

# Please note the following important information concerning authorization faxing:

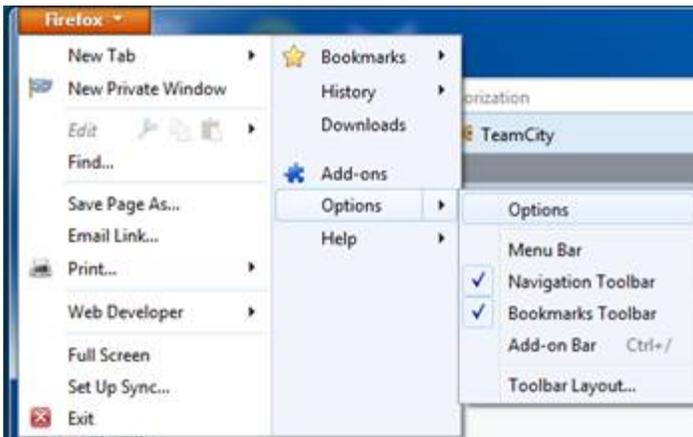
We have identified the following potential problems for providers who are using the Firefox PDF Plugin. Please contact the Product Support Team with any questions regarding these steps.

The following steps need to be taken to do a Setting Adjustment on the Firefox PDF Plugin to ensure authorization faxing success:

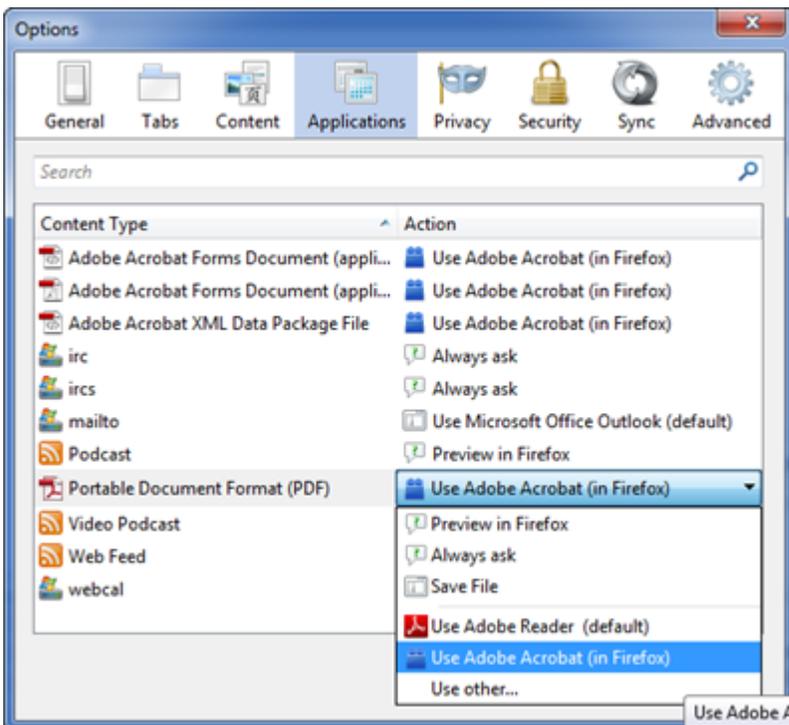
**Root-Cause:** Firefox recently introduced a Firefox version of a PDF viewer Plugin. This Plugin does not always interpret certain fonts (and graphics) properly.

**Solution:** Override the Firefox PDF Plugin by setting the Adobe Acrobat as the default tool to handle “PDF Documents”. Follow these steps...

1. Click the Firefox menu at the upper-left of the browser frame and select: Options > Options



2. Click on the “Applications” tab, then highlight the “Portable Document Format (PDF)” entry in the “Content” column. In the “Actions” column (immediately to the right), select the option to “Use Adobe Acrobat (in Firefox) option.



3. Close the browser and restart for the setting to take effect. Cover sheet previews will now use the Adobe Acrobat Plugin vs. the Firefox one and the glyphs will appear more clear and consistent (i.e. have the bottom bar on the glyphs). We believe this will have an immediate impact on the success rate when authorizations are faxed by providers who are using Firefox.