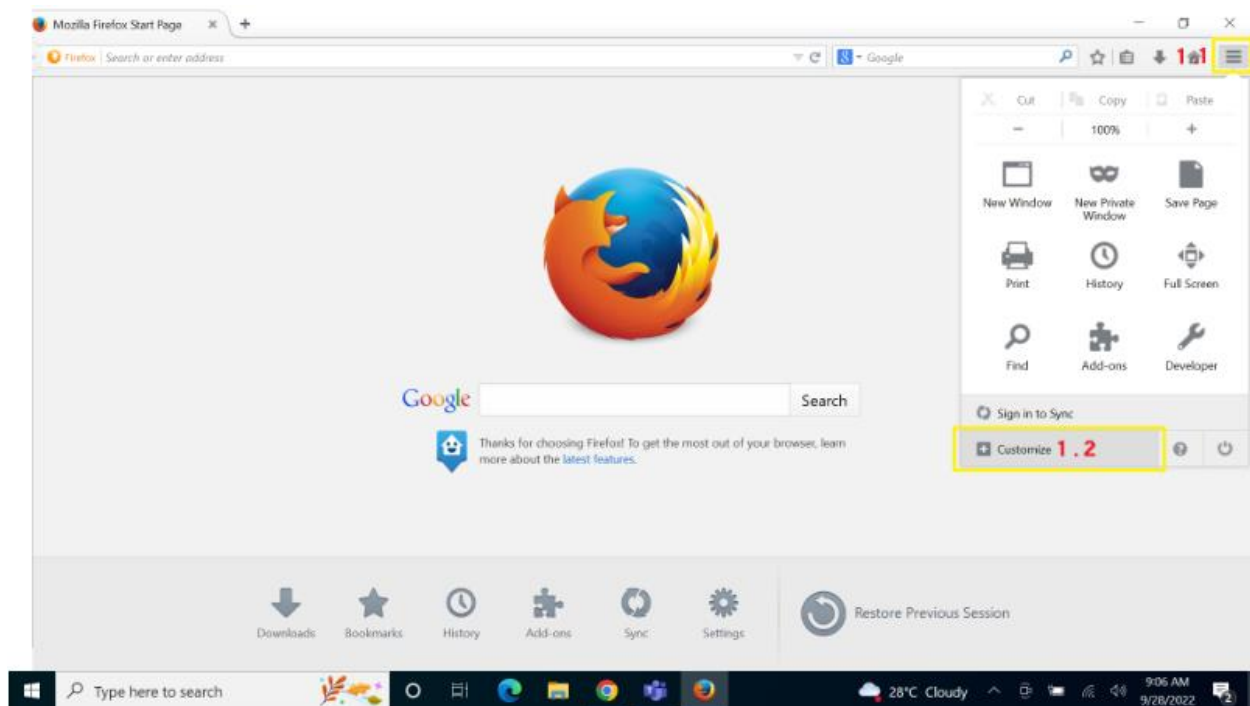


# Mozilla Fix: PDF automatically downloads when opened through the Helpdesk

## 1. Open Mozilla Firefox

1.1. Click menu on the upper right corner of the browser

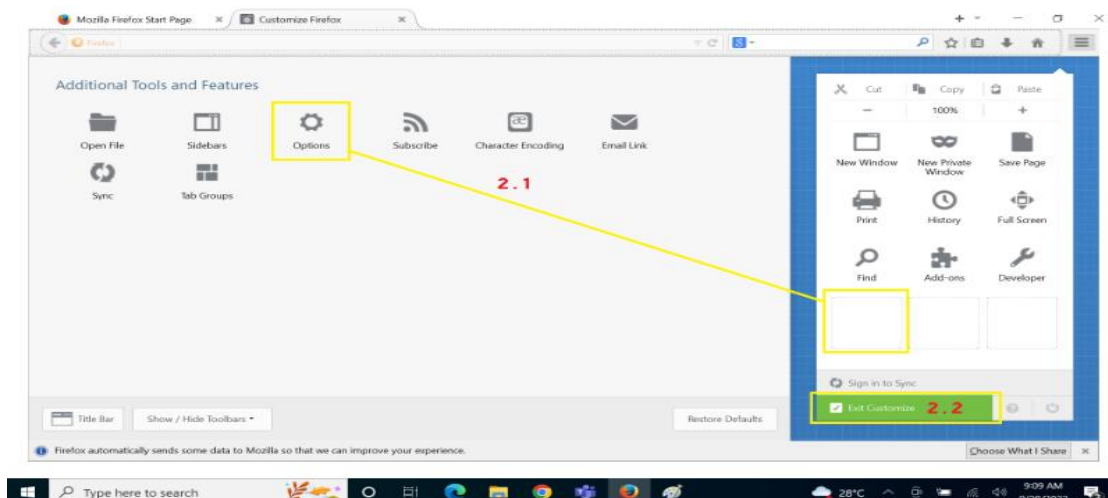
1.2. Click "**Customize**"



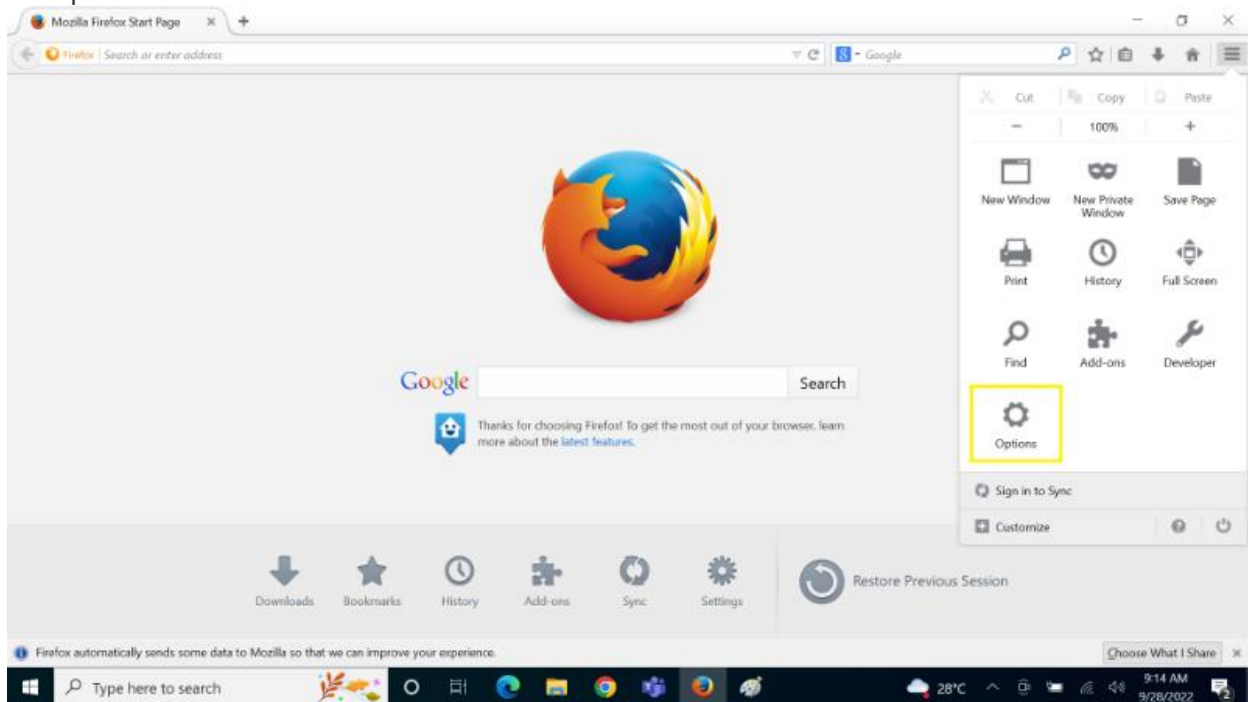
## 2. A new window will pop-up

2.1. **Drag and drop** the Options icon under the Additional Tools and Features to Mozilla's Menu.

2.2. Click "**Exit Customize**"

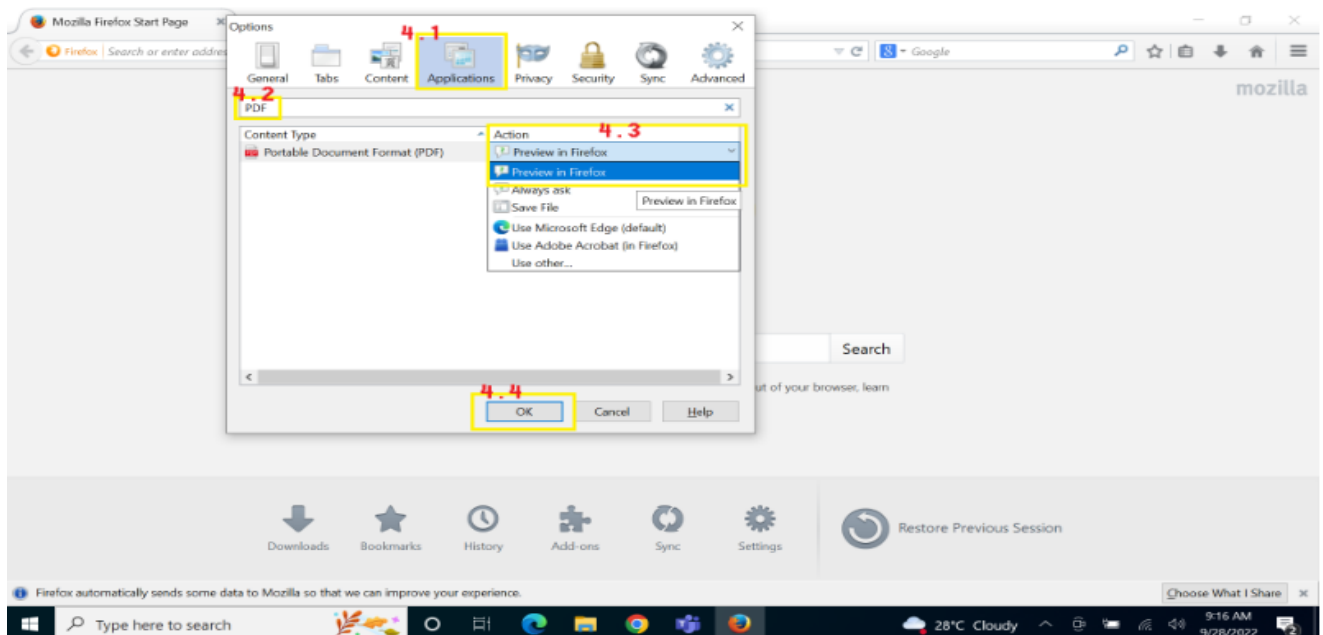


### 3. Open Mozilla's menu bar



### 4. The options form will pop-up. Apply the following configurations:

- 4.1. Click on the "Applications" tab
- 4.2. Enter the keyword "PDF" into the search bar.
- 4.3. Click the Action dropdown and choose "Preview in Firefox"
- 4.4. Click "OK"



### 5. Restart Mozilla Firefox by closing the whole window and then open the browser again.