Troubleshooting - Downloading the Elevation Certificate
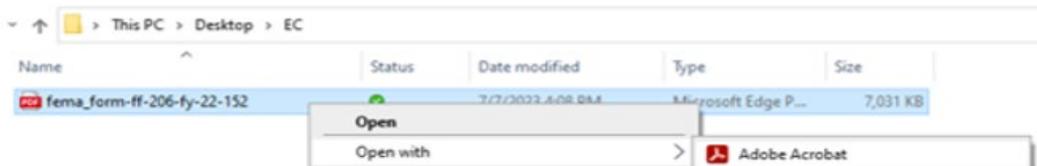
ISSUE: Multiple users have reported an inability to download and use the Revised Elevation Certificate posted at National Flood Insurance Program Underwriting Forms | FEMA.gov.

WHY IS THIS HAPPENING? Part of the issue is with the way a person's settings are on their computer by default. Most default to a browser opening a PDF when downloaded in the browser. **Saving the file to your desktop and then opening it with a PDF viewer (e.g., Adobe Acrobat Reader) bypasses that.**

[This occurs with forms created with a specific XML designation within the form itself, usually because there is an element within the form that must adhere to a specific screen reader functionality to ensure proper 508 compliance. That's why you see it in some forms and not in others; some forms don't have those content blocks.]

WHAT CAN YOU DO? FEMA is working on a solution to this issue via a direct edit to the form. However, here are some options that may help you access the form until a solution is fully implemented.

- First try downloading the form and saving it to your computer, then reopening the saved file from your computer using a PDF viewer. You should be able to view the EC. See screenshot below.

- Another option is to right click on the Download button and then click "save link as" to my computer; then open the saved file using a PDF viewer.
- If you download the file and it opens in Protected View (with a yellow banner at the top), click on the Enable all Features button, and the EC should be visible.
- If you download the file and see a Please Wait message, save it anyway and then reopen it from your device using a PDF viewer.
- For some browsers, especially Microsoft Edge, it may help to change your default settings; see the screenshot below:

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