

State Tax Commission January 21, 2010 Tip
Topic: Problems Accessing State Tax Commission Forms



Dear STaCy,

I went to your web site at www.michigan.gov/statetaxcommission (not a live link) and tried to open form 4689, *State Tax Commission Request for Changes in Personal or Employment Information for a Certified Assessor*, so I could notify you of my new mailing address, phone number and email address. I was unable to open the form and received an error message. The message included a statement that the document might be corrupt and something about an update. Could you please fix the problem and so I can access your form?

Thank you,
Ima Frustrated

Dear Ms. Frustrated,

Very timely subject considering our office has received several complaints from individuals who have had trouble opening pdf documents on our website.

After some research, it has come to our attention that beginning in 2010 all versions of Adobe Reader software must be updated to the current 9.3 version to successfully open and access any pdf documents on the internet. This update is being done automatically for many users via their internet providers but not for all users.

If your provider does not automatically update the Adobe Program when you access a pdf document online, you may be prompted to run the update. If you are not prompted to run the update and are still experiencing problems, you may need to download and run the upgrade manually. To locate the Adobe download, go to www.Adobe.com (not a live link) and select "Get Adobe Reader" from the Downloads selection list at the top of the page and follow the instructions.

As always, it is a good idea to check with your IT staff before downloading anything to your computer.

Sincerely,
STaCy