

Helpful Hints for Completing, Saving and Submitting the UMP100B Credential Title Application

Hints: Do the following when having problems downloading or using PDF documents or experiencing blank forms after you have saved completed forms:

IMPORTANT - Make sure to use **Adobe Acrobat Reader** when using most CMS forms. Opening forms directly in Internet Explorer, Chrome, Firefox (i.e. simply clicking on the form hyperlink) or even using Adobe Acrobat **Pro**, sometimes blocks the information from displaying. Using **Adobe Acrobat Reader** prevents this from happening.

How to do this...

1) Download the latest version of **Adobe Acrobat Reader** here <http://get.adobe.com/reader/>.

2) Rather than clicking on the UMP100B application to open the .pdf file, **right-click** on the form link, select "**Save Target As...**" and save the document onto your computer. Then open the **Adobe Reader** application first, from the **File** menu select **Open**, then browse to and open the file you just saved on your computer.

By saving the document to your computer first, your information will be stored on the UMP100B application, and the UMP staff will be able to see your information when you submit the application electronically to the CMS.UMP100@illinois.gov mailbox. It will also allow for you to make simple changes when you choose to submit the application for grading for multiple UMP titles.

The UMP100B application should have red boxes around required fields as designated on the application. If you do not see the red boxes on the UMP100B application, please go through the appropriate steps to save the UMP100B application to your computer or other imaging device.

Question - Why is my form blank **after** I have entered my information and saved the file?

Solution - Make sure to open the file using **Adobe Acrobat Reader**. Opening the file with **Internet Explorer, Chrome, Firefox** or even Adobe Acrobat Pro, sometimes blocks the information from displaying. Using **Adobe Acrobat Reader** prevents this from happening.