**OPEN PDFS IN READER FOR BETTER PERFORMANCE**

If you have trouble opening or printing PDFs from some sites, or if your PDFs don’t open correctly, you should save them to your computer and open in Adobe Reader or Acrobat. Sometimes the built-in PDF readers in Firefox and Chrome don’t interpret form fields or other PDF features properly. There are a couple of ways to save PDFs from a web page:

- If you haven’t clicked the PDF link yet in a browser window, right-click the link instead and select **Save link as** (in Chrome or Firefox) or **Save target as** (in Internet Explorer). This will prompt you to save the PDF to your computer. Note: this method works with other file types, too, like text, Excel, pictures, and Word documents.

- If the PDF is already open, look for a **Save** button (disk) or **Download** button (down arrow) on the edge of the page.

- Newer versions of Firefox may give the message, “Please wait…If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.” This indicates that there is a **PDF form on the page**, and you will need to open the PDF in Reader or Acrobat to use it. Look for and click the **Open With Different Viewer** button in the top right.

- Once your PDF is saved to your computer, go to your download location and open the PDF as you normally would, in Adobe Acrobat or Reader.

If you open PDFs from your browser frequently, contact the KITS help desk at [it@katz.pitt.edu](mailto:it@katz.pitt.edu) or at 412-648-1601 to have them change your browser preferences so you can skip this step.

**BACKING UP FILES ON YOUR COMPUTERS**

Do you have backups of your important files? Would your research survive if you had a catastrophic hard drive or malware incident? Contact Katz IT anytime at 412-648-1601 or [it@katz.pitt.edu](mailto:it@katz.pitt.edu) to talk about a backup solution for your data. Here are some tips:

- Have a critically important file? **Email it to yourself** to create an archived copy.

- A high-quality, 2TB external backup drive is about $150. You can order one through KITS by going to the [purchasing application](http://joe.katz.pitt.edu/purchasing).

- You can also use a **flash drive** for temporary backups—it’s better than nothing—but **don’t rely on a flash drive** as your sole backup solution.

**STAYING SAFE ON THE INTERNET**

Many different kinds of free software available on the internet contain malware, adware, or browser hijackers. Especially notorious are media player/conversion software (audio and video), PDF software, malware “removal” tools, file compression (zip) programs, and browser toolbars.

If you need any software tools, especially a tool in the categories above, please contact the help desk at [it@katz.pitt.edu](mailto:it@katz.pitt.edu) before Googleing and downloading software off of the Internet. We may already have suggestions for safe software you can use. You can also check the Software Download Service through the my.pitt.edu portal for safe downloads. Do not rely on commercial sites like CNet or Download.com to be safe.

If you notice installation windows or other strange popups on your computer, or if you have new browser toolbars or other odd changes, **email the help desk** at [it@katz.pitt.edu](mailto:it@katz.pitt.edu), or call us at 412-648-1601.

**And don't forget:**

When updating an older Office file that has a **.DOC**, **.XLS**, or **.PPT** file extension, **save it as** a **.DOCX**, **.XLSX**, or **.PPTX** instead. Updating your files as you go helps prevent compatibility issues in the future.