

Troubleshooting the Program Application

(...and other Program apps and worksheets)

If you're having trouble either downloading, using or completing the electronic version of the DTE Energy's **Energy Efficiency Program for Business** Application – or other similar PDF-based applications and worksheets related to the program – please try these steps.

You're using Windows 8

- Windows 8 will not work with form-field enabled PDF forms of any kind – including our applications and worksheets.
 - This was a common problem with the then-new Surface tablets that came pre-loaded with Windows 8.
 - This bug was apparently solved with the launch of Windows 8.1
- So if you haven't, please update your operating system to the latest version of Windows.

You can't download the application/worksheet

- Our applications and worksheets may open one of two ways when you click on their links:
 1. They may open in a new browser window
 2. They may open in a new browser tab
- If they don't open at all, try another browser: We've found that some browsers are more download-friendly than others. Based on website analytics, these are the most popular (and therefore, the most user-friendly) browsers: Firefox, Google Chrome, Explorer, Mozilla.
- If all else fails and you're pressed for time, contact our office and we'll email you what you need.

The information you enter won't save

- This is the most common issue we hear about.
- The problem stems from the fact that when you first download the application/worksheet, it's still attached to the internet.
- And since this isn't a true on-line application, none of the content has a life beyond the screen you're working on.
- The solution is this:
 1. Download the application/worksheet (it will open in the browser).
 2. Save it to your computer (maybe you've created a file on your computer to store applications).
 3. Close the application/worksheet browser window/tab – this is **IMPORTANT**, since it cuts the link between the internet and your downloaded application.
 4. Click on the file you've saved on your computer: that will launch Adobe Reader (free software that's probably already on your computer) and launch the form.
 5. Save it again with the name of the project you're working on.
 6. Start completing the application/worksheet.
 7. When finished, save it again.

You can't use the auto-submit button on the Application

- This happens if your computer isn't set up to handle an auto-request to launch your email.
- The solution is simple:
 1. Save the form.
 2. Open your email manually.
 3. Put our address in the "to" line: saveenergy@dteenergy.com
 4. Enter this on the subject line:
Form Returned: 2015 Program Application (or whatever the form name is)
 5. Attach the form – and any other documentation
 6. Enter this in your message:
Form Returned: 2015 Program Application.pdf
The attached file is the filled-out form. Please open it to review the data.
 7. Hit "send"

If you have other issues concerning the access to and use of our applications, worksheets and other materials Posted on the Trade Ally website, contact your assigned Outreach professional – or contact us at saveenergy@dteenergy.com – and put "**Troubleshooting**" in the subject line. We will try to respond to each question, and will post answers to those that affect the largest group of users.