

## Guideline for Accessing Request for Exception (RFE) Forms

*Please note: this document provides guidance on how to access, download, and work with the RFE forms. This is based on our research with the forms and different internet browsers; however, it may not resolve all issues. If you need additional assistance, we encourage you to contact your organization's IT support.*

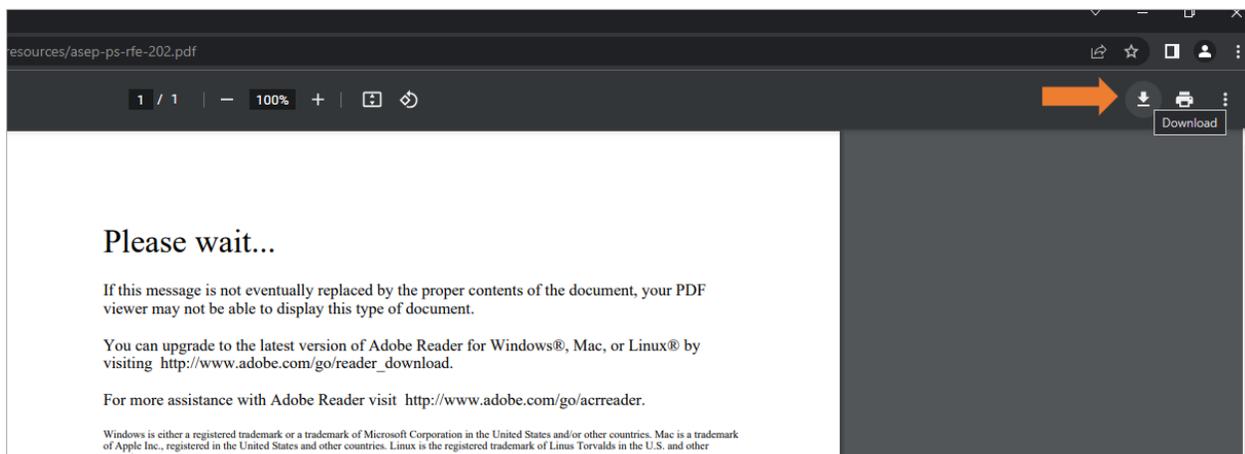
The RFE forms are special forms that can be only accessed using Adobe Acrobat. If you don't have a PDF reader and your default setting on your PDF software is set to a web browser, then the RFE forms might not open correctly. Alternatively, you will need to download/save the forms on your computer.

Whether you are using Chrome, Firefox, Microsoft Edge, or any other browser, the below is a step-by-step guide on how to access the RFE forms:

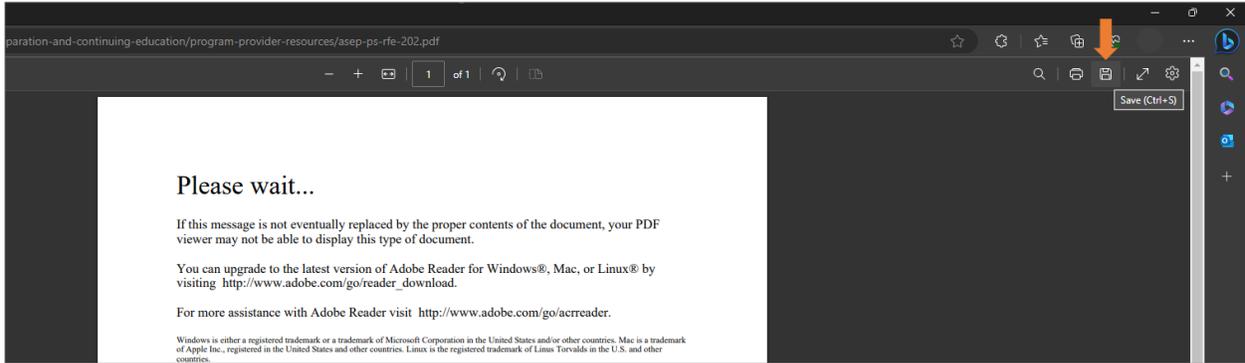
1. **Locate the RFE forms:** Locate the RFE forms found on the [Program Provider Resources webpage](#) under Forms and Documents and click on the RFE form link. The RFE form will open in your default web browser.
2. **Download the RFE forms:**

The Download icon differs from one browser to another. Below are screenshots of the different download icons across Chrome, Firefox, and Microsoft Edge.

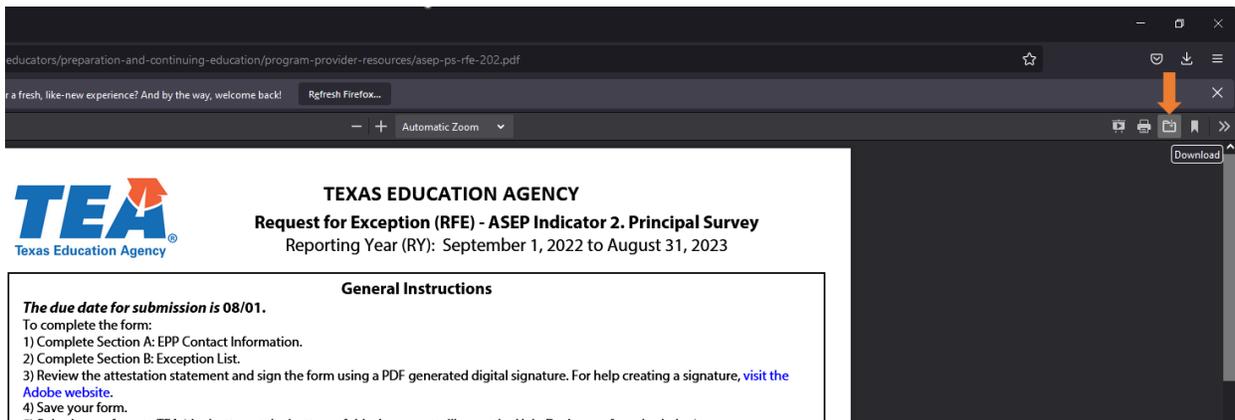
For [Chrome](#) and [Microsoft Edge](#) users, you might receive the below error page after clicking on the RFE forms link. As a result, for [Chrome](#) users, click on the Download icon (downward arrow). The downloaded form would be saved in your Downloads folder.



For Microsoft Edge users, click on the Save icon and save the file in your preferred destination.

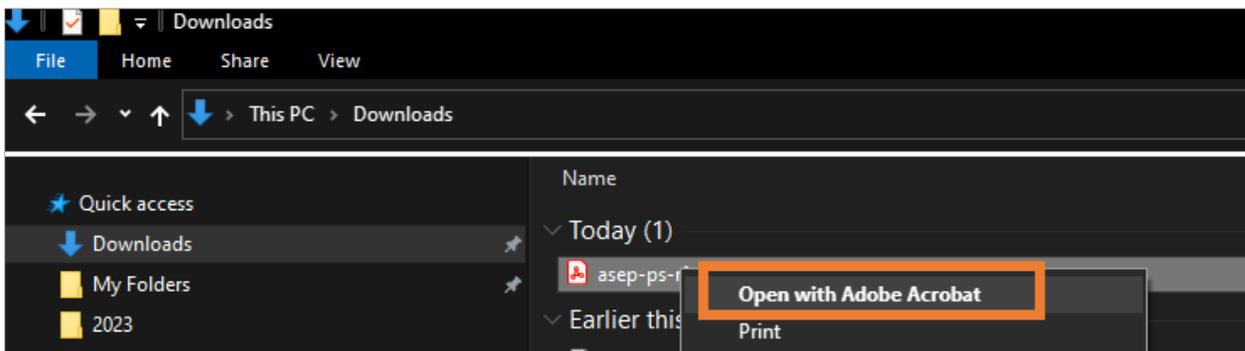


For Firefox users, the RFE form might appear to open correctly, however not all fillable fields might be displayed. Thus, click on the Download icon (folder with a downward arrow inside it). The downloaded form would be saved in your Downloads folder.



### 3. Open the RFE form using Adobe Acrobat:

Right-click on the RFE form and select 'Open with Adobe Acrobat'.



The RFE forms should open normally and correctly with the option to enter all fields as per the form instructions.