



Requirements for eDEP PDF forms

Software requirements & setting for using eDEP PDF forms

29 June 2015

*These requirements only apply to eDEP PDF forms including **Source Registration, VID and TURA.***

To use eDEP PDF forms you **must do these 2 things** . . .

1. Set eDEP as a **"trusted site"**. . . learn how [here](#) (p.2). Resolves problem of forms opening with blank fields or an error.
2. Use one of the browser/Reader combinations that currently work. As of 29 June 2015, the combinations below work for most users – try newest versions first. Resolves failure to load **"Please be patient"** issue.

ADOBE READER	BROWSER
latest version – Get it here	Firefox – Get it here See required settings here (p.3)
prior version – 11.0.0 or 10.1.4 – <i>useful if you must use Internet Explorer – see how here p.4)</i>	Internet Explorer (all versions) Firefox (all versions)

AUTO UPDATES and NEW VERSIONS: Your Reader may be set to update itself automatically. New versions of Reader or browsers may cause a problem with eDEP. Learn how to set your reader to prompt you before updating [here](#) p.4. Check back [here](#) to find the most current compatible software.

CHROME: The most recent versions of Chrome are not supporting the Adobe Reader plugin without complicated reconfiguration, and therefore we recommend switching to Firefox or Internet Explorer.

MAC: See instructions specific to MAC [here](#).

NOTE: In Internet Explorer you will likely see the warning bar below – it does NOT impact your forms and so you may ignore it or choose "Show all content"; either will allow eDEP to work.

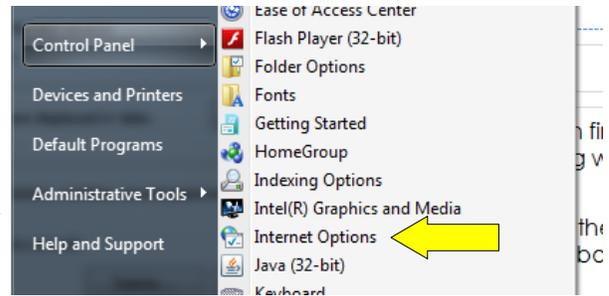


If you are still having issues please contact ServiceDesk at EEA.ServiceDesk@State.MA.US with your issue and detail of your contact information (or air.quality@state.ma.us for Source Registrations).

Disclaimer: Information in this guide is based on MassDEP experience, which may or may not apply to your computer setup. While we are happy to help you if you encounter issues using eDEP, please note that MassDEP is not responsible for how you use the information in this guide any consequences of your actions to maintain or upgrade your system.

Make eDEP a Trusted Site through Control Panel

1. Click the Windows Start menu at the lower left of your desktop – then select **Control Panel**.

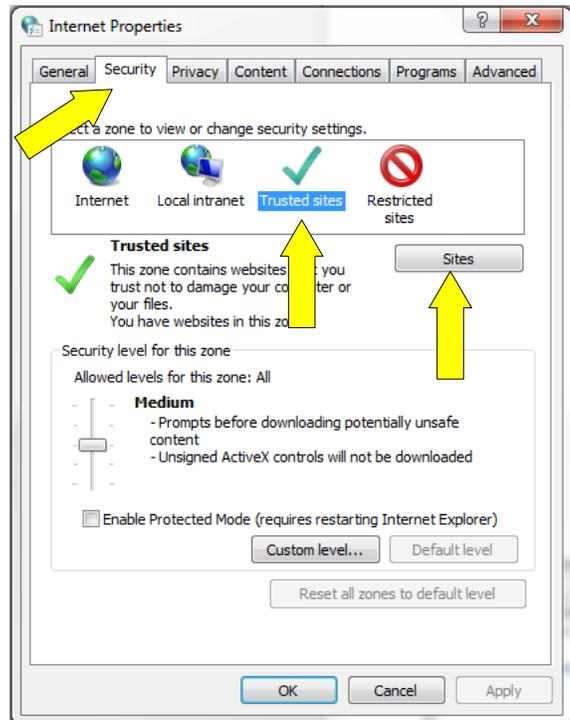


2. From Control Panel, select **Internet Options**. This opens the Internet Properties box.

3. In the Internet Properties box, click the **Security** tab.

4. Click the **Trusted Sites** checkmark icon.

5. Click the **Sites** button – this will open the smaller Trusted Sites dialog box below.



6. In the box labeled “Add this website to the zone:” type this eDEP URL into the box: **https://edep.dep.mass.gov**

7. Click the **Add** button
[In some network environments this option is not available – if that is the case for you, consult your local IT support.]

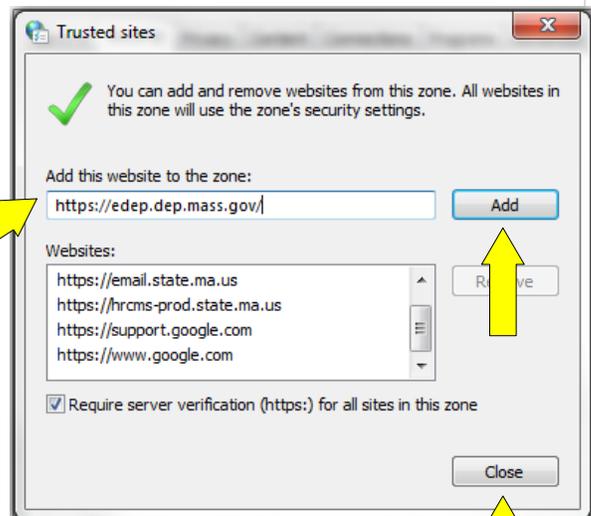
8. Verify that eDEP is now listed under “**Websites:**”

9. Click **Close** button to close Trusted Sites box.

10. Click **OK** button to close Internet Properties box.

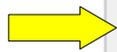
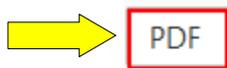
11. You are done – eDEP is a Trusted Site on this computer. If you switch to a different computer, you will need to do this procedure again.

12. Close all browser windows, reopen your browser and login again to eDEP.



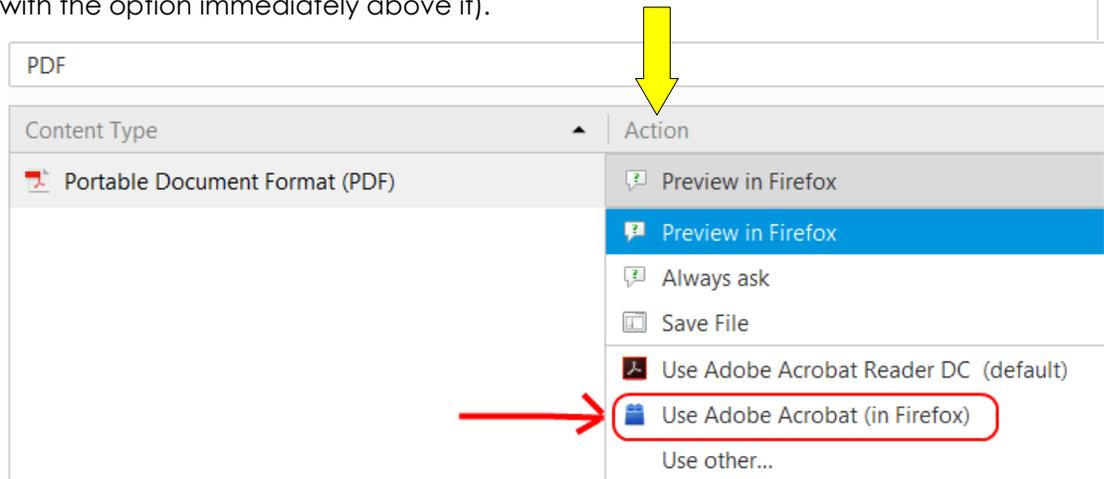
Required Setting for Firefox

1. Open Firefox, click on the little icon with 3 lines on the far right hand side of the address bar.
2. Click on **Options**.
3. Click on **Application** on the left menu (or the Applications tab in older versions).
4. Search **PDF** in the search box – the result should be as below.



Content Type	Action
 Portable Document Format (PDF)	 Preview in Firefox

5. Now go to the right hand **Action** column and click on the dropdown, and select “**Use Adobe Acrobat (in Firefox)**” (don't confuse it with the option immediately above it).



6. The correct setting is shown above.

NOTE: If you do not see the **Use Adobe Acrobat (in Firefox)** option, it means you have not installed Reader – you must install Reader first before configuring Firefox. More rarely, you may have another PDF reader blocking Adobe (e.g., Foxit, Nitro). If you have another type of PDF reader, you must uninstall the other reader and then perform the steps above.

7. You are done – close all browser windows, reopen Firefox and login again to eDEP. eDEP should work if you have (1) set eDEP as trusted site and (2) have installed the most recent version of Adobe Reader.

Using older versions of Reader for Internet Explorer

1. Reader versions 11.0.0 and 10.1.4 usually work with all versions of Internet Explorer. If you cannot use Firefox using 11.0.0 is a good alternative; if it does not work, try 10.1.4. Below are steps to use an older Reader.
2. Please uninstall Adobe reader on your computer – here is a link to a tutorial: [Uninstall a Program](#).
3. Get Reader 11.0.0 here: [Reader 11 Multilingual Installer](#). This will download the file **AdbeRdr11000_mui_STD.zip** to your download directory. You will need to find your download directory, right-click this file, and select “**Extract all**”. That will open a folder where the files have been extracted – find the Setup folder and click “**Setup.exe**” – this will start an installation.

If 11.0.0 does not work, get Reader 10.1.4 from Adobe [here](#) and follow Adobe's instructions to install it. NOTE: Adobe will include optional software with this download UNLESS you uncheck the **Optional offer box** (see screen shot).

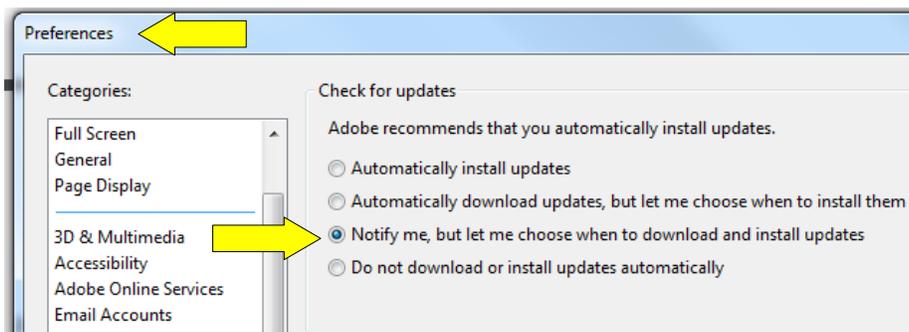
4. Once an older Reader is installed, you will need to make sure your computer does not automatically replace it with a newer version. Do this by changing the Updater setting in Reader's preferences.

Open Reader from the Start menu.

5. Click the **Edit** menu and select **Preferences**.



6. Under Categories, choose **Updater**. Then pick any option other than “install automatically”. Click **Ok** to save the setting.



7. You are done – close all browser windows, reopen Internet Explorer (or Firefox and login again to eDEP. eDEP should work if you have set eDEP as trusted site. If using Firefox, confirm the PDF setting [here](#) on the previous page.