Instructions for iOS Users Having Issues with PDF Fillable Forms From The City of Hamilton Ontario Works Webpage

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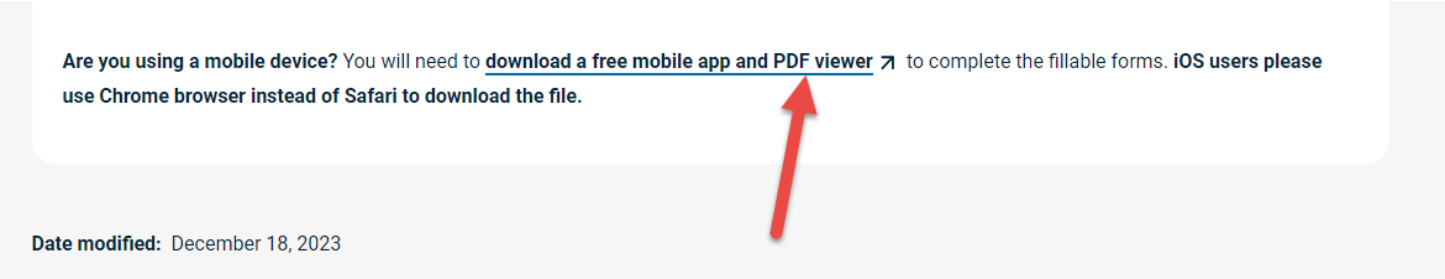
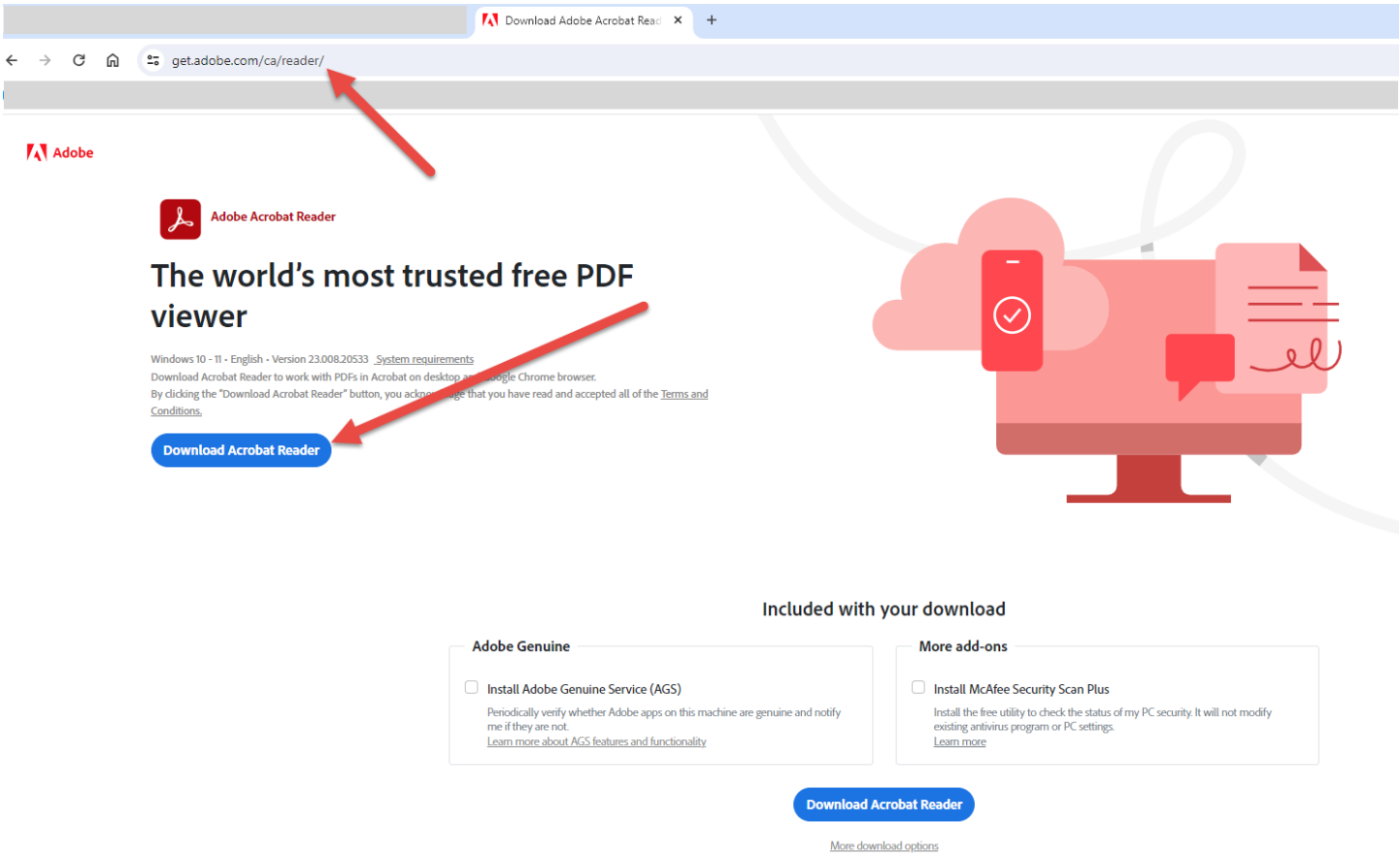
Important Instructions from City of Hamilton Website

To access Ontario Works Fillable PDF Forms, you will note at the bottom of the forms page the need for a PDF Viewer:

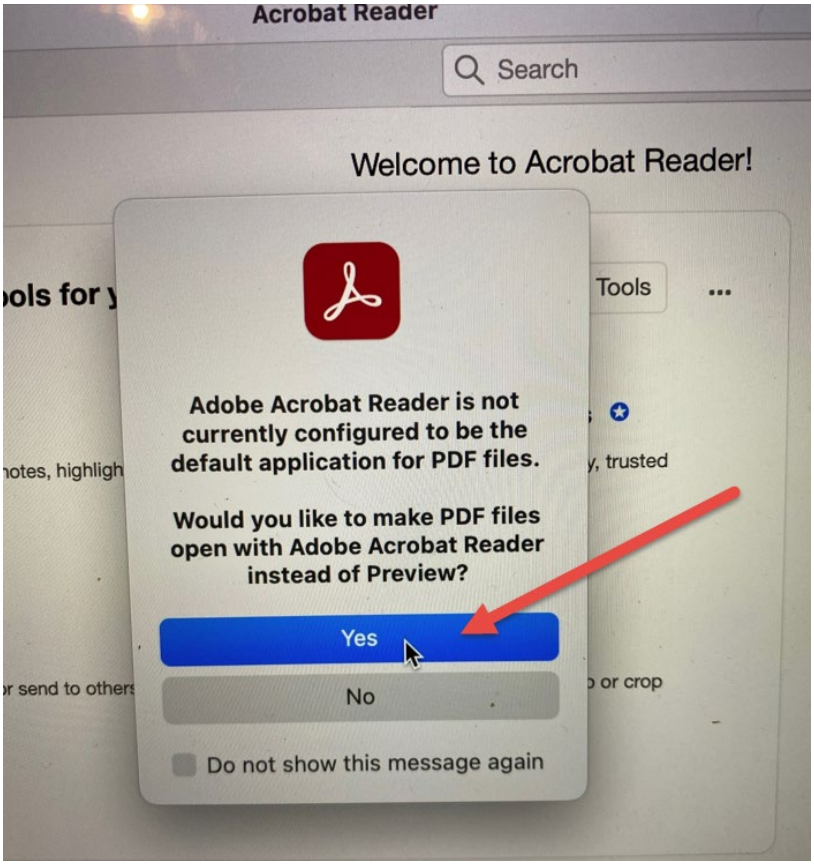


For iOS Mobile Users, click on the link provided on the website above to download Adobe Acrobat Reader free.

For iOS Computer Users, click here https://get.adobe.com/ca/reader/



Once Adobe Acrobat Reader is downloaded to your **computer**, a pop-up will appear, Click YES:


Acrobat Reader
Search
Welcome to Acrobat Reader!
Tools
Adobe Acrobat Reader is not currently configured to be the default application for PDF files.
Would you like to make PDF files open with Adobe Acrobat Reader instead of Preview?
Yes
No
Do not show this message again

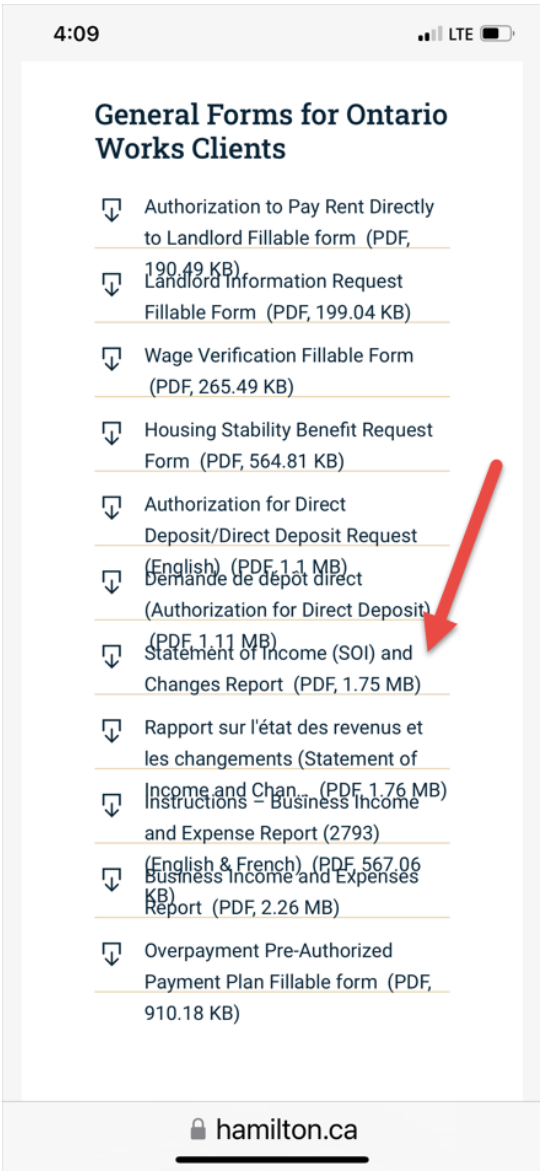
Instructions to follow if you are still having issues with fillable forms.

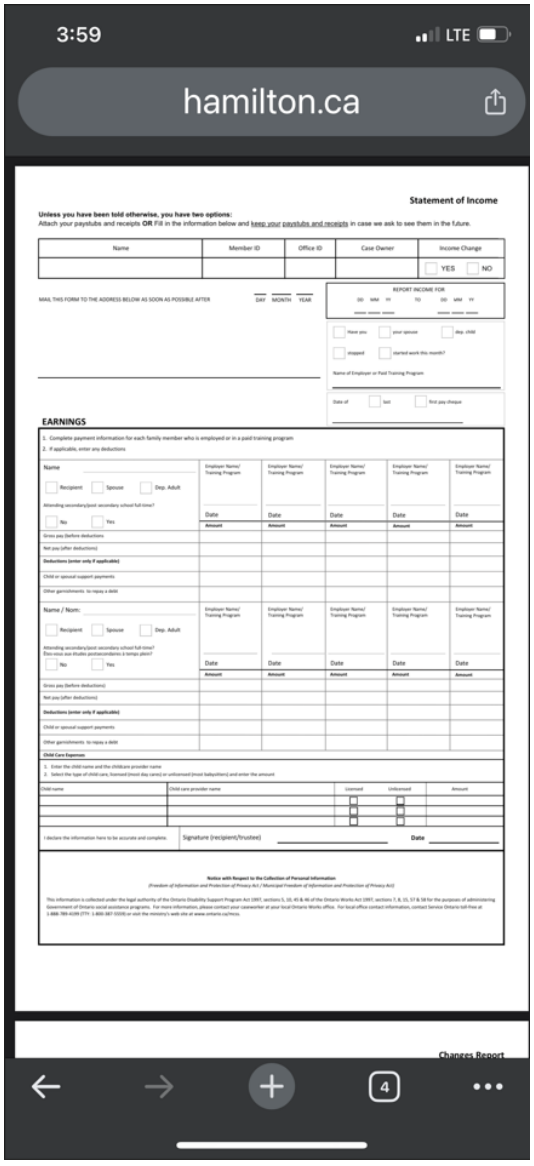
If you continue to have issues with the fillable forms not working properly and you have completed the steps above, please follow the instructions below for either Chrome or Safari.

Mobile iOS users using Chrome

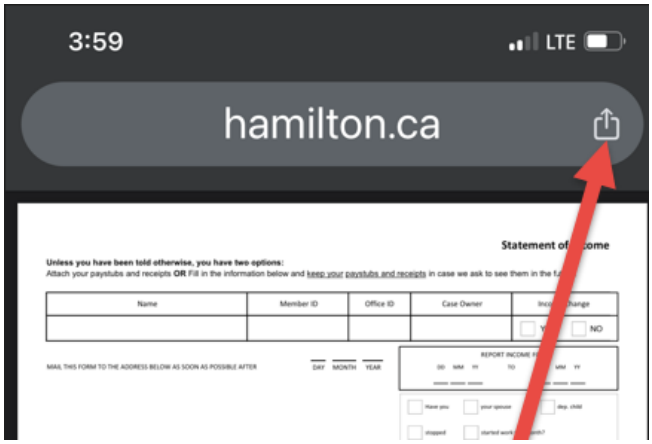
It is recommended to use the Chrome browser for PDF fillable forms. If you do not have Chrome, download Google Chrome from App Store. If you have Chrome installed, make sure it is up to date.

Click on the Form that you would like to fill out (FYI – The form will open as not fillable) i.e.:

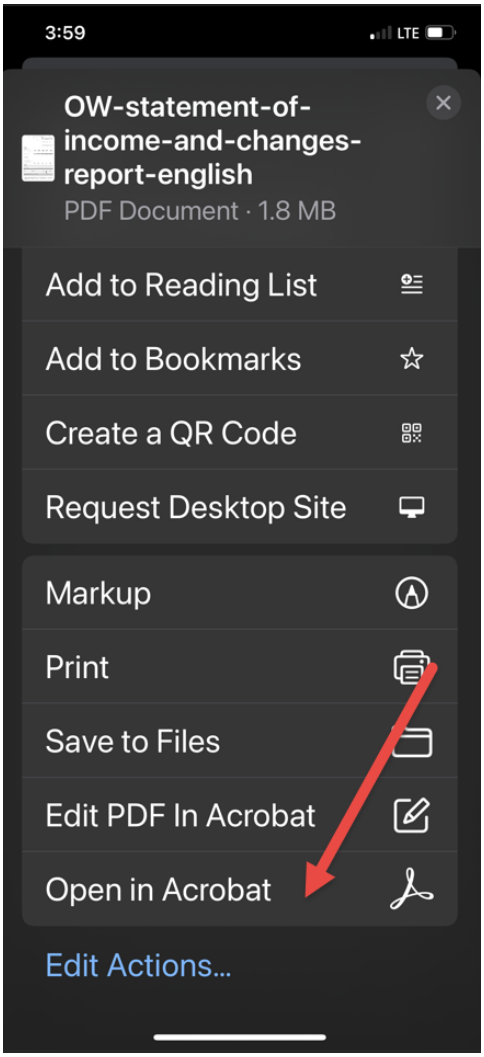




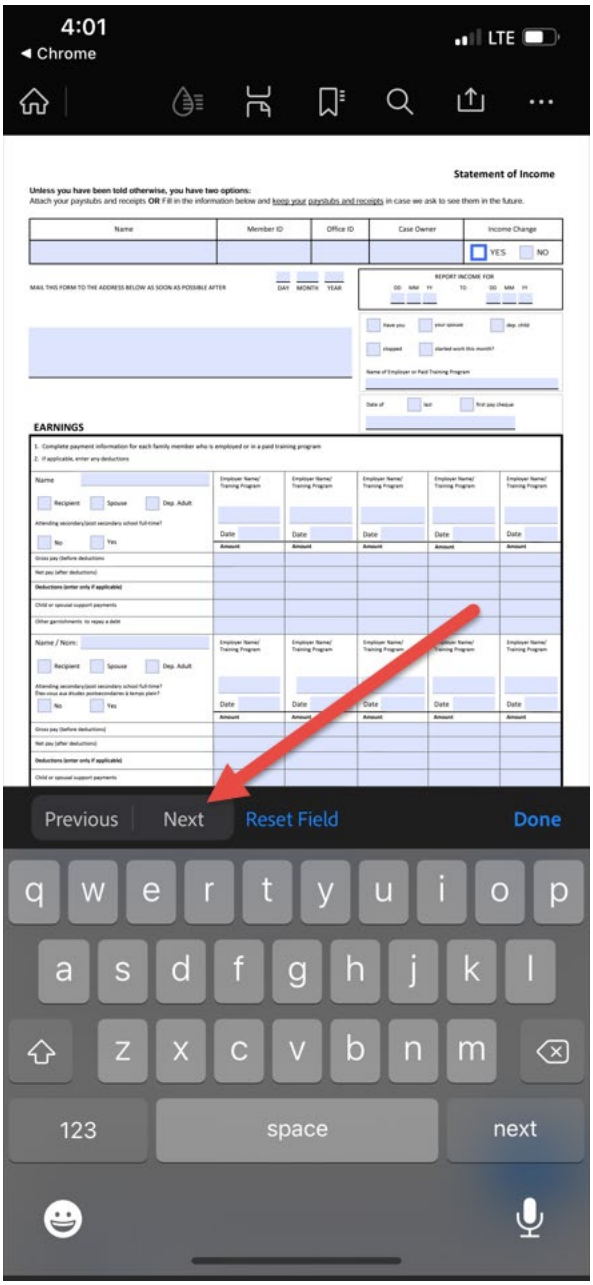
Click on Share button, top right:



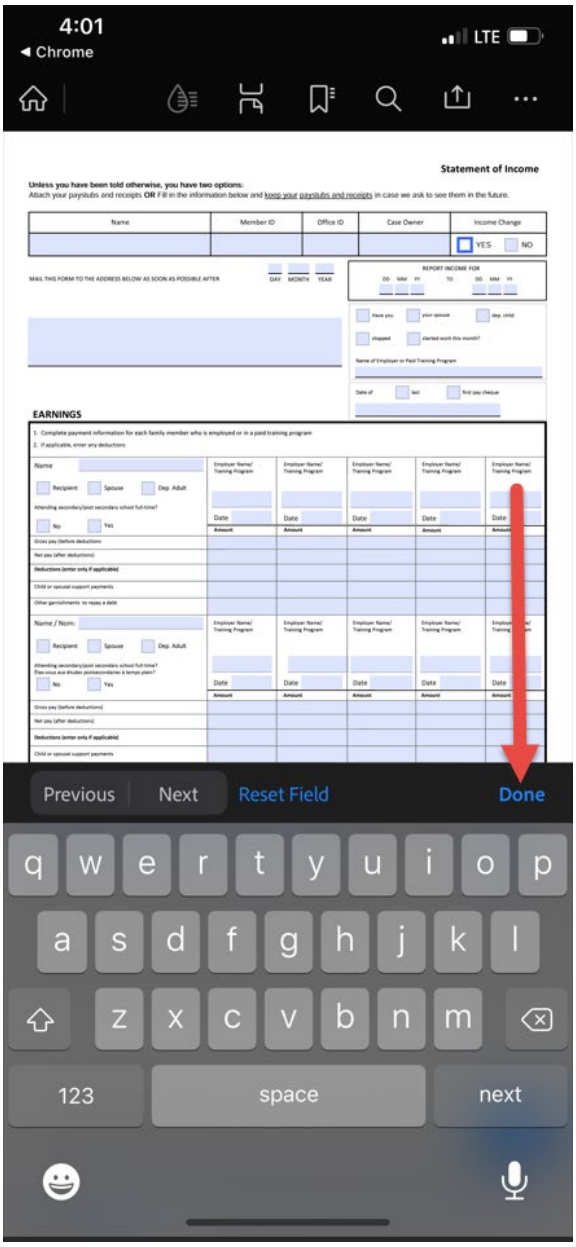
Click ‘Open in Acrobat’



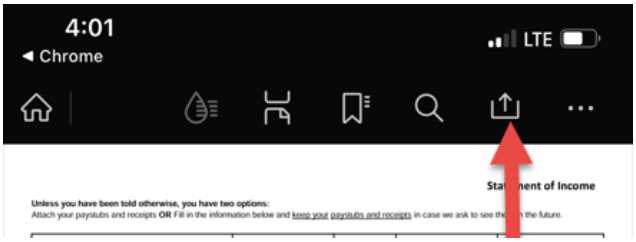
The fillable form will then open in Adobe Acrobat Reader. Type your information in the first field, hit ‘Next’ to navigate through the form fields.



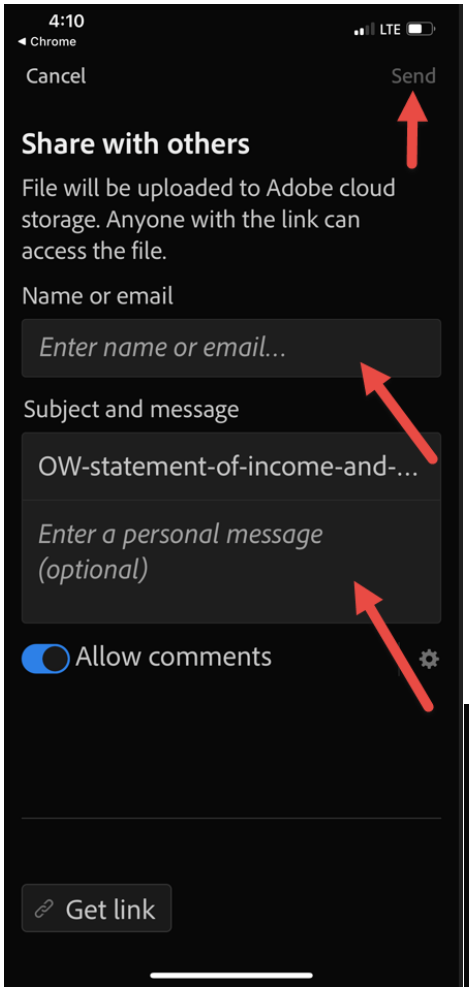
Once the form is completed, click Done.

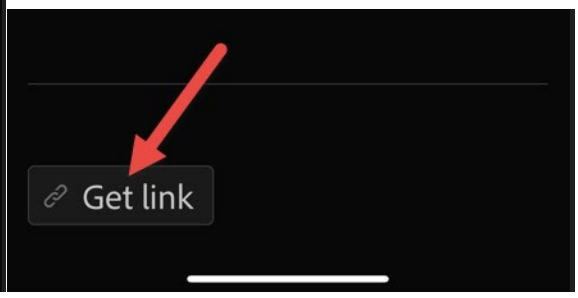


Click on the Share button, top right:



Enter name or email, enter a personal message, then hit send or click Get Link, then Click on button “Create Link” and follow prompts to send.

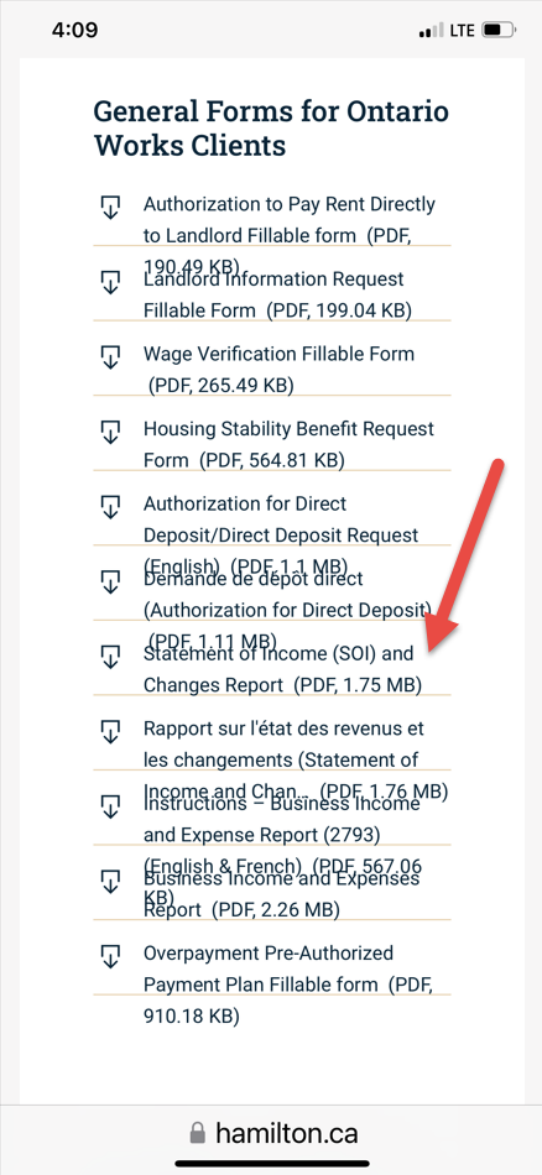




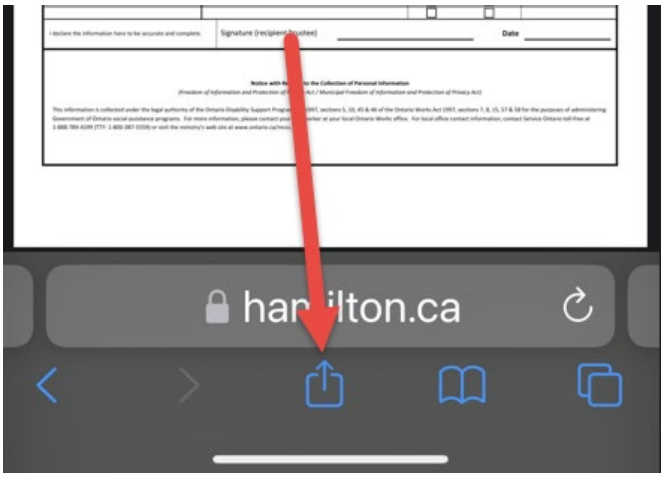
Mobile iOS users using Safari

Please ensure Safari is up to date. Ensure that you have a PDF viewer installed as noted above.

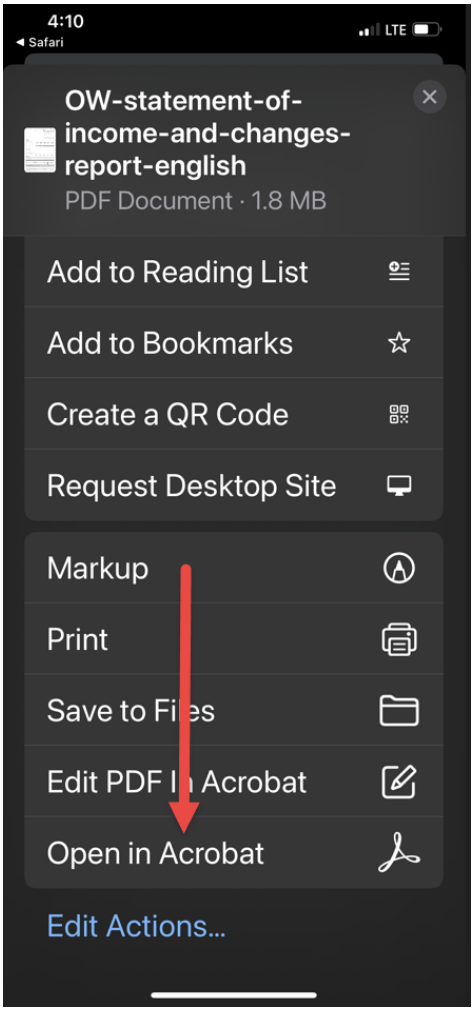
Click on the Form that you would like to fill out i.e. (note: the form will not be fillable):



Click on the Share button at the bottom middle of your screen:

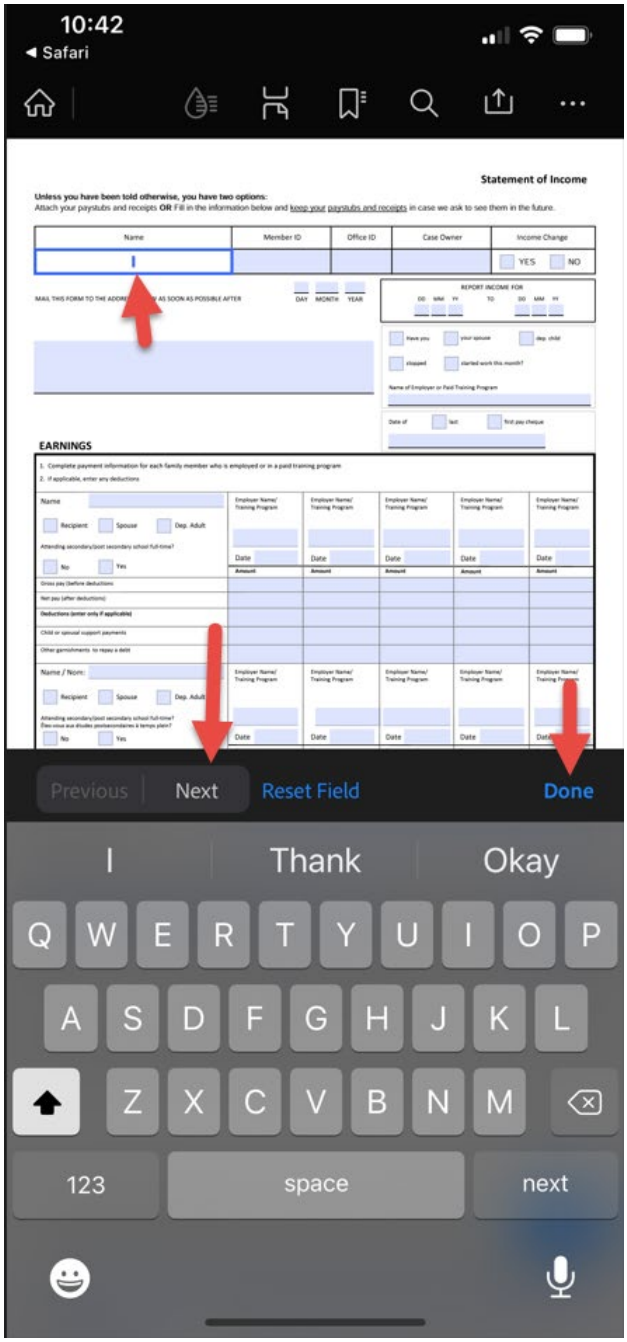


Click on Open in Acrobat to open fillable form:

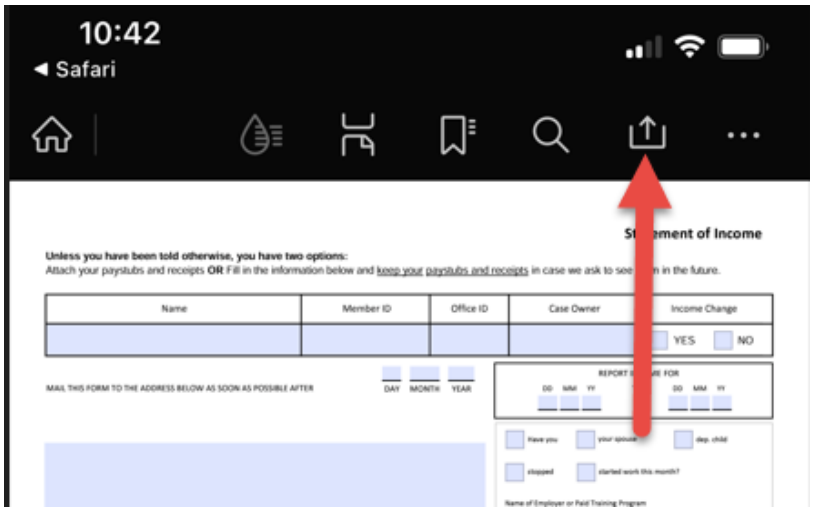


You may have a window pop up to subscribe to Adobe Acrobat Pro. Click on the X at the top right to close window.

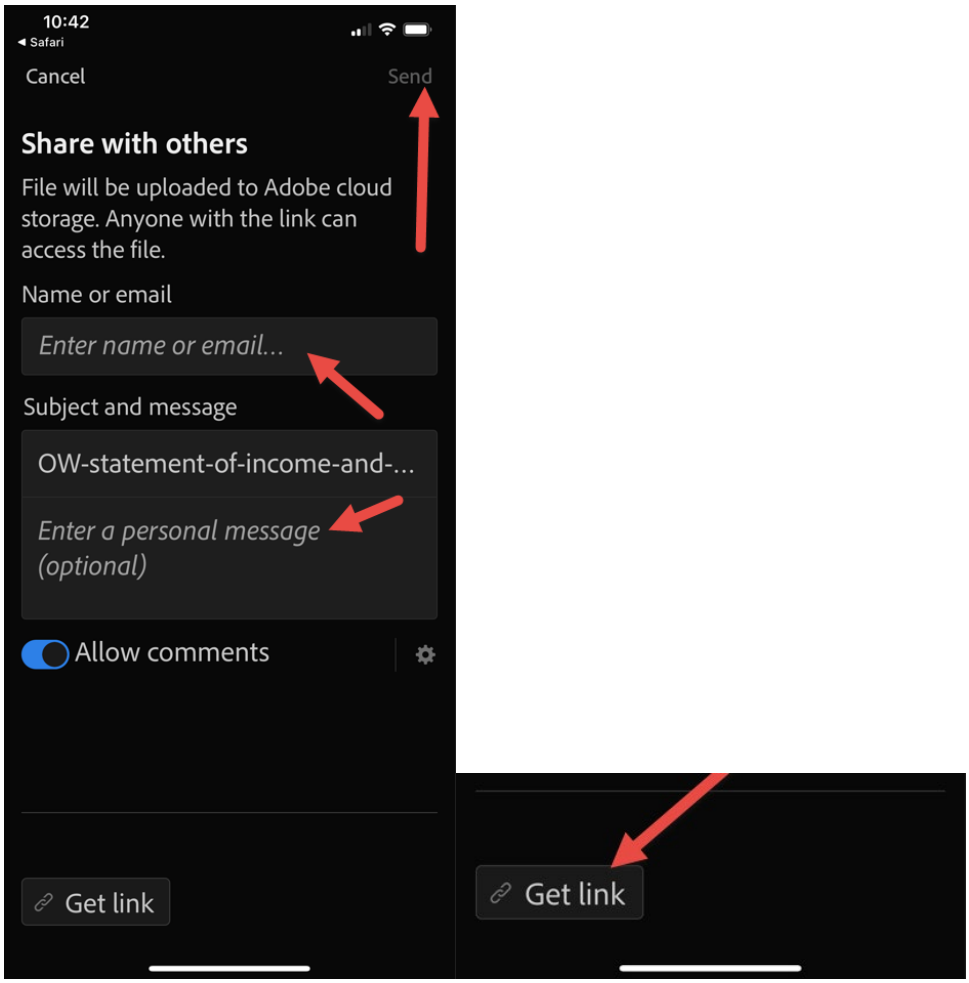
Click on the form field under Name, then click Next to move to the next field. Once you have filled out the form, Click Done.


10:42
Safari
Statement of Income
Unless you have been told otherwise, you have two options:
Attach your paystubs and receipts OR Fill in the information below and keep your paystubs and receipts in case we ask to see them in the future.
Name
Member ID
Office ID
Case Owner
Income Change
YES
NO
EARNINGS
Previous
Next
Reset Field
Done
I
Thank
Okay
Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123
space
next

Click on the Share button at the top right to Share with Others:



Enter name or email, enter a personal message, then hit send or click Get Link, then Click on button “Create Link” and following prompts to send.



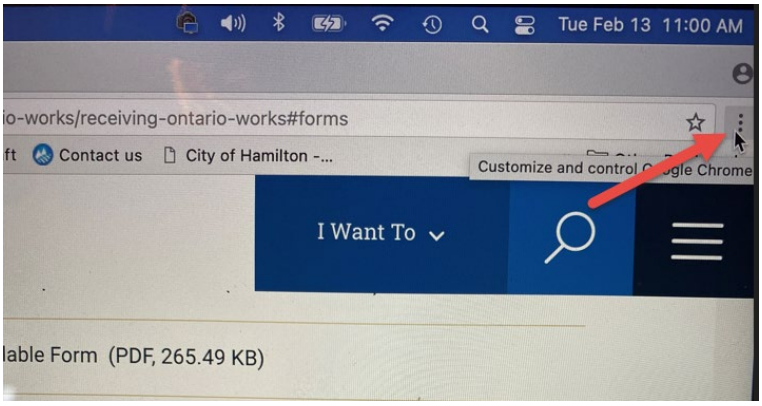
Computer iOS users using Chrome

Ensure that your version of Google Chrome is up to date.

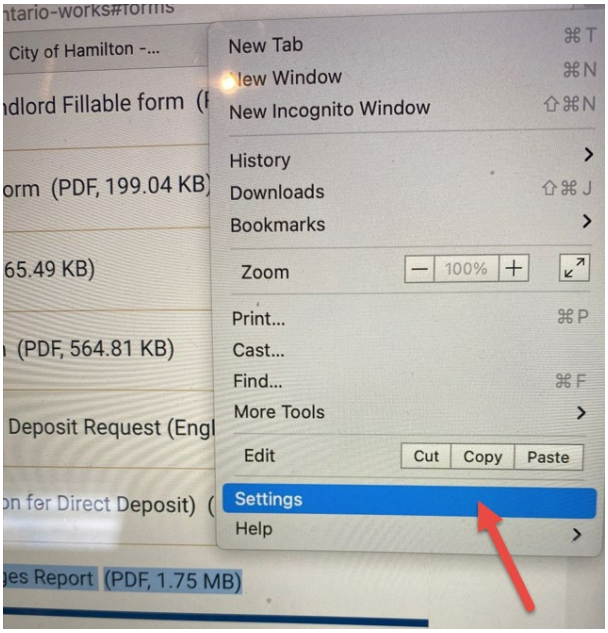
Locate and Select the form you want to complete.

Update Settings in Google Chrome:

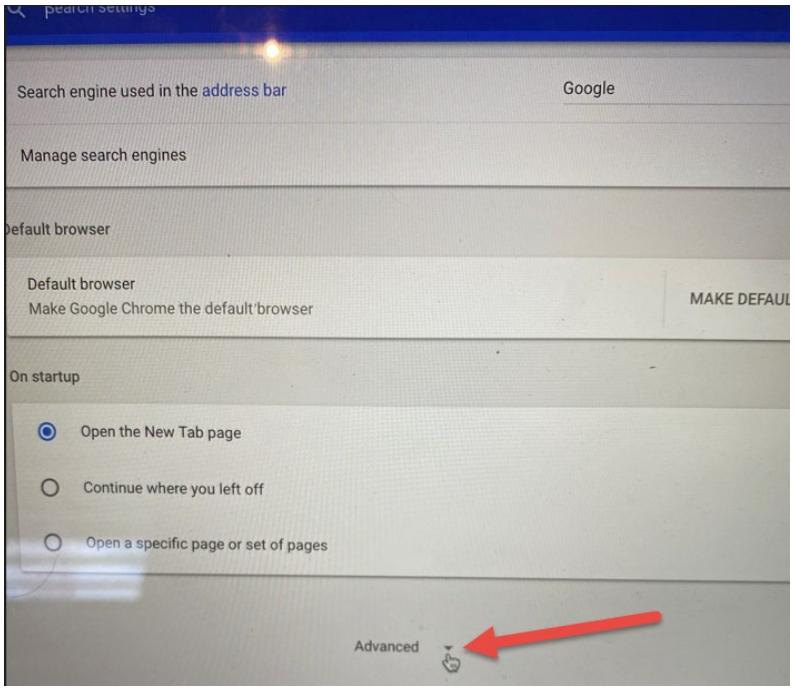
Click on the three dots at the top right:



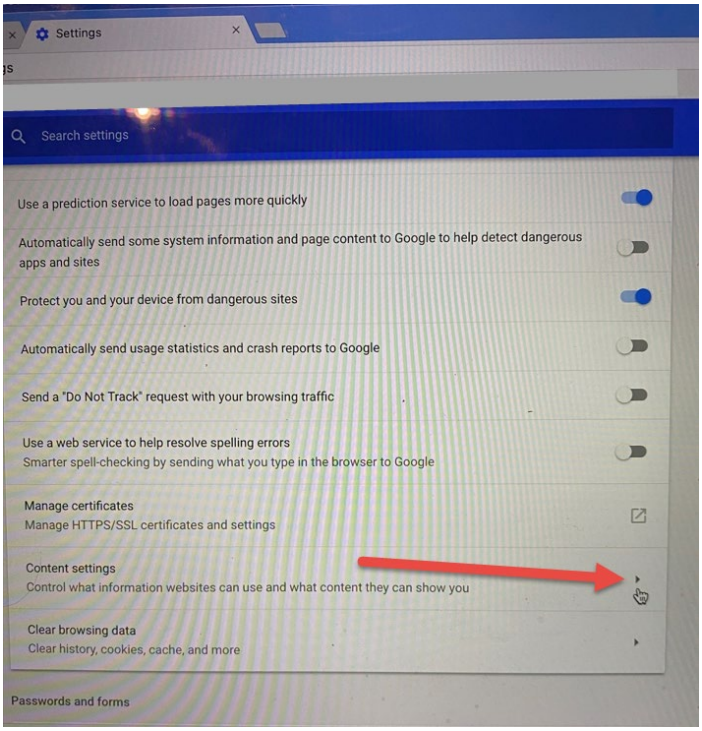
Click on Settings:



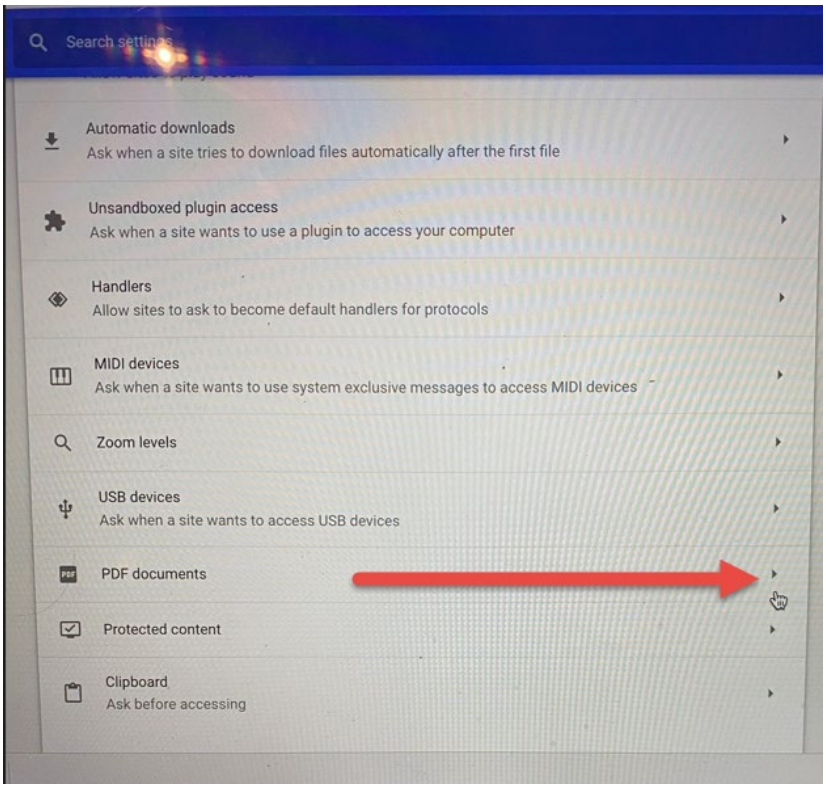
Click on Advanced down arrow:



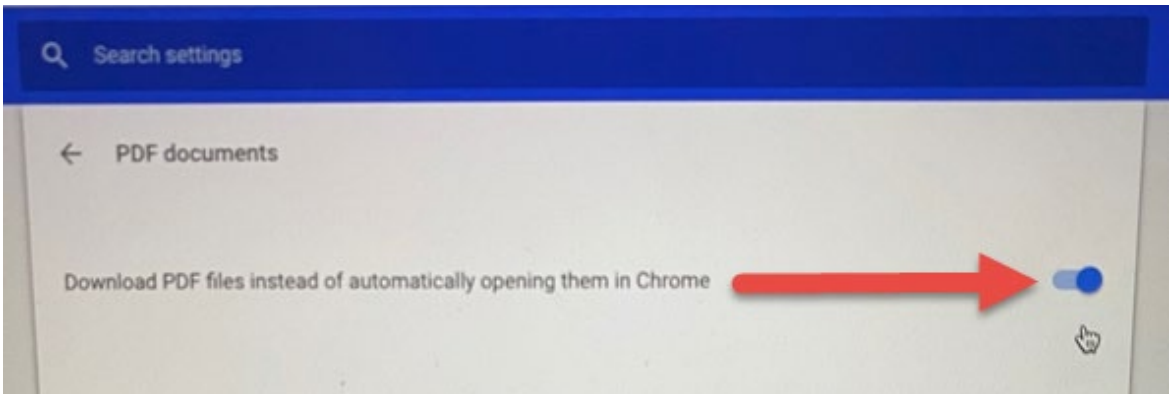
Click on Content settings:



Click on PDF documents:

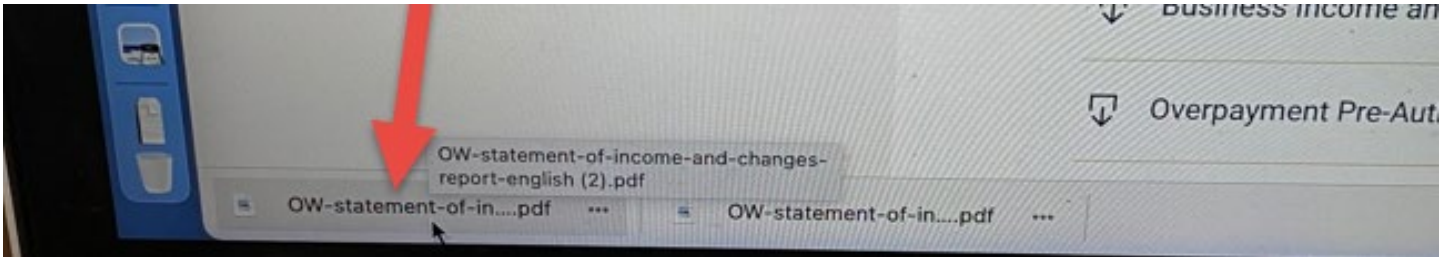


Toggle ON the Download PDF files instead of automatically opening them in Chrome:

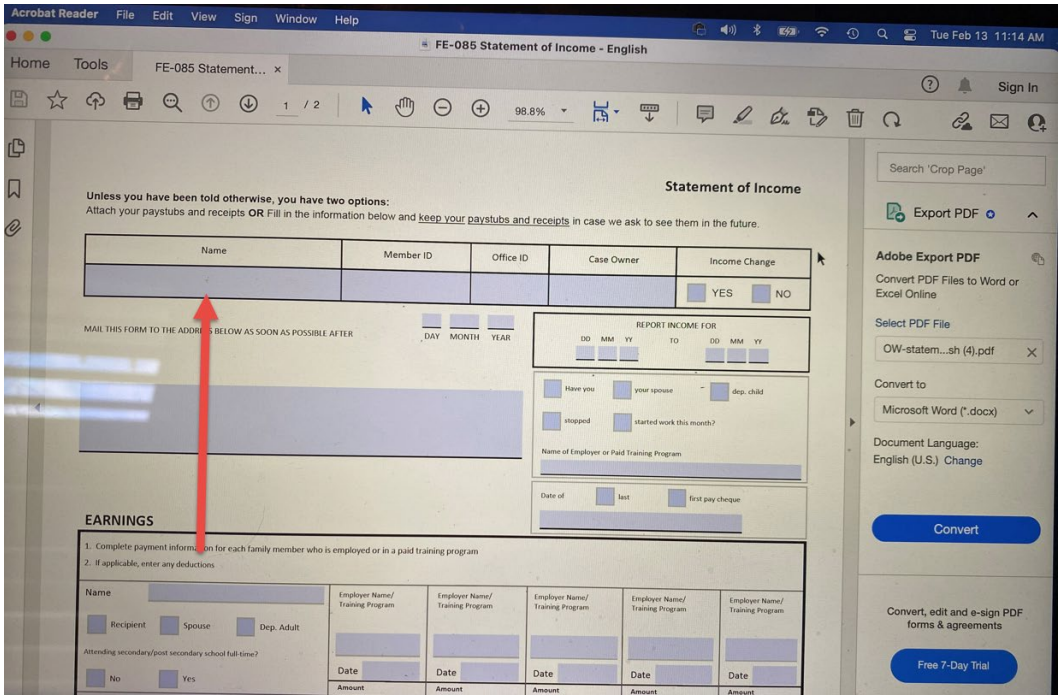


Click on the form that you want to fill out.

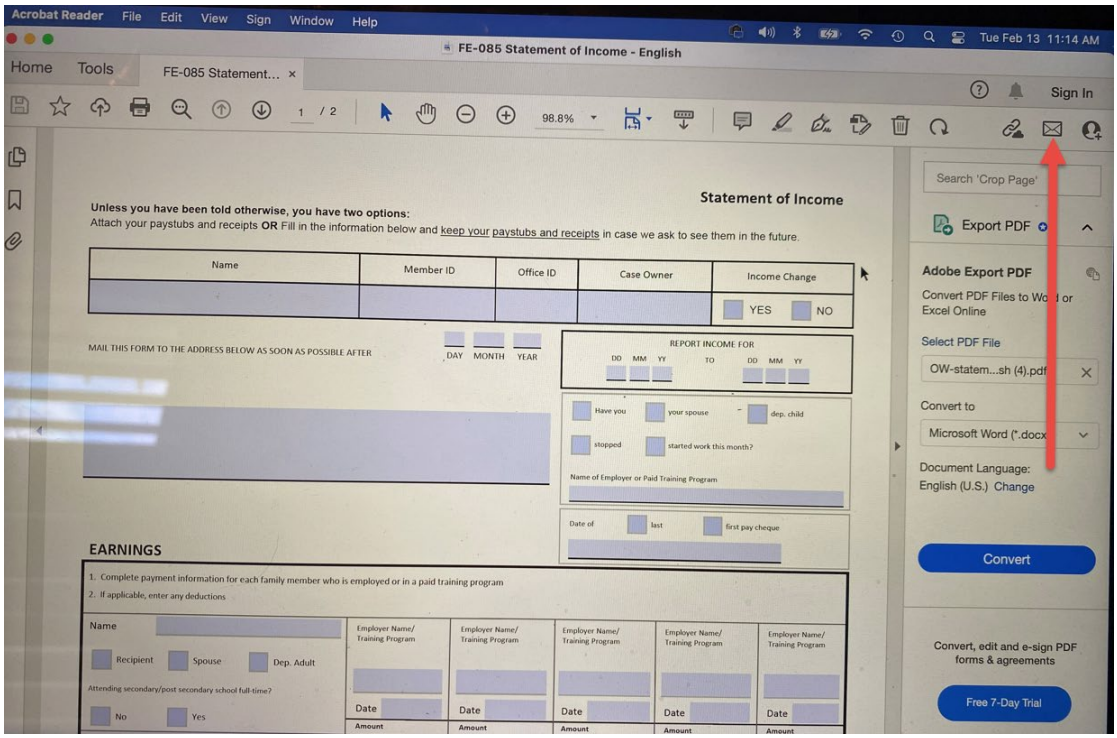
It will download to the bottom of your screen. Click on downloaded file to open it in Adobe Acrobat Reader. The form is now fillable:



Click box under Name to activate the form field. Tab through the form or click on each field to enter data.



Once you have completed the form. Click on the Envelope at the top right to send in an email:

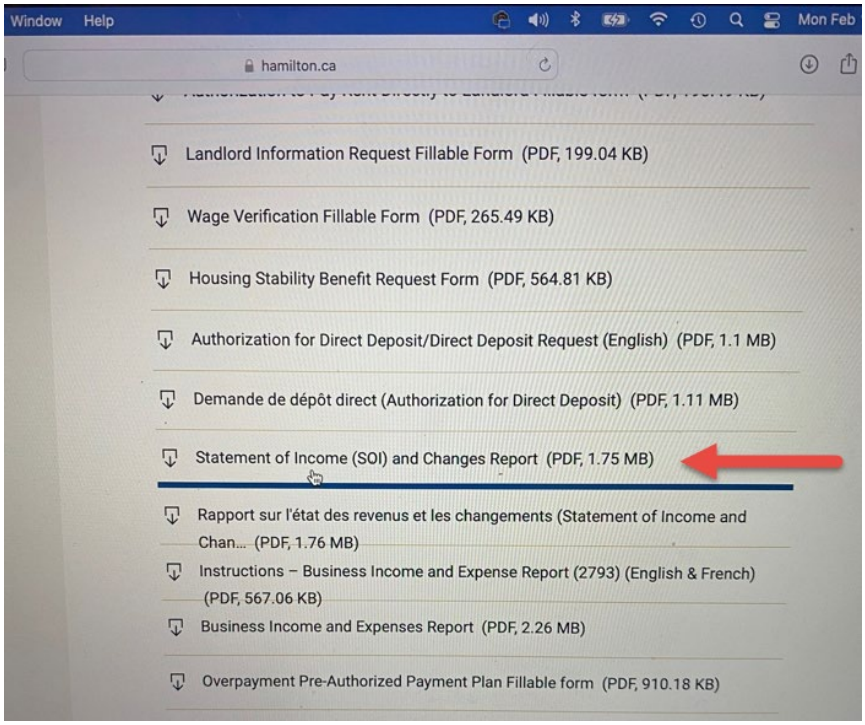


Computer iOS users using Safari

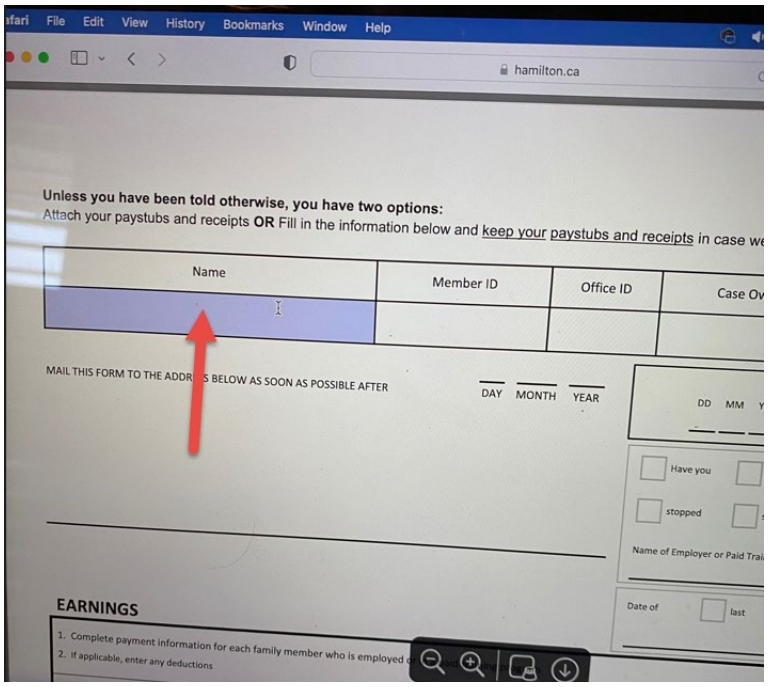
Ensure that your version of Safari is up to date.

Locate and Select the form you want to complete.

Click on the form:

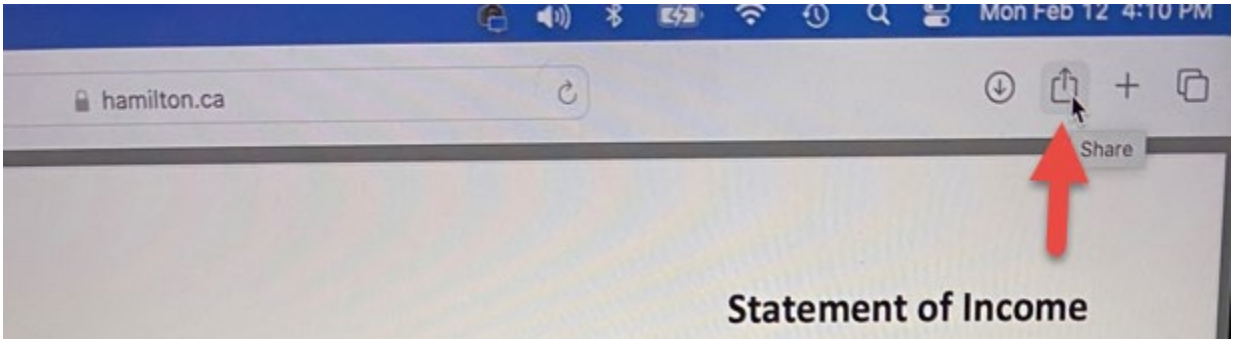


The form will look like it is not fillable, but click on the box under Name to activate form field:

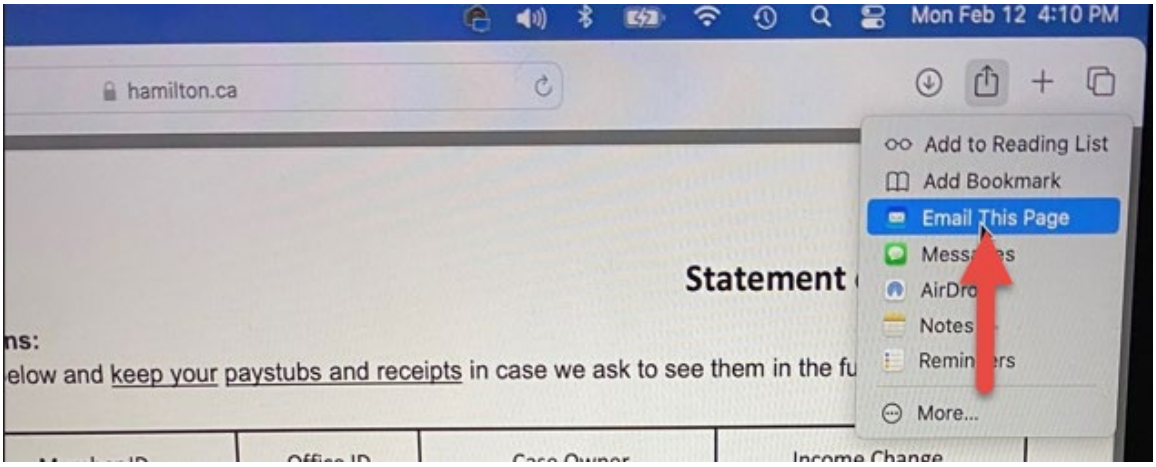


Click Tab (or click on each form field) to navigate through form to complete.

Click on the Share button at the top right:



Then click Email This Page:



It will then open your email app.

Send to the appropriate email address.