

City of Green Division of Taxation
E-file Troubleshooting Guidelines

General information regarding the use of the e-File system:

When the E-file form is selected, the user should see a purple box across the top of the document which will include the words "Please fill out the following form..." and on the right side of the screen a user should see the words "Highlight Existing Fields." **If this information is not displayed, it is likely that the required "Adobe Reader" is not being used and therefore the calculation function will not work and the "Submit to City" operation will not occur.**

Also, page 2 of the document should appear with light blue shading for boxes available for inputting information. Boxes outlined in red indicate required fields. If required field boxes are not outlined in red and the "Highlight Existing Fields" wording appears, click on the "Highlight ..." box which should then display the required fields.

The e-File form should appear like this:

1. If Your Only Source of Income is From Wages - Complete Only Page 1 and Attach City Copy of W-2's. (Use largest wage figure)

A. Employer's Name	B. Actual Work Location City/Township	C. Taxable Earnings (Usually Box 5 of W-2)	D. Green Tax Withheld	E. Other City/JEDD Tax Withheld	F. Credit limit for Taxes Paid to another City/JEDD See Instructions
TOTALS:			1C. \$	1D. \$	1F. \$

Hints & Troubleshooting Suggestions:

If the form doesn't display as shown above, changing the Web Browser often cures the problem. Internet Explorer and Mozilla Firefox seem to have relatively few issues (for PC's) while Safari usually works well for MAC's.

Problems encountered while using the e-File system may be caused by the combination of the web browser used, device (laptop, tablet, desktop, etc.) and operating system along with the multitude of different versions of each that could be on your device. The troubleshooting suggestions below solve most of the problems that may be encountered. If problems persist, please call the Income Tax Division for assistance at (330) 896-6622.

1. The "Adobe Reader" is required in order to use the Fillable PDF forms. This is a free download available at www.Adobe.com and it must be installed on your computer before you begin the e-File process. Occasionally, a user finds that an older version of the Adobe Reader (such as version 9.5.xx) works best.
2. Internet Explorer works best with the Fillable PDF form.
3. PC users will not be able to use the Adobe Viewer (Adobe Reader is required). Even when Reader is installed, some Web Browsers such as "Google Chrome" default to the "Viewer" which will cause a problem. Below are the steps to adjust Chrome settings by disabling the Adobe Viewer so that the Adobe Reader can be used:

- Open Google Chrome
- Click on Chrome Address Bar
- Type in: About:plugins then, Press ENTER
- A list will appear of the plugins –
- Click on Disable next to "Chrome PDF Viewer"

4. For Mozilla Firefox, when the Fillable Form opens in the browser, it will not have the fields highlighted as shown in the image above. Click on the "Open with Different Viewer" tab in the upper right corner of the window. A window will appear with the options to "Save the file" or "Open with". Click on "Open with", select Adobe Reader in the drop down box, and then click OK.
5. MAC users must be sure that the MAC's default "Adobe Preview" is disabled (since Adobe Reader is required for the e-File form). The Adobe Reader (for MAC) must therefore be installed.
6. This link helps diagnose common Adobe issues and fixes: <http://helpx.adobe.com/reader.html>