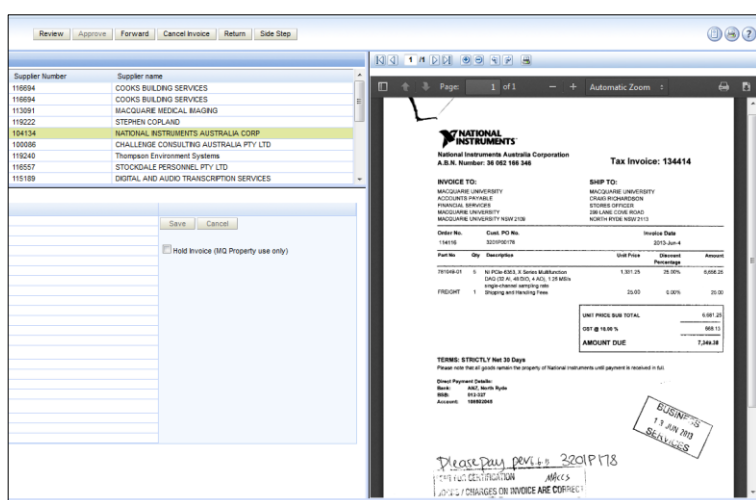## Firefox PDF Viewer Troubleshooting
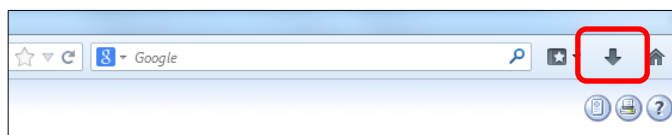
Mozilla Firefox version 19 or later contains a built in PDF viewer which enables any **invoices.mq.edu.au** user to select an invoice and view within the browser, rather than in a separate window.

Viewing a PDF in Invoices using Firefox

Downloading the Invoice Image

The Image may need to be downloaded to be viewed. Whilst this is normally an automatic process some settings and versions require the user to press the download button which is situated at the top right of the screen.
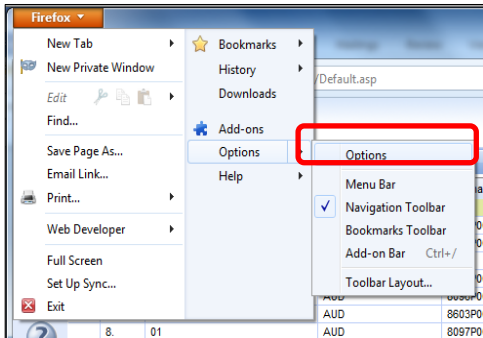

Selecting download in the Firefox browser

Upon selecting the download the Image should appear. See further troubleshooting points to be able to automatically view the PDF, rather than select download.

mq.edu.au

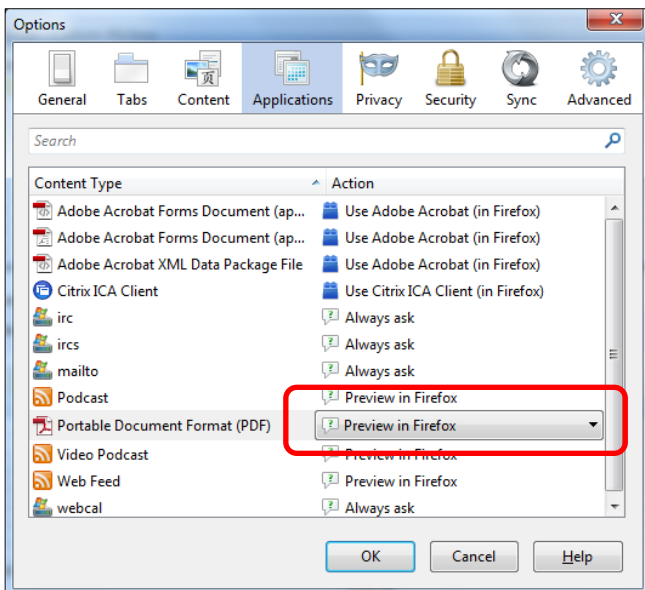**Viewing the Invoice Automatically within the Browser**

To view the invoice image automatically within the browser the user must ensure the application settings for PDF's are set as 'preview in Firefox'

To confirm this setting select Firefox button > Options > Options

Selecting options

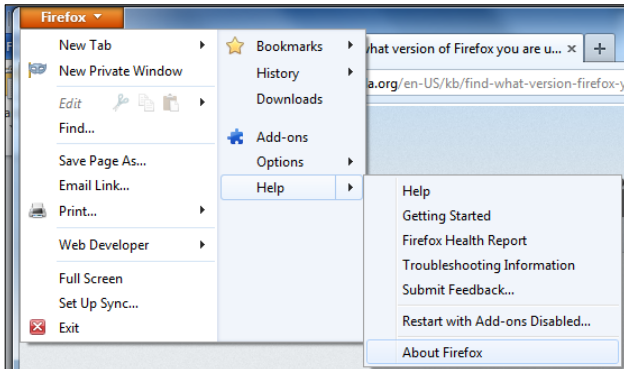Ensure the action for 'Portable Document Format (PDF)' is set as 'Preview in Firefox'

Ensure 'preview In Firefox'

Once confirmed press 'ok' and return to the browser. Invoice images will now automatically appear in the browser rather than downloaded.

No 'Preview in Firefox' option available

The built in PDF viewer is only available from version 19 or later. If an earlier version of Firefox is being used, this function will not work.

To check the version number select the Firefox button in the far top left hand corner of the screen, then press help and about.

Firefox help

The about Mozilla Firefox summary will appear. The version number is listed underneath the Firefox name.

Firefox about summary

If the Firefox is version 18 or earlier, please contact you're systems administrator to download the latest version.

Still can't view the image or download?

If the image still can't be viewed please contact you're administrator to check for plugins which may be affecting the PDF. It is also recommended that Firefox be removed and re-installed.

Contact us

Office of Financial Services
Macquarie University NSW 2109
Building E11A

CRICOS Provider Number 00002j