
County Board of Appeal and Equalization

Interactive Form Troubleshooting and FAQs

04/30/2021

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Interactive Form Troubleshooting

The information contained within this document addresses technology-related issues users might have with the form. For information about the fields in the form, please see the “Step by Step Instructions.”

Overview

The Department of Revenue is using an interactive form for the County Board of Appeal and Equalization (CBAE) Record Form. It allows you to enter data into the form and automatically transmit the content to Revenue. The suggestions below are intended to help you use the form.

In order to fill out this form, you will need to know your organization’s Minnesota Tax ID. If the Minnesota Tax ID submitted does not match the ID we have on record, the form will prompt you to take further action. **Please see the CBAE Record Form Instructions for more information.**

System Requirements

Information entered into these forms will be computed, verified, and electronically transmitted to the Minnesota Department of Revenue. To ensure successful transmission of the form the forms should be completed on a computer; the use of a tablet or mobile device is not recommended.

The following is required:

System Requirements	Notes
Adobe Reader version 10	Adobe Reader software is provided for free, and should be installed on your computer. Other PDF products will not work.
Internet Explorer	The Department of Revenue recommends Internet Explorer as a browser for all its forms. Other common browsers (Chrome, Firefox, and Apple Safari) will also work with some setting adjustments. NOTE: Windows 10 Users – the “Edge” browser does not currently support this form. You must open the installed version of Internet Explorer 11.

System Requirements	Notes
Valid e-mail address	All communication will be made to the email address provided on the form. Please make sure the e-mail address is correct.

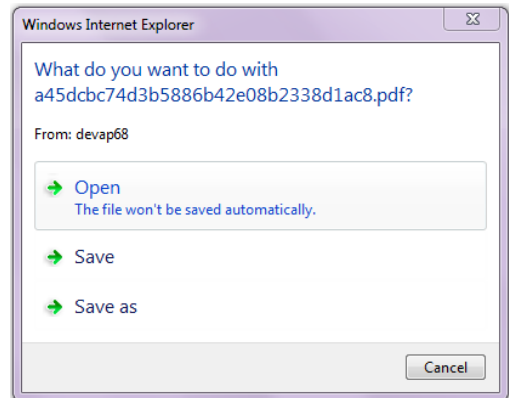
Adobe Reader Information

If Adobe Reader version 10 or above is not installed on your computer please complete the following:

1. Download the free [Adobe Reader](#)
2. Click on the form link (the form should open in Adobe Reader)

Note:

- If you are prompted by a pop up box, select open (right).
- The form may open with a lower magnification. To increase the size click the “+” in the Adobe Toolbar.



3. Fill in the form (use CBAE Record Form Instructions for additional information)
4. Click Submit when finished.



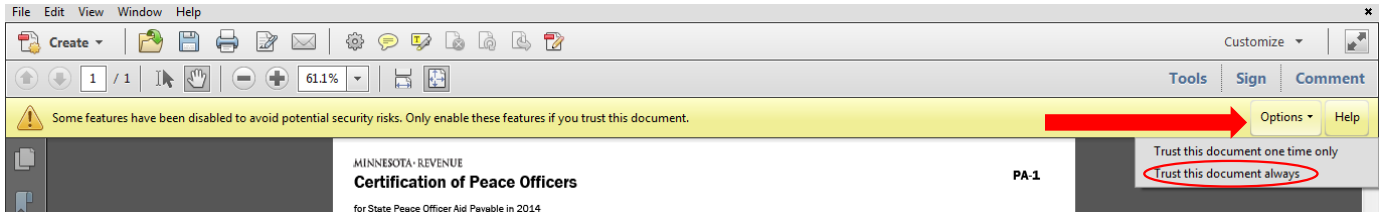
If you have Adobe Reader installed but the form is not loading, please review the FAQ document, “Why Won’t the Form Open.”

Document Security

The first time you open an interactive form, a yellow banner will appear across the top indicating the form is in “Protected View.” This protected view limits what the user is able to do and protects the users’ computer from potentially malicious content.

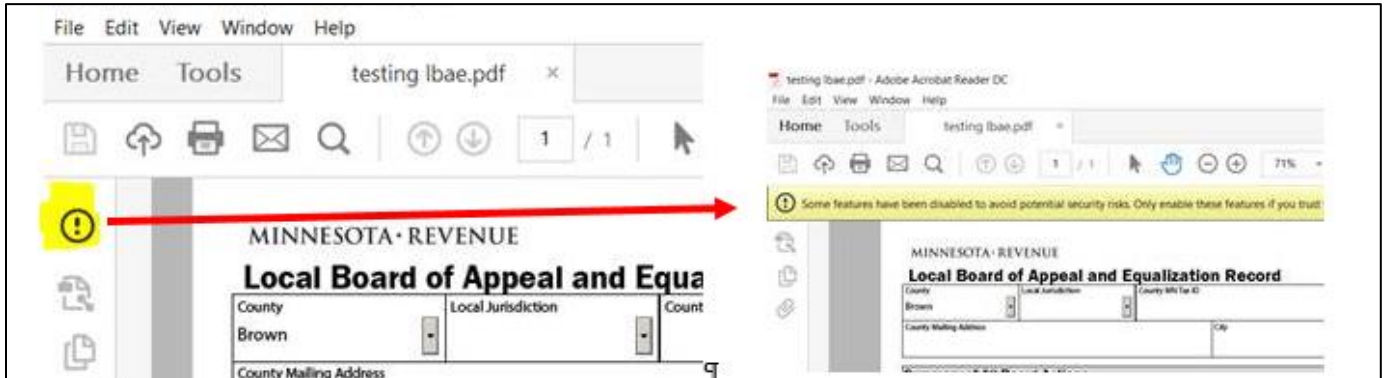
If you see a yellow banner, use the following instructions:

1. Click "Option" on the yellow banner
2. Select "trust this document always." Once enabled, the banner will change to purple and you should be able to complete the form.



If you are using a DC version of Adobe Reader, use the following instructions:

1. Click on the Security Symbol (exclamation point)
2. Select options
3. Choose “trust this document always”



Filling out the Form – Overview

For detailed instruction please refer to the, “CBAE Record Form Instructions” document.

1. **Moving through the form:** You can navigate through the form using either the mouse or the tab key. If a form is more than one page, use the scroll bar or Adobe Reader toolbar to move from page to page.
Note: Copy and paste features work within the form.
2. **If there are no appeals:**
 - a. Enter “none” in the property owner cell
 - b. Select “no change” in the “type of change” cell
 - c. Submit
3. **Adding rows:** If you have many items to enter, you may wish to first add multiple rows and then enter the data (refer to “Step by Step CBAE Record Form Instructions” for more information).
4. **Saving:** It is recommended to save a copy of your form, especially if you are entering many rows. When you save the document a prompt will populate to do a “save as” every time.
5. **Submitting:** When the form is complete, click on the “submit” button at the bottom of the form. There are also options to print and save but you still must click “submit” to transmit the form to the Department of Revenue.
6. **Confirmation of receipt:** You will receive an email confirmation with a copy of the submitted form. Delivery will depend on your email service provider which may arrive immediately or take up to 24 hours. The email confirmation will be sent to the email address provided to us on the form along with any subsequent information.

Frequently Asked Questions

Security Banner – What does the yellow “Trust Document” banner do?

To “Trust” the document the first time you open an interactive form a yellow (or other color) banner will appear across the top of the form indicating that the form is in “Protected View.” This “protected view” limits what you can do and protects your computer from potentially malicious content.

- Go to [Document Security](#) for instructions on how to disable page security.

Why can't I select my jurisdiction's name?

You must first select the county before you can select a specific jurisdiction. If you have selected your county and there are no jurisdiction choices in the dropdown menu to select, the form has not been properly “trusted.” The computer settings are preventing it from interacting with the Department of Revenue database. To fix this:

1. Select “trust the form always” if there is a yellow banner prompting for a response
2. Select an incorrect county from the drop down menu. This should “reset” the drop down and allow you to select the correct county.
3. Close the form and re-open the form.
4. Select options from the security prompt. If you do not receive a prompt, complete step 3 above.
5. Click “trust the document always”.

Can I save this form and send it to someone else to submit or finish?

Yes. In some cases, one person may be filling out the form and need to forward it to the proper person for signature and/or submission. Fill out all the information about your organization (county, organization name, MN Tax ID #, address) in the upper portion of the form before saving.

How do I complete a form a received from someone else?

When you open a form that someone else has emailed to you:

1. Right click on the PDF.
2. Select “save as”.
3. Save it to your computer.

You may need to “trust the document” as described under [document security](#). For best results, click “trust this document always.” However, if this doesn't work, click “trust this document one time only.”

Where is the submit button?

The submit button is located below the detail entries on the form. Depending on the length of the document, the submit button may be on the second page. You must go to the second page to find and click the submit button.

Why can't I click on the submit button?

This usually means that the form has already been submitted. If you are certain that the form has not yet been submitted email us at proptax.bae@state.mn.us

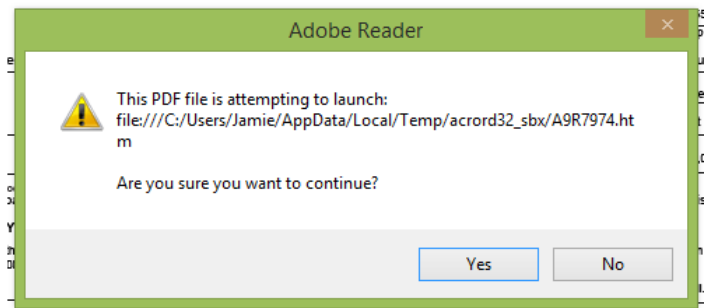
What if I didn't get an email receipt and copy of my form?

Depending on your email service, the email receipt may arrive anywhere from immediately to 24 hours later. Check that the form wasn't delivered to your spam or junk mail folders. The sender will be no_reply@livecycle.state.mn.us

If you don't have a receipt within 24 hours, please email us at proptax.bae@state.mn.us.

Why am I getting a "This PDF file is attempting a launch" message?

If you are trying to submit a saved version of the form, you might see this message. Click "yes" to continue.



Why won't the form open?

You may experience problems with Adobe Reader and its interaction with your computer. Unfortunately, the Minnesota Department of Revenue does not have the resources available to help with individual computer problems. Some basic troubleshooting is listed below.

Each of the various browsers (Internet Explorer, Firefox, Chrome, Safari) have different add-ons, "plug-ins," and "extensions" that enable the browser to open Adobe Reader forms. There may also be settings that trigger the Adobe Reader form to either open in the browser or as a standalone document (not in the browser).

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.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

If you are having issues with opening the form within the Adobe application, it is recommended that you attempt to use the form in the browser.

For detailed instructions on working with browser settings and plugins, see [Adobe XI Acrobat Help](#) or [General Acrobat Browser Assistance](#). In general, the form will work well if your web browser has:

- the proper Adobe Reader plugins or add-ons are enabled/disabled as needed; and
- the browser is configured to open the form within the browser using Adobe Reader.

In addition to the above resources, here are a few tips you might find useful if you are experiencing problems with:

- Microsoft Edge
- Internet Explorer
- Chrome
- Firefox
- Safari

Microsoft Edge

Windows 10 users: the “Edge” browser does not currently support this form. You must open the installed version of Internet Explorer 11.

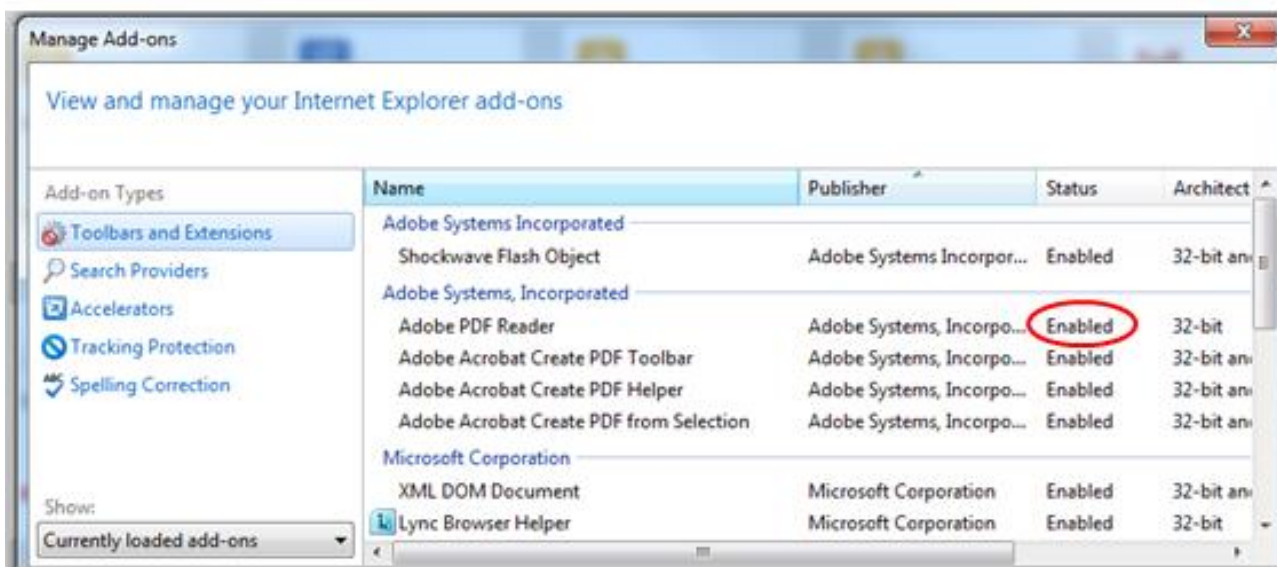


Internet Explorer

Ensure that Adobe PDF Reader extension is enabled:

1. From the menu, choose Tools
2. Select “Manage Add-ons”
3. Under Add-on types, select Toolbars and Extensions

Note: Ensure that Adobe PDF Reader is “enabled.” See [Adobe XI Acrobat Help](#) for step-by-step instructions.



Chrome

Chrome has its own PDF viewer but it does not work well with the interactive form and must be disabled.

To do so:

- 1) In the Chrome browser bar, type "chrome://plugins"
- 2) Find the Chrome PDF viewer and the Adobe Reader plug-in.
- 3) Ensure that the Chrome viewer is disabled (it is grayed out) and that Adobe Reader is enabled (as it is here). See [Adobe XI Acrobat Help](#) for step-by-step instructions.



Firefox

Firefox comes with a PDF "Preview in Firefox" setting that needs to be changed to "Use Adobe Acrobat (in Firefox)" for the form to work properly.

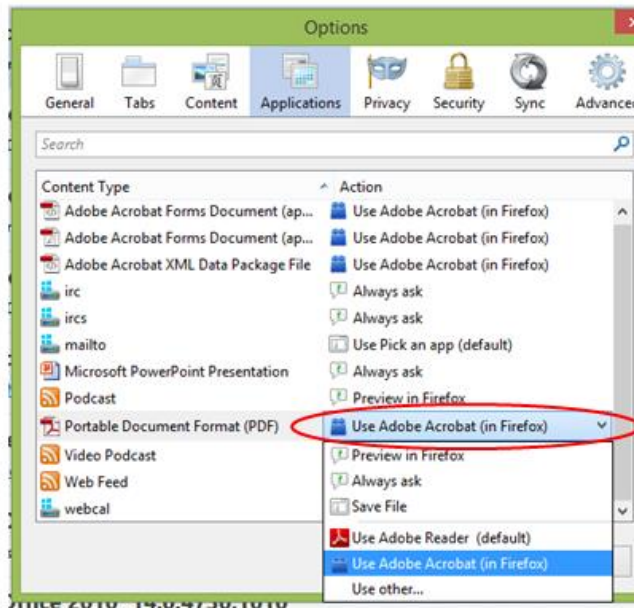
To do so:

- 1) From the menu, choose Tools
- 2) Select Add-ons
- 3) Ensure Adobe PDF Plug-in is "always activated" (as below)



- 4) From the menu, choose Tools
- 5) Select Options

- Under Applications, ensure that where Content Type says Portable Document Format (PDF), that the associated Action is “Use Adobe Acrobat (in Firefox)” (as at the right).



Safari

Mac user must use Safari as it is the only browser Adobe supports. Ensure that Adobe Reader is installed and is the default viewer for PDT’s. See [Adobe XI Acrobat Help](#) for step-by-step instructions.

All I see is a “Please wait...” message but I know I have Adobe Reader installed.

If you see this message and it is not eventually replaced, check to see that you have the proper plug-ins or add-ins installed, enabled, and/or activated.

See “Why won’t the form open?” question above. For help with your browser settings, go to [Adobe XI Acrobat Help](#) or [General Acrobat Browser Assistance](#).

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.

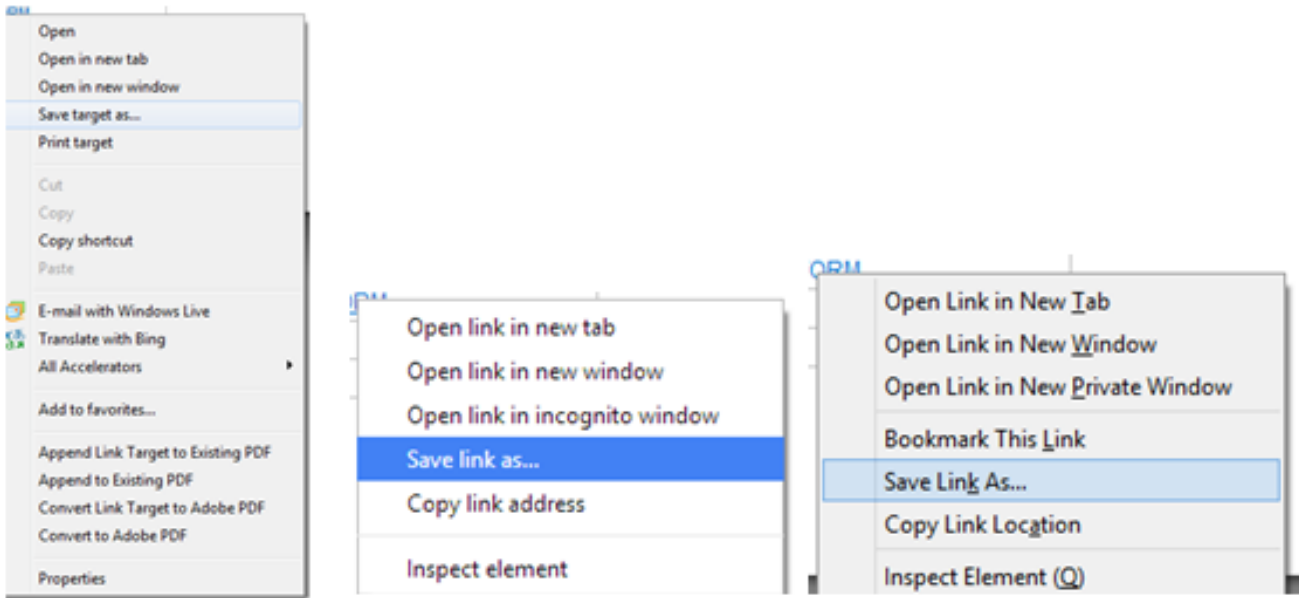
You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Can I save a standalone form outside of the of the browsers?

Try right-clicking on the form link and “save target as..” or “save link as..” depending on your browser. Note the name and save location of the form.



Can I opening form outside of browser?

When you locate and open your saved form for the first time, a yellow banner message will likely appear at the top indicating the form is in “Protected View.” See the “Trust the Document” section in Working with Interactive Forms.

- Please see [Document Security](#) to reset the security.