

# Troubleshooting for Adobe PDF Form

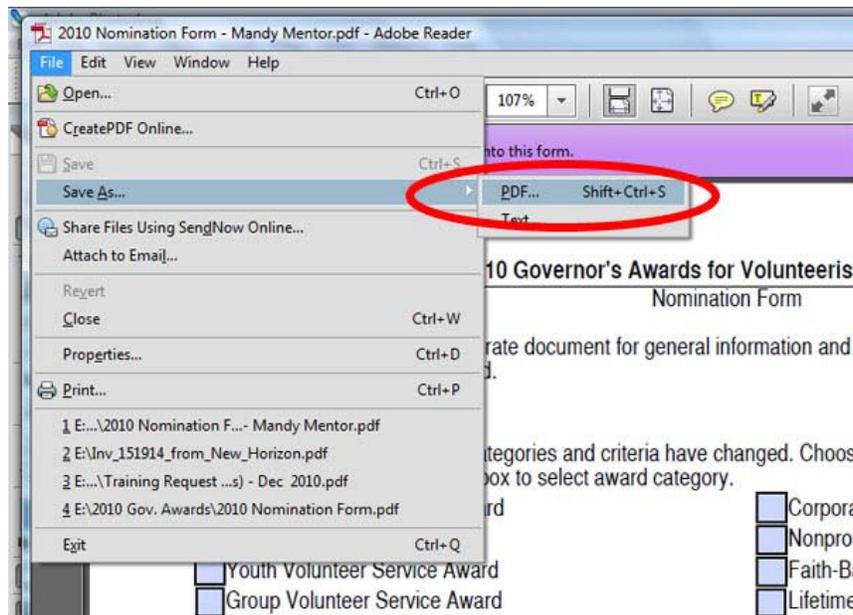
## Governor's Awards for Volunteerism and Service

The nomination form is available as an Adobe PDF form. This troubleshooting document provides step-by-step help on saving and sending the nomination form. For troubleshooting help with Microsoft Word, go to <http://chfs.ky.gov/dfrcvs/kccvs/govawards/>.

Contact Shannon Ramsey at (800) 239-7404, ext. 4115 if you have any additional questions.

### Saving the form on your computer

1. You must have Adobe Reader on your computer to submit electronically. You can download the most current version for free at <http://get.adobe.com/reader/>
2. Go to <http://chfs.ky.gov/dfrcvs/kccvs/govawards/>
3. Click on the Nomination Form
4. Once it opens, go to File, then choose Save As, then choose PDF
5. Choose a location to save the file in (e.g. My Documents or Desktop)
6. Put your nominee's name in the file name
7. Click Save



## Sending the form as a PDF

1. While you have the completed form open in Adobe Reader, go to File and choose Attach to Email.
2. Adobe Reader will automatically open your e-mail system, create a new message and have the file attached\*
  - a. If the Send files window opens on the right hand side, make sure the file name shows up in the box, if not, click on Add File, locate your file where you saved it and click Add.
  - b. Click Attach.
3. If necessary, attach other files to the e-mail, such as the narrative and required attachments.
4. Send to [kccvs@ky.gov](mailto:kccvs@ky.gov).

### \*Important notes:

- If you do not use Microsoft Outlook for your e-mail, you may not be able to send your file through Adobe Reader.
- If you do not use Microsoft Outlook for your e-mail, you will have to attach the file according to steps used by your e-mail system.

