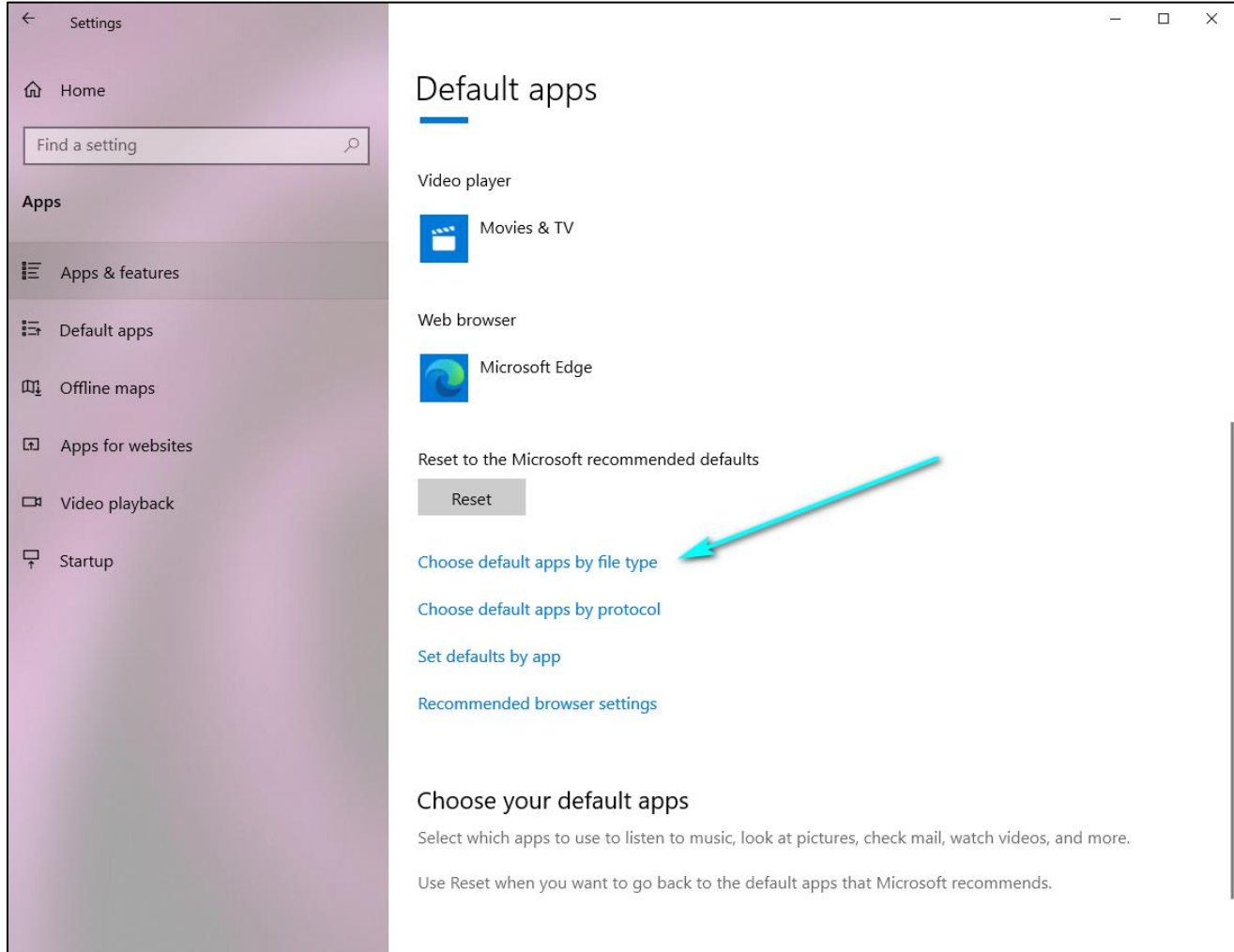2. Click on your **Settings** icon
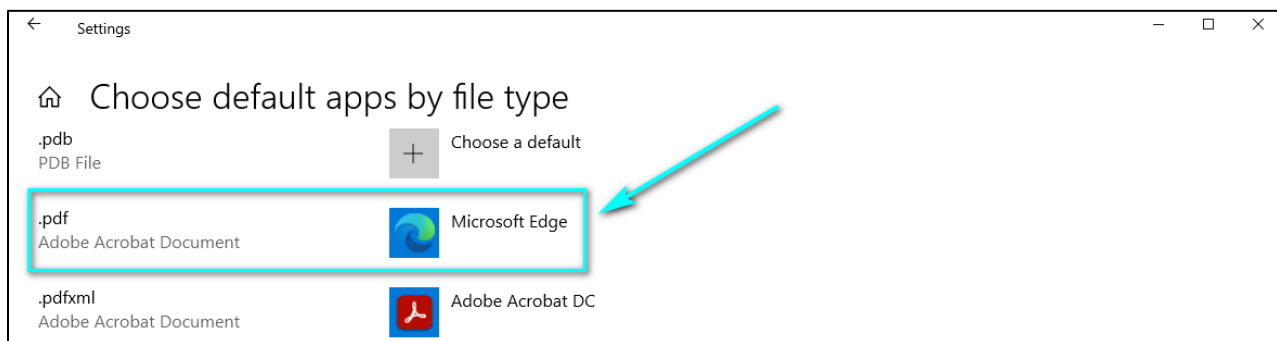
3. Click on **Apps**
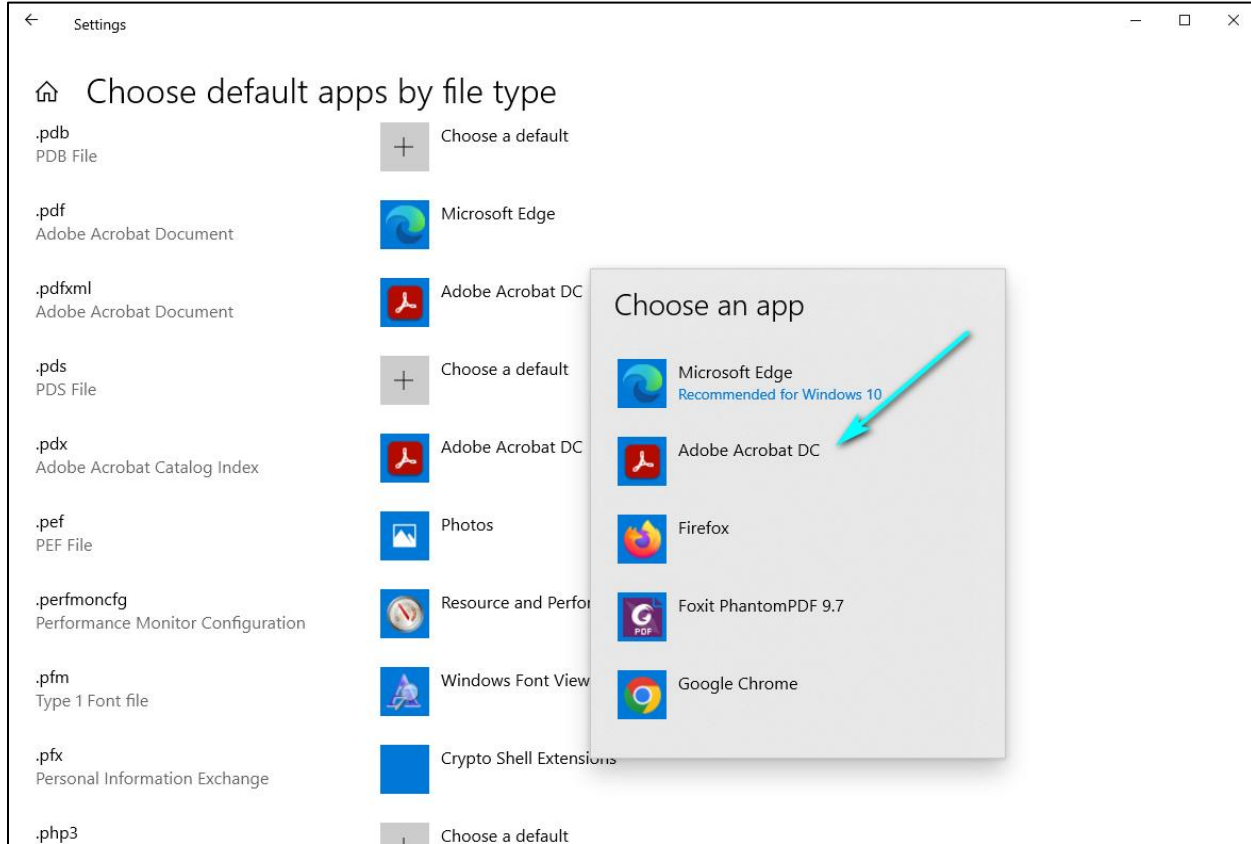

4. Click **Default Apps**

5. Click on **Choose default apps by file type**

6. Scroll down to **.pdf** and check to see if you have **Adobe Acrobat** as the default file type. If you have something else as the default, such as Microsoft Edge, click on that default.
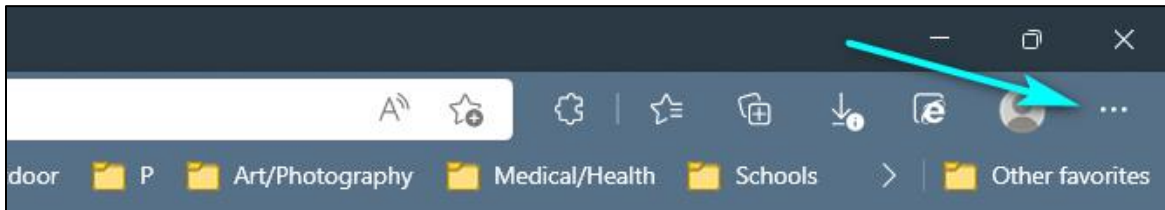
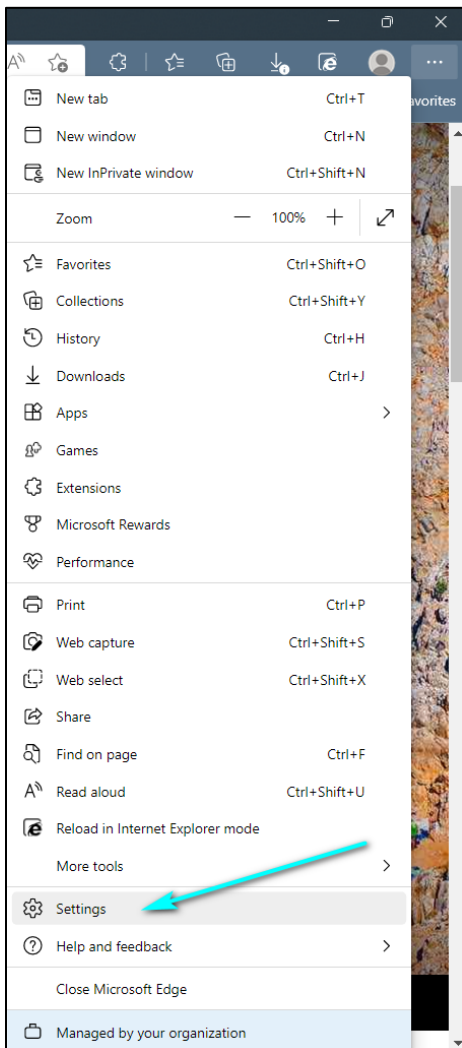7. Choose **Adobe Acrobat** from the pop-up box

Changing your default PDF settings on Microsoft Edge
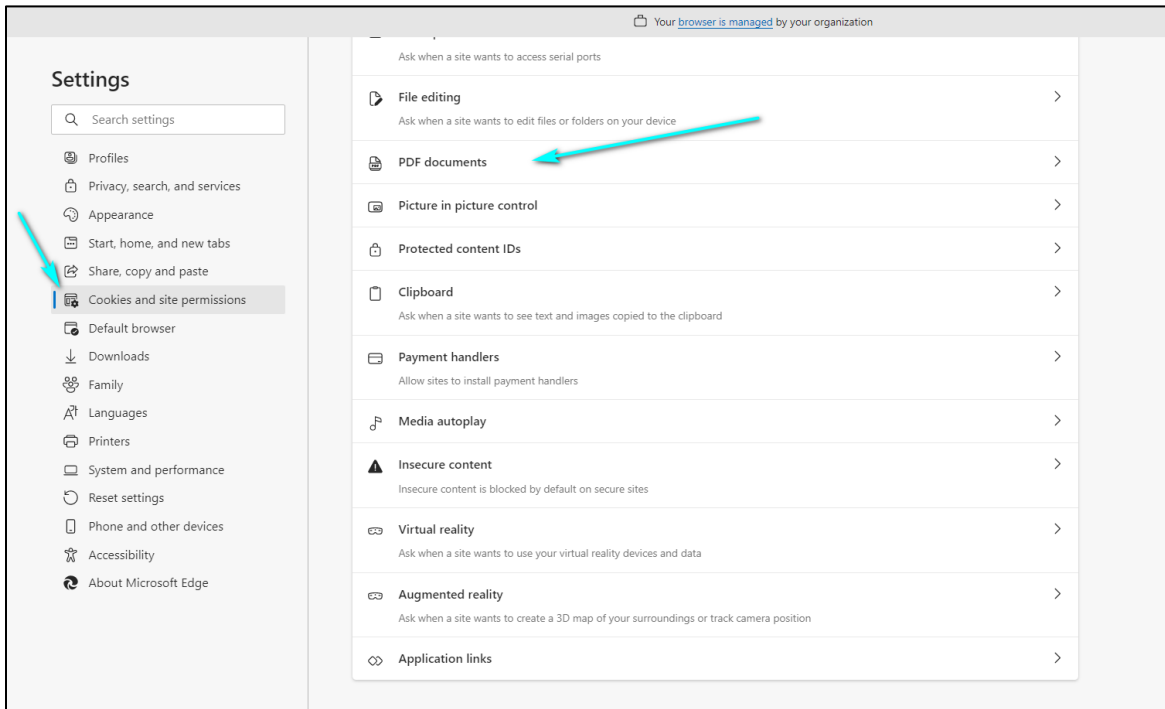
1. Click on the **More Options** icon (three dots) in the upper-right corner of your Microsoft Edge Browser
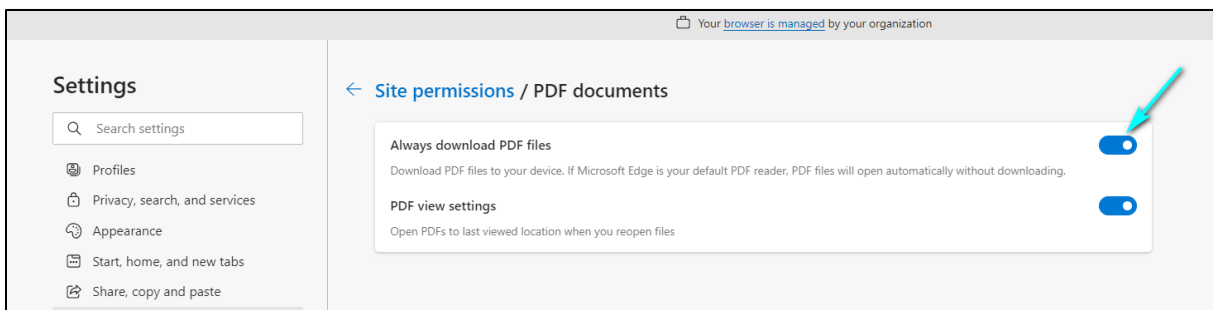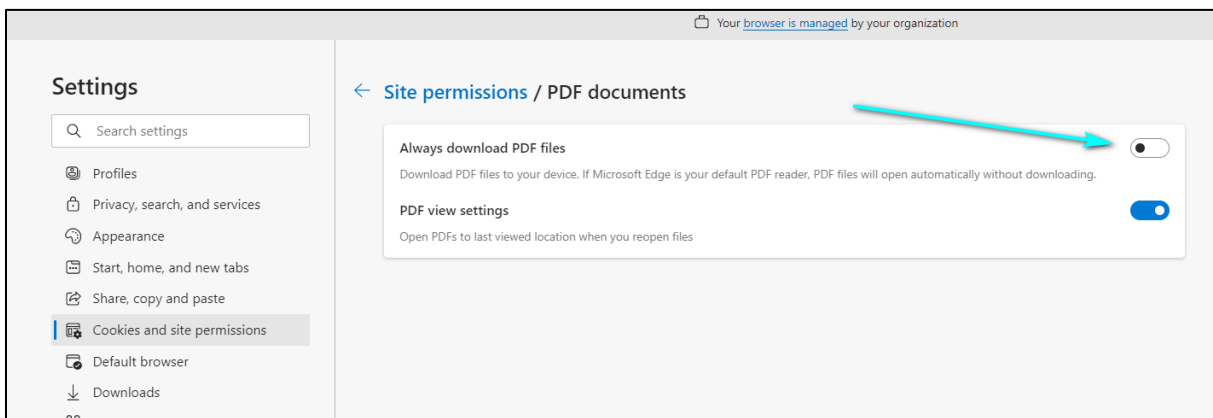

2. Click on **Settings**

3. Click on **Cookies and site permissions** then scroll down and click on **PDF documents**
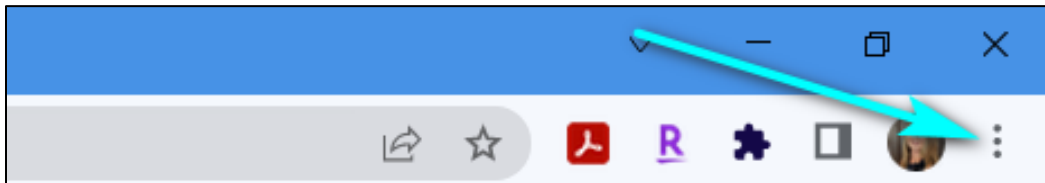

4. Check to see if **Always download PDF files** is on. If it is on, you have the correct settings. If not, click on the toggle button to turn it on.
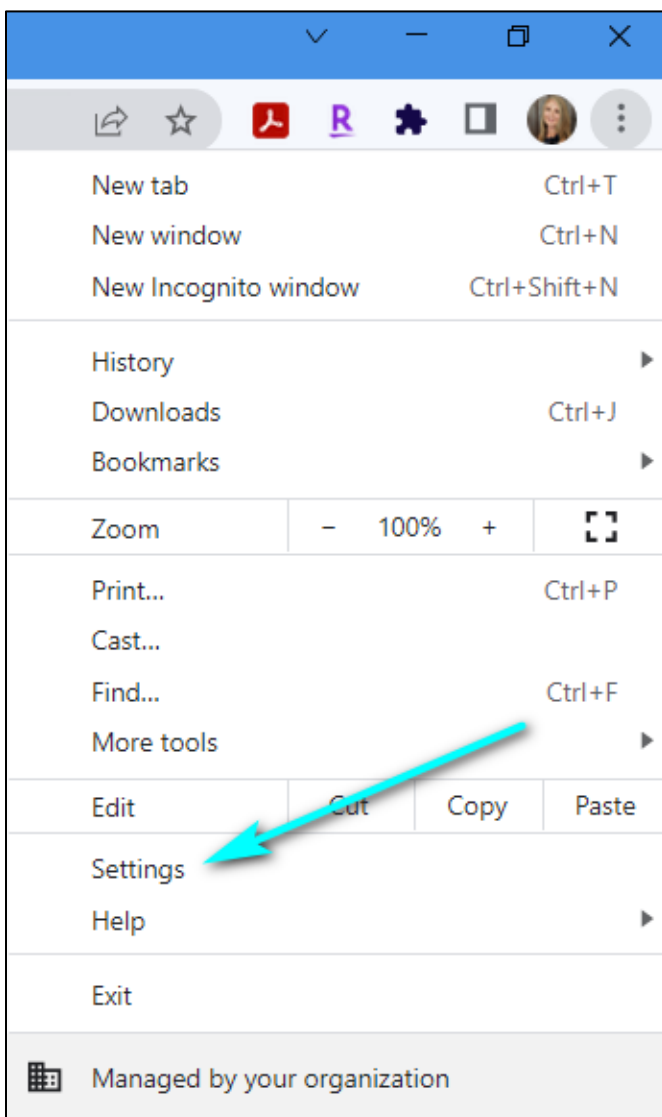
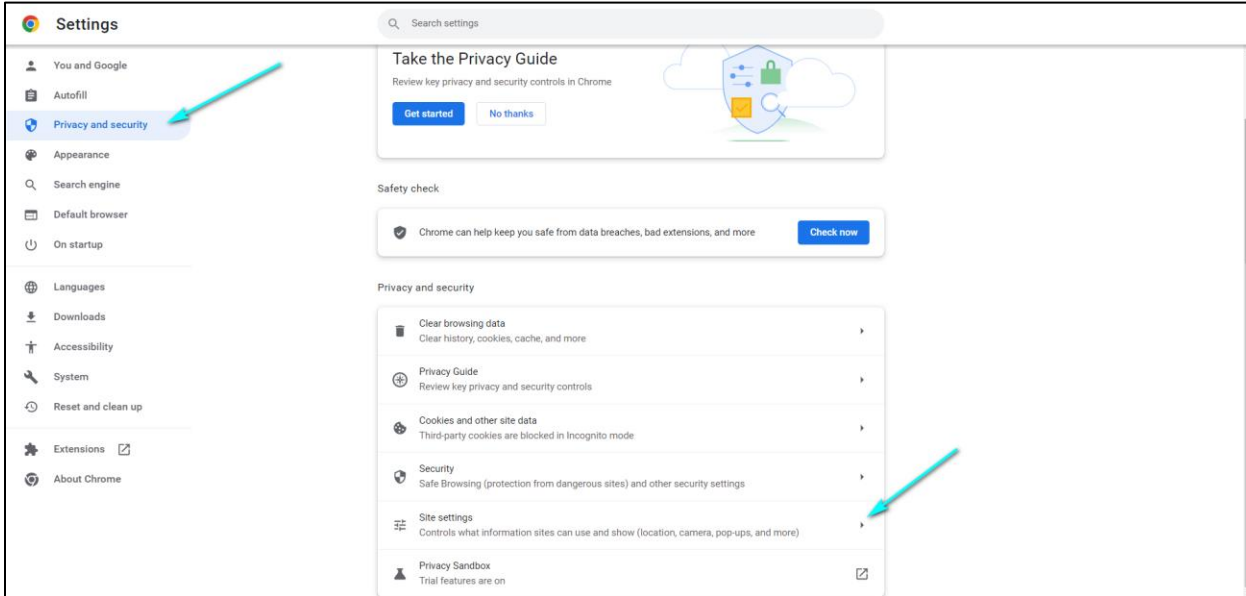# Changing your default PDF settings on Google Chrome

1. Click on the **More Options** icon (three dots) in the upper-right corner of your Microsoft Edge Browser
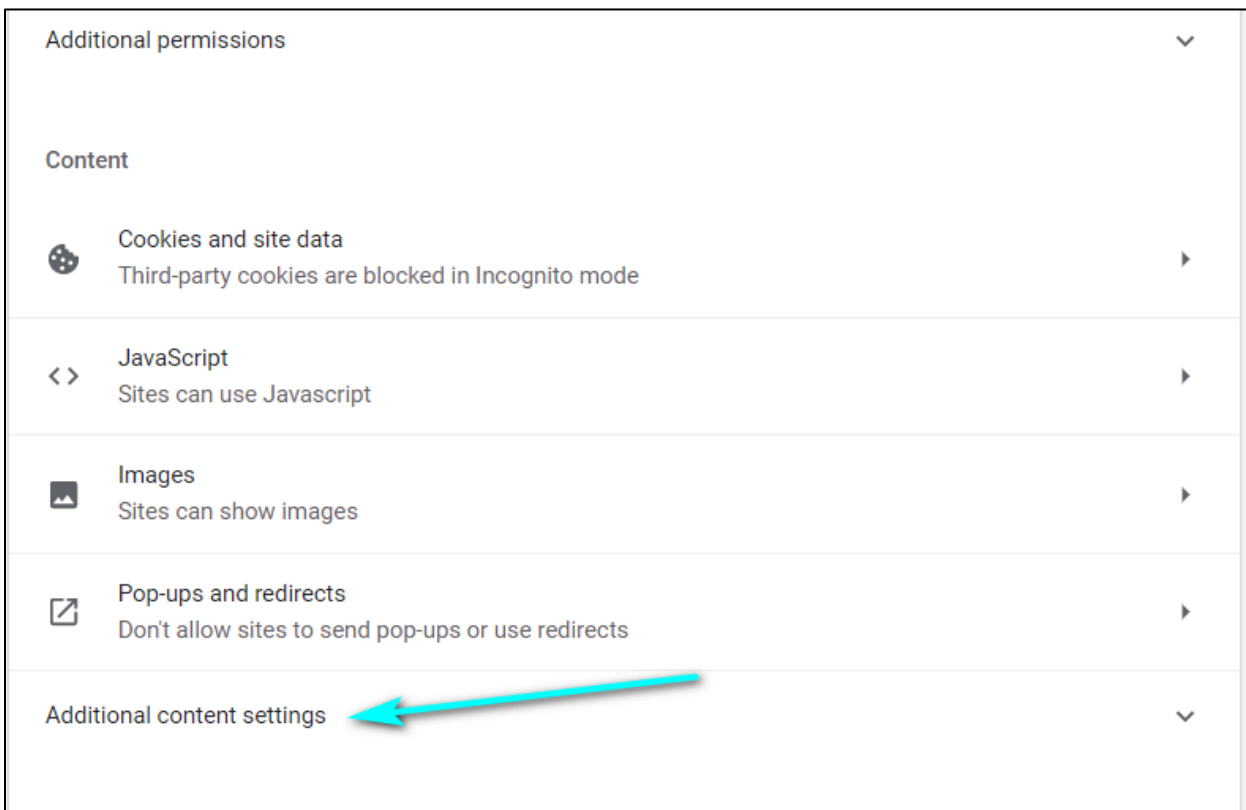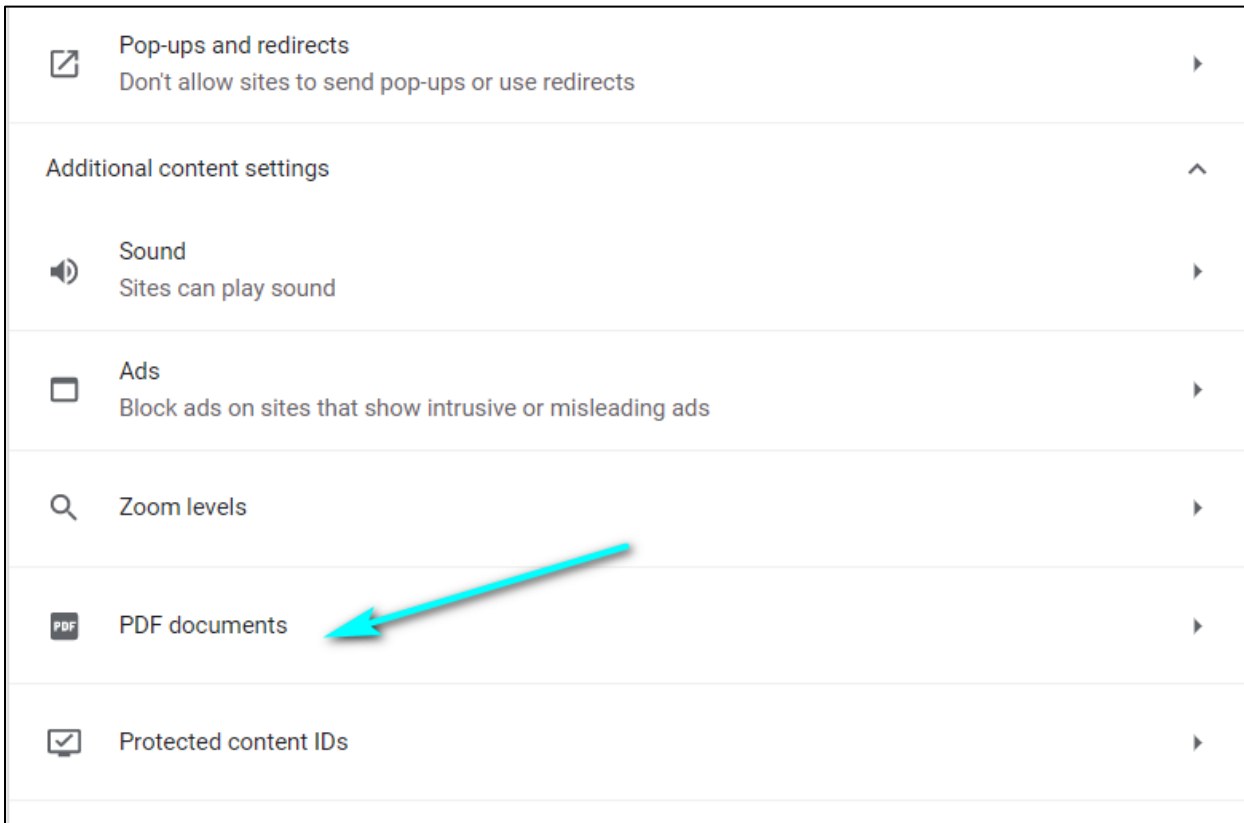

2. Click on **Settings**

3. Click on **Privacy and security** then click on **Site settings.**

4. Scroll down and click on **Additional content settings.**

5. Click on **PDF documents**

6. Check to see if **Download PDFs** is chosen. If it is not, click on the radio button to choose.