# Need help printing personalized claim forms?

Additional security features have been added to recent versions of *Adobe Reader* which prevent our personalized claim forms from automatically filling in your personal information. If you have *Adobe Reader* version 9.3.2 or greater, additional steps should be taken to allow this feature to operate again.

**Here's what you need to do**

1. Open Adobe Reader

2. On the "Edit" menu, select "Preferences"

3. In the "Preferences" window, select "Security (Enhanced)"

4. Click on the "Add Host" button

5. In the "Add Privileged Host" window, type in "**onlineservices.greenshield.ca**" and check the box for "Secure connections only (https:)

6. Click OK on the remaining windows and exit

**You should now be able to print your personalized claim forms.** If your personal information does not appear on the selected form, please refresh the web page by using your browser refresh button or hitting F5.

**For Google Chrome users:** The Chrome browser has a default pdf viewer built in which is not compatible with personalized claim forms. After following the steps above, please complete the following steps to enable this feature in your Chrome browser.

**Step 1:** Open Chrome and type "about:plugins" into the omnibox at the top.
**Step 2:** Scroll down and find Chrome PDF Viewer.
**Step 3:** Click the "Disable" link to prevent PDFs from loading within Chrome.
There should be a corresponding entry for Adobe Acrobat® which should be enabled.

**Adobe Reader**

File  Edit  View  Document  Tools  Window  Help

| | |
|---|---|
| Undo | Ctrl+Z |
| Redo | Shift+Ctrl+Z |
| Cut | Ctrl+X |
| Copy | Ctrl+C |
| Paste | Ctrl+V |
| Delete | |
| Copy File to Clipboard | |
| Select All | Ctrl+A |
| Deselect All | Shift+Ctrl+A |
| Check Spelling | ▶ |
| Look Up Selected Word... | |
| Find | Ctrl+F |
| Search | Shift+Ctrl+F |
| Search Results | ▶ |
| Preferences... | Ctrl+K |

**Preferences**

Categories:

Documents
Full Screen
General
Page Display

3D & Multimedia
Accessibility
Forms
Identity
International
Internet
JavaScript
Measuring (2D)
Measuring (3D)
Measuring (Geo)
Multimedia (legacy)
Multimedia Trust (legacy)
Reading
Search
Security
Security (Enhanced)
Spelling
Tracker
Trust Manager
Units

**Enhanced Security**

Adobe recommends you leave Enhanced Security enabled for data protection and privacy.

☑ Enable Enhanced Security

☐ Create log file

View log

If you have PDF workflows that are negatively impacted by enhanced security, you can add these files, folders (each level must be added separately), and hosts to the list of Privileged Locations to specifically exempt them from enhanced security.

**Privileged Locations**

☑ Automatically trust sites from my Win OS se...

Add File  |  Add Folder Path  |  Add Host  |  Remove

What is Acrobat and Adobe Reader enhanced security?

OK  |  Cancel

**Add Privileged Host**

Enter a host name (example: www.example.com):

onlineservices.greenshield.ca

☑ Secure connections only (https:)

OK  |  Cancel