

Changes to Adobe Reader affecting some Manulife clients

Last Updated: February 7, 2011

Last Updated by: Manulife Group Benefits eBusiness

You may currently be experiencing difficulty opening PDF documents and forms available through our Group Benefits secure websites. This is a result of application security enhancements by Adobe, which recently added new default settings to its Acrobat Reader software (starting with version 9).

Manulife has assisted several clients to ensure that all PDF documents that are available through our Group Benefits secure websites are now accessible. We are committed to providing an optimal online user experience and realize the potential inconvenience of Adobe's security changes.

If you are experiencing difficulties with PDF documents on our Group Benefits secure websites, please review this document.

Background

With Adobe's release of Acrobat Reader 9, Adobe has added new user preferences. One of these new preferences, *Security (Enhanced)*, when selected, will stop PDFs from retrieving information from "untrusted" sites; this results in a variety of issues for Manulife plan members – from looping screens, to missing data, to error messages.

This document will show the most common issues reported to Manulife, and the solution.

This document addresses the following:

- User receives "Security Warning" when attempting to open a PDF. [Go to Page 3](#)
- User is able to open a PDF but the fields that were once pre-filled are now blank. [Go to Page 3](#)
- User is able to open their Benefits Card but it appears there is missing information. [Go to Page 9](#)
- User tries to open a form, but the form does not open and nothing happens. [Go to Page 12 \(see also Page 3 if needed\)](#)
- User tries to open a form, a window opens and then closes. [Go to Page 12](#)
- User tries to open a form, a window will go into an infinite loop of opening and closing, resulting with the user forced to shut down the PC. [Go to Page 12](#)

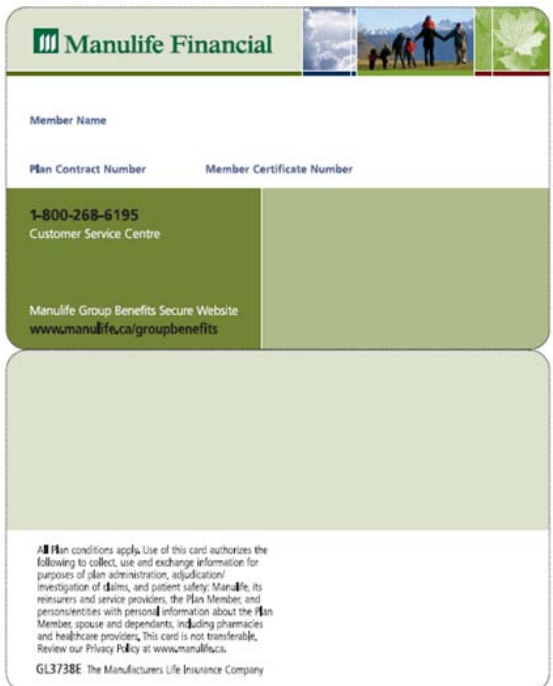
How to correct: Security Warning: “Acrobat is attempting to connect to http ...” and/or Unable to open certain forms or they are blank

This section deals with two concerns:

1. Manulife Group Benefits members receive a Security Warning message when attempting to open forms.



2. Manulife Group Benefits members are unable to open certain Claims Forms and/or their Benefits Card (fields are blank) and/or

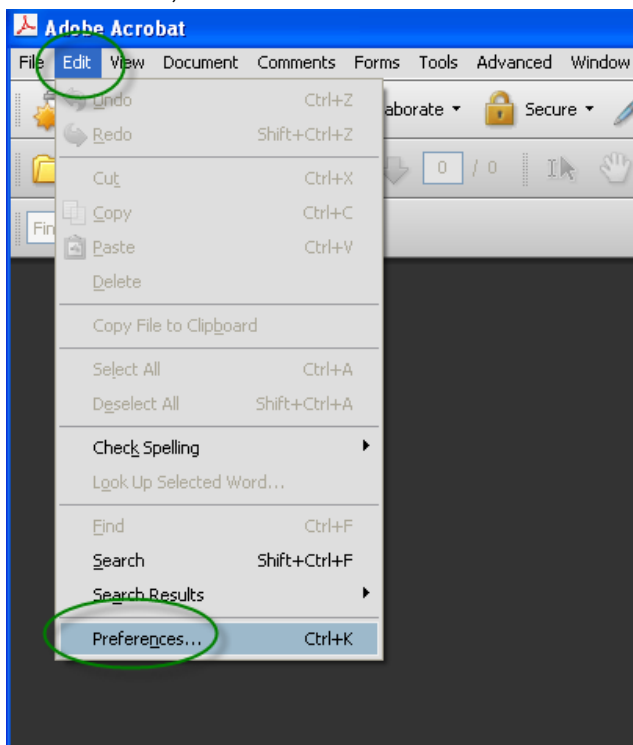


With the new versions of Adobe (Versions 9 and 10), Adobe has added a new Security Setting called *Security (Enhanced)*. Essentially, default setting will now stop any “pre-populated/pre-fillable” Adobe forms (called FDFs) from either opening, or from displaying the “pre-filled” information. This will happen to any of these form types regardless of who owns the form – it could even happen with the user’s own company.

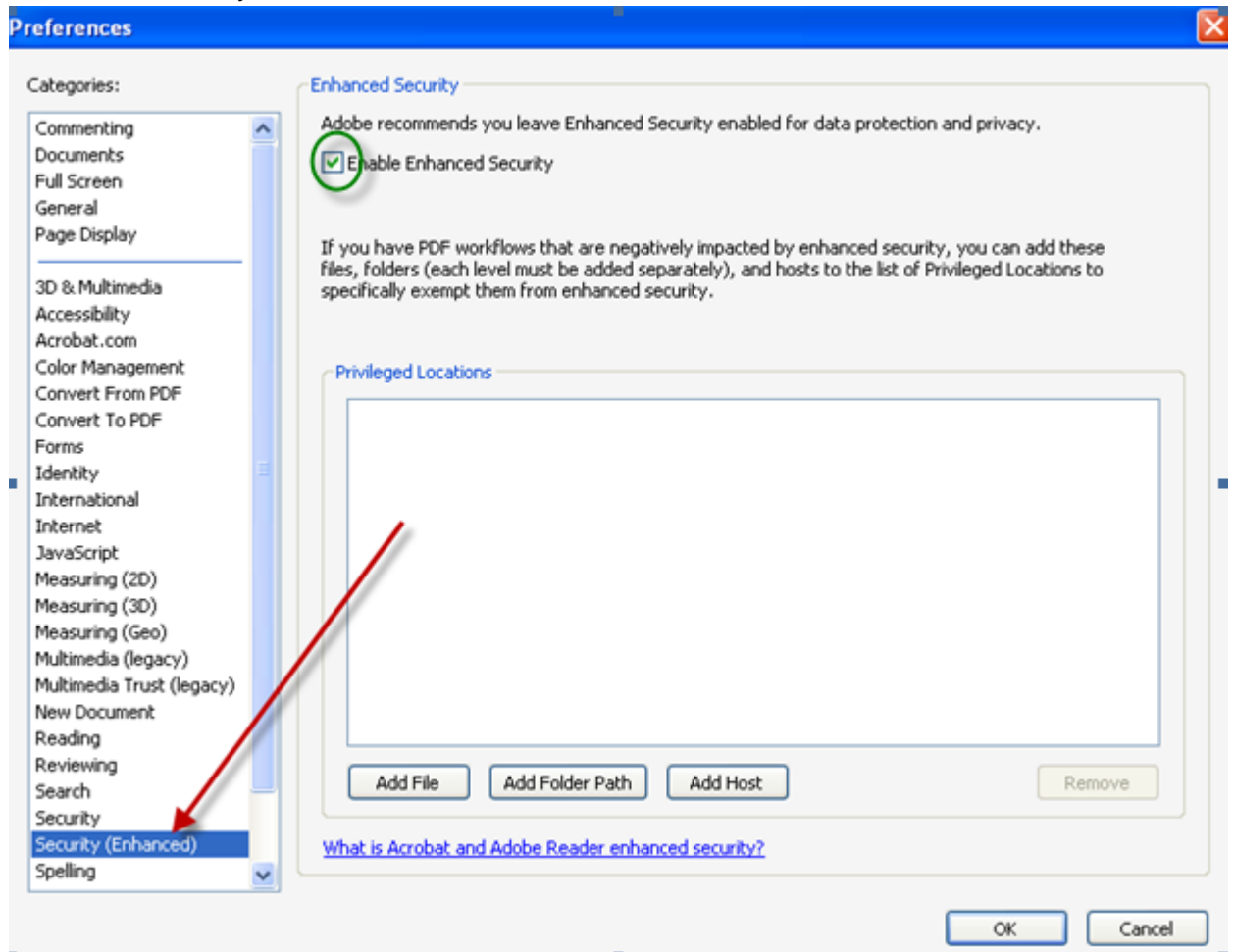
Usually, at some point when the user is trying to access the form, they will see a pop-up window stating that the form/site is not a trusted site (*See previous screen shot. If the user clicks on “Allow” and places a checkmark in the “Remember my action for this site”, this should solve the issue immediately. This will not solve the issue if their IT department has locked down this ability or if the user clicks on “Block”; in that case it is likely that the next time they see this message, and click “Allow”, nothing will happen*). In this case, please try one of the following solutions below.

Solution 1: Remove the checkmark beside Enable Enhanced Security

1. Open Adobe Acrobat Reader
2. Click on Edit, then click on Preferences



3. Click on Security (Enhanced) on left frame, and remove the checkmark beside Enable Enhanced Security.

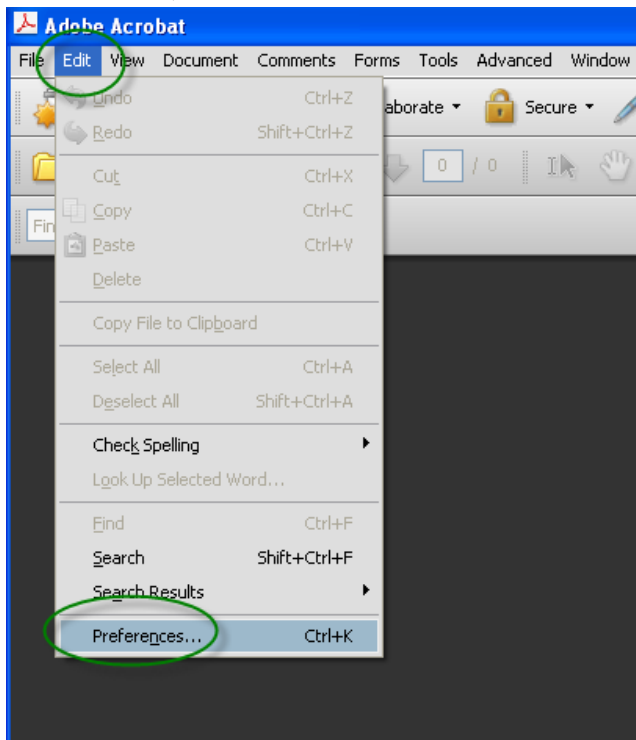


4. Click OK
5. Close out Adobe
6. Open your Internet Browser
7. Go to the Manulife website (www.manulife.ca) and log on to your Group Benefits site.
8. You should now be able to open forms and view your Benefits Card.
9. If you are unsure about leaving this checkmark off, or your IT department has requested you do not change this setting, then proceed to Solution 2.

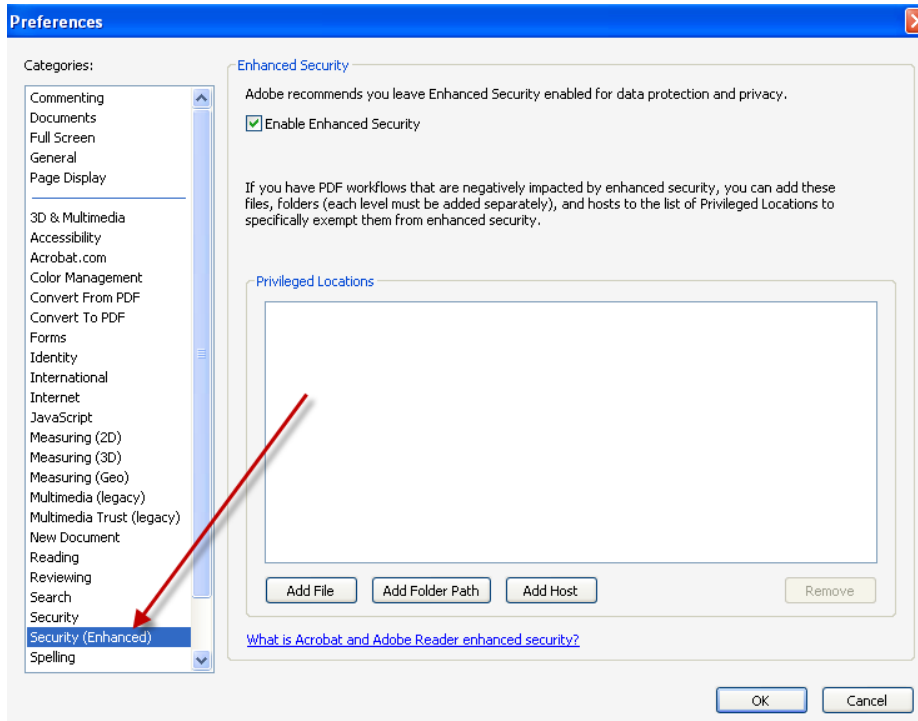
Solution 2: Add Manulife's Group Benefits websites to Adobe's Trusted Sites

This solution does not change the security settings for Adobe, instead, it gives Adobe Reader software permission to obtain the "trusted" information coming from Manulife and will input in into the form. **This is the preferred option from Adobe.**

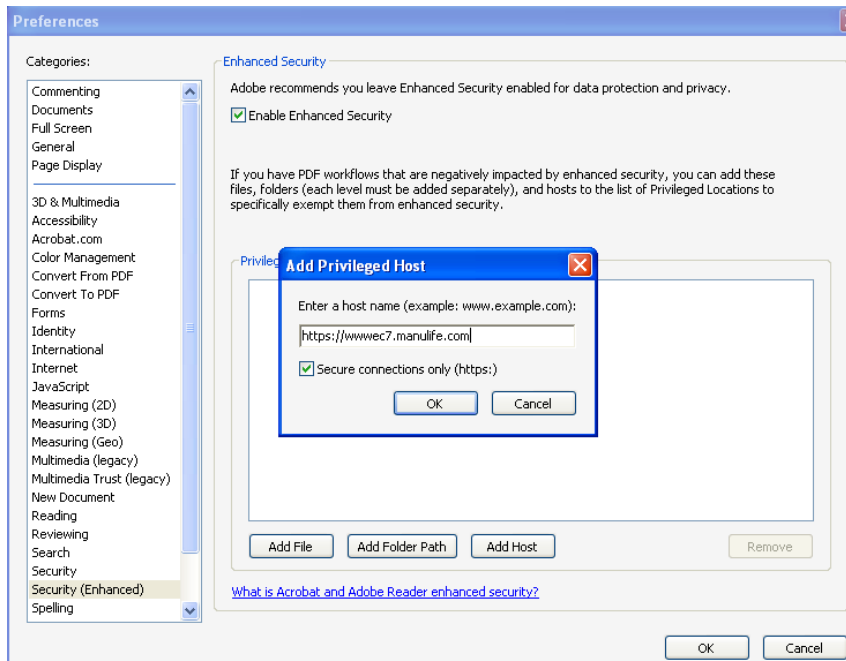
1. Open Adobe Acrobat Reader
2. Click on Edit, then click on Preferences



3. Click on Security (Enhanced) on left frame, and ensure there is a checkmark beside Enable Enhanced Security (if not, click the box to add the checkmark).

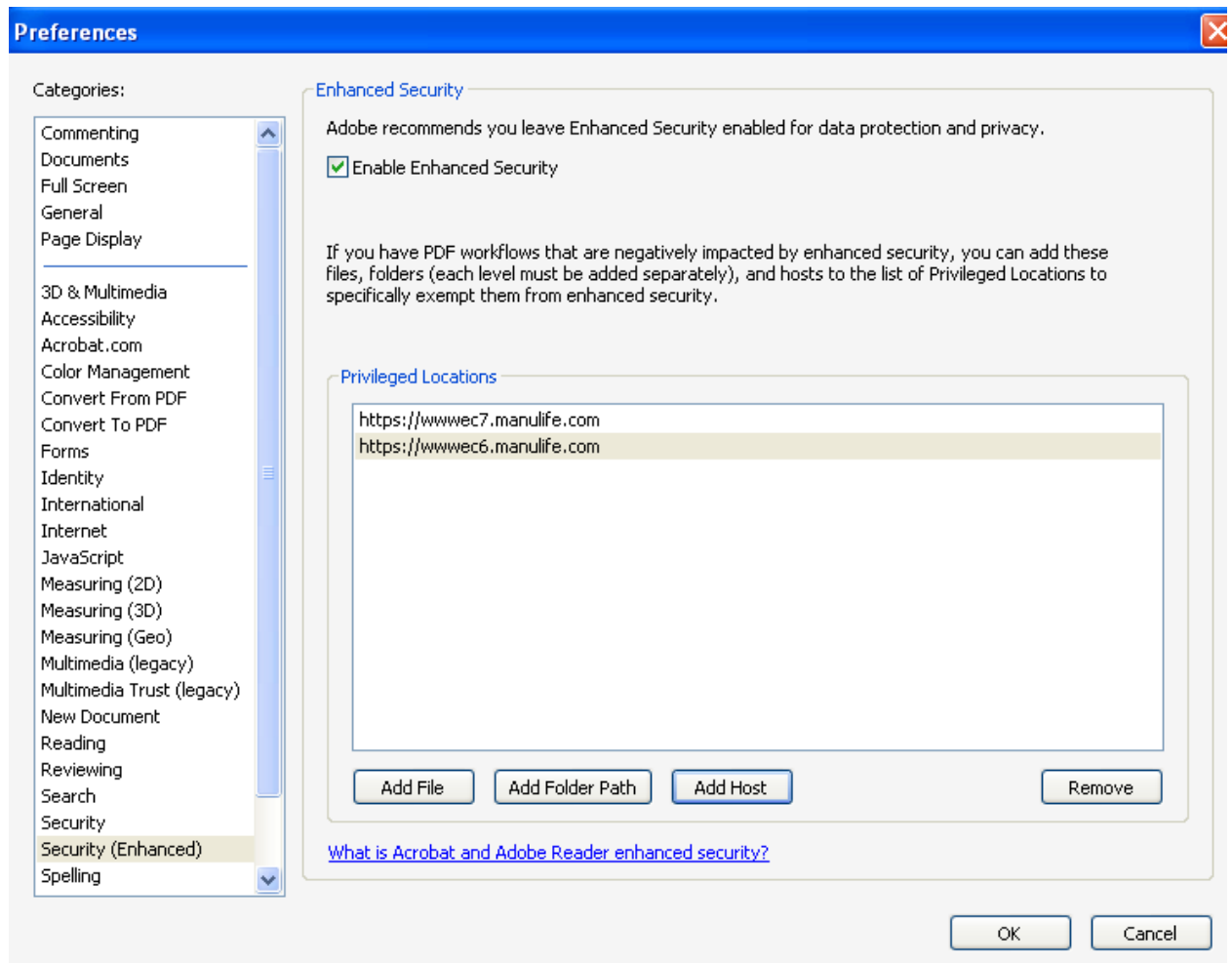


4. Click on Add Host Button.



5. Place a checkmark in the box beside "Secure connections only (https:)"
6. Type <https://wwwec7.manulife.com>

7. Click OK
8. Click on Add Host again
9. Place a checkmark in the box beside “Secure connections only (https:)”
10. Type <https://wwwec6.manulife.com>
11. Click OK
12. It should look like this screen shot:



13. Click OK and Exit out of Adobe Reader.
14. Open your Internet Browser
15. Go to the Manulife website (www.manulife.ca) and log on to your Group Benefits site.
16. You should now be able to open forms and view your Benefits Card.
17. As this is only giving Adobe access to Manulife’s sites, you are not adding any risk to your computer settings.
18. If you were to come across other websites/companies that use these types of Adobe forms, you would need to follow these instructions and add their appropriate sites.

How to correct: Unable to see all content on their Benefits Card

This section describes two possible solutions when a user reports that they see some of the information on their Benefits Card, but not all.

There are two possible causes of this issue:

1. The Adobe user preference settings for “Highlighted” fields have been activated, and it is giving the appearance that there is missing information.
2. The member may or may not have certain benefits, and thus, these will not appear on the Benefits Card.

Below is a view of what some users may see when viewing their Benefits Card. As you can see, there appears to be missing information as there are blank fields being displayed:

Manulife Financial

Michael Gallant
Member Name

0094050 114026
Plan Contract Number Member Certificate Number

1-800-268-6195
Customer Service Centre

Manulife Group Benefits Secure Website
www.manulife.ca/groupbenefits

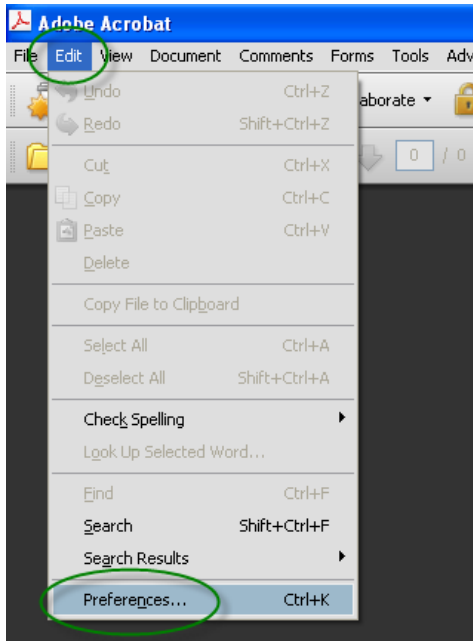
All Plan conditions apply. Use of this card authorizes the following to collect, use and exchange information for purposes of plan administration, adjudication, investigation of claims, and patient safety: Manulife, its reinsurers and service providers, the Plan Member, and persons/entities with personal information about the Plan Member, spouse and dependants, including pharmacies and healthcare providers. This card is not transferable. Review our Privacy Policy at www.manulife.ca.

GL3738E The Manufacturers Life Insurance Company

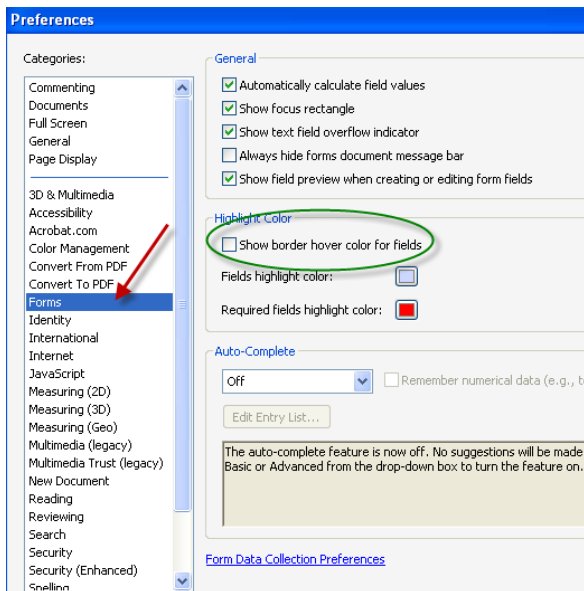
The reason these fields are highlighted is due to a setting in Adobe that shows all fields that can be updated. These fields are reserved for other information. For example, in the picture above, this member does not have drug or out of country coverage; therefore, the fields reserved for these coverages are blank and gives the appearance that there is information missing. One option is to leave the Adobe setting the way it as it will not affect the viewing/printing of the card.

If you would rather not see these fields, you can follow the following instructions:

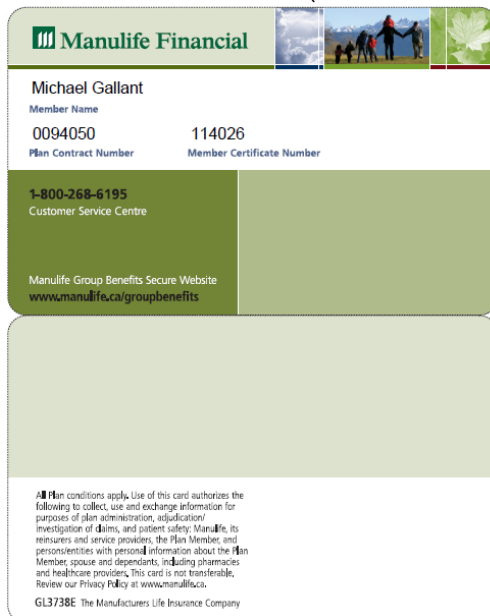
1. Close any PDFs and/or PDF windows that are open
2. Open Adobe Reader
3. Click on Edit, then click on Preferences



4. On the (left side) Categories section, select Forms and remove the checkmark from the “Show border hover colour for fields”



5. Close out Adobe
6. Log on to Manulife Group Benefits secure website and open your Benefits Card. It will now look similar to this (notice the blue fields are no longer there).



How to correct: Adobe PDFs not opening when clicked

When a user clicks on an Adobe PDF or FDF form, a window opens, then either closes or nothing happens at all, or a window will open and close in an infinite loop forcing the user to shut down their PC.

There are four possible causes:

- 1) The user already has a PDF open, or
- 2) The PDF is opening in a separate Browser Tab, or
- 3) The user's "Internet" Adobe Preferences does not allow PDFs to be open in an Internet Browser, or
- 4) The user's Internet Explorer default setting for Encrypted data has been changed.

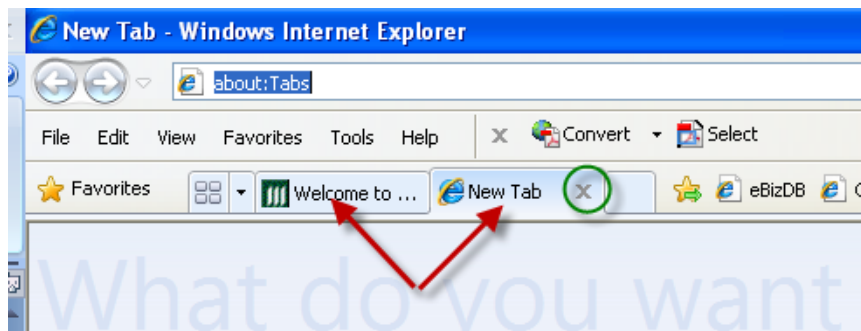
Solution 1: Close any Internet Browser window that is showing a PDF .

1. Check to see if there are any other Browser windows opened.
2. Do any of these have a PDF showing?

3. If so, close these windows and try to open the PDF again.
4. If this is not the issue, go to Solution 2.

Solution 2: Check Internet Browser's tabs

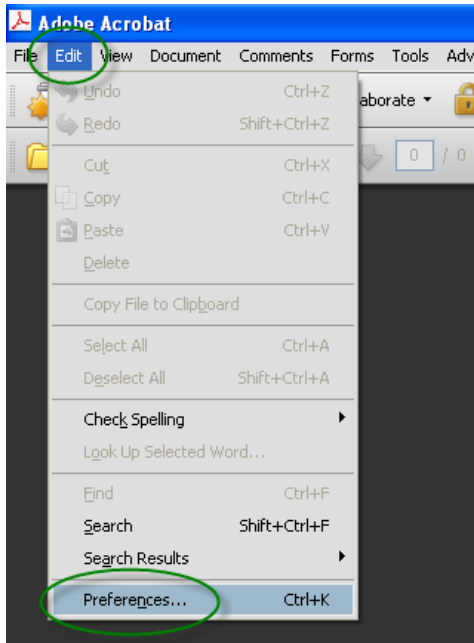
1. Within the Internet Browser, some browsers default to open other windows in another tab, versus another window.
2. Review the Browser's tabs (see example below) ... click on each open tab and/or close the tab. Sometimes the PDF may be opening in a tab, and the user may not immediately see that it did.



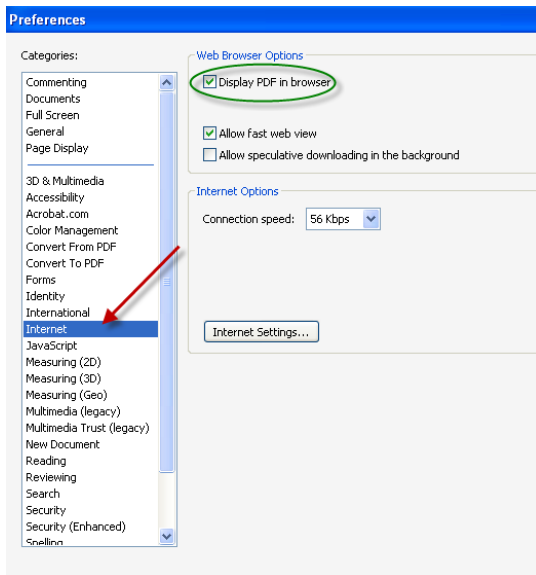
3. If this did not solve the issue, proceed to Solution 3:

Solution 3: Add a checkmark to allow PDFs to open in Browser

1. Close any PDF's and/or PDF windows that are open
2. Open Adobe Reader
3. Click on Edit, then click on Preferences



4. On the (left side) Categories section, select Internet, and place a checkmark in the box beside Display PDF in Browser.

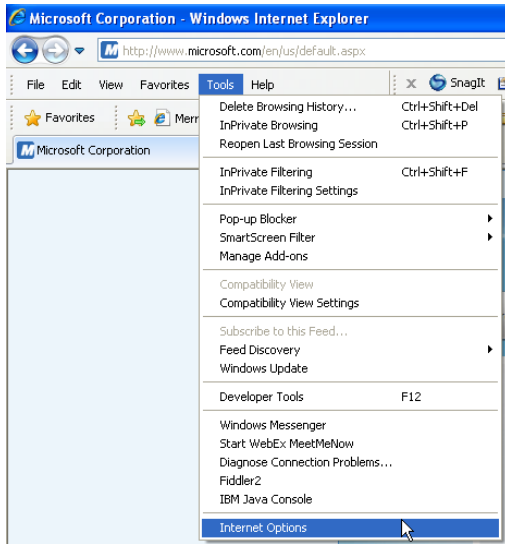


5. Click OK
6. Close Adobe
7. Try to open a form.

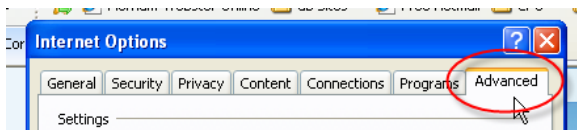
Solution 4: May need to change an Internet Explorer browser setting

1. Close all instances of Internet Explorer.

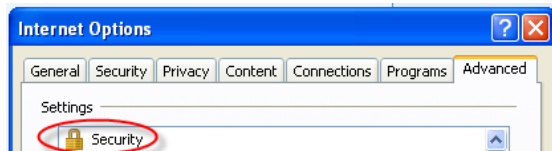
2. Open Internet Explorer. Click on Tools in the tool bar section of Internet Explorer, then click Internet Options.



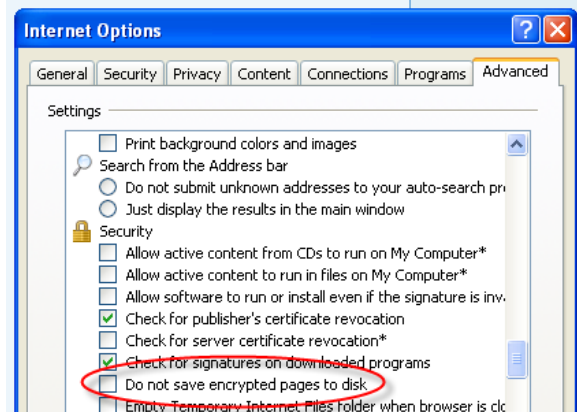
3. From the Internet Options window select the Advanced tab



4. Within the Advanced tab scroll down to the Security section.



5. Within the Security section scroll down until you find the Security section with the item "Do not save encrypted pages to disk"



6. If the “Do not save encrypted pages to disk” option is checked then you need to uncheck the option, as depicted above. If it was already checked, then do not proceed. Click Cancel.
7. Once the option “Do not save encrypted pages to disk” option has been unchecked, click on the Apply button and then click OK.

