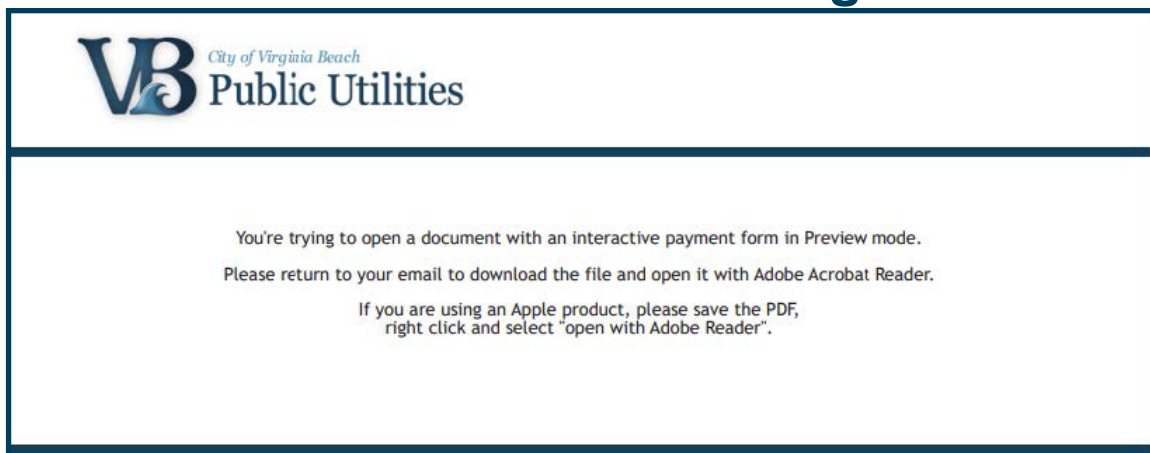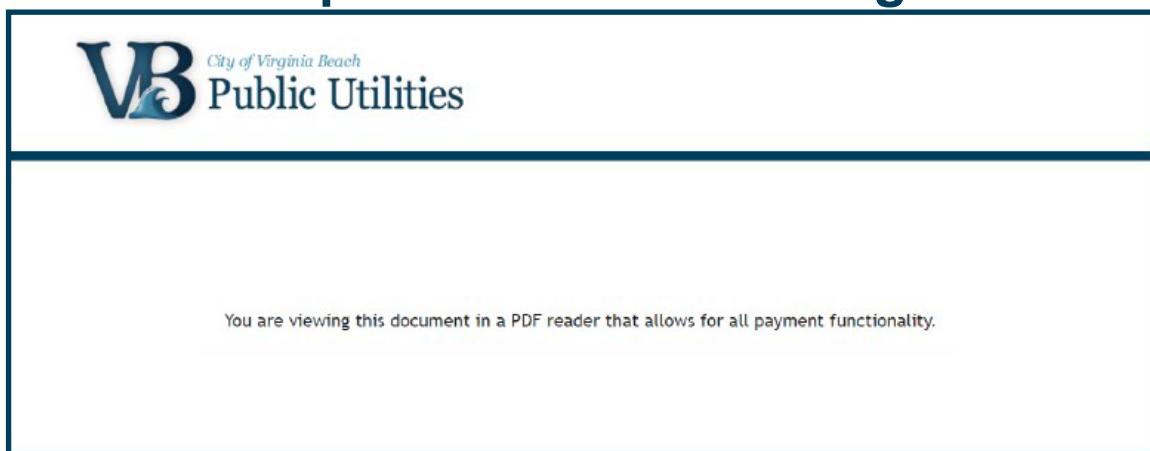# Navigating eBill Preview Mode

What is Preview Mode?

Preview Mode is a setting where the eBill is being viewed, but has not been downloaded. Customers are not able to make a payment on their eBill while in Preview Mode. The first page of the PDF eBill attachment will alert customers if they are in Preview Mode or have properly downloaded the eBill PDF.
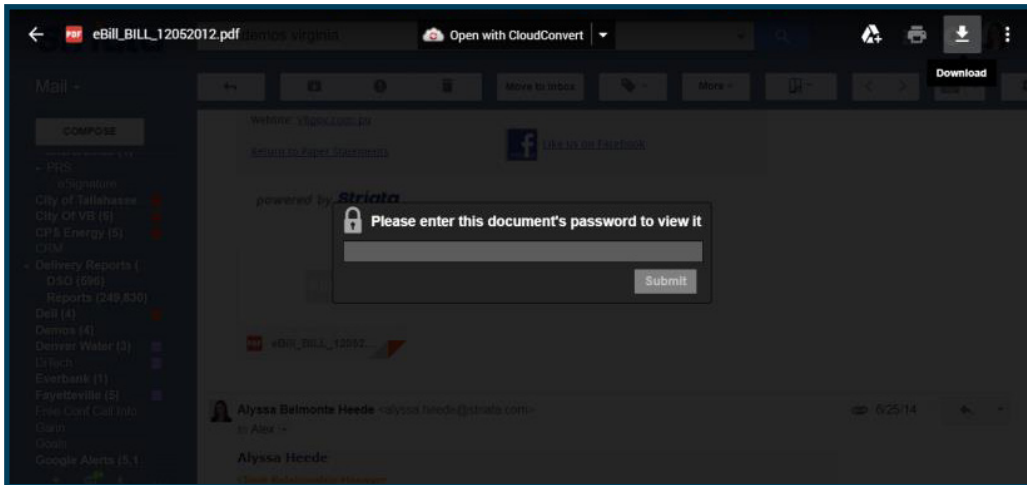
Preview Mode Message

VB *City of Virginia Beach* **Public Utilities**

You're trying to open a document with an interactive payment form in Preview mode.

Please return to your email to download the file and open it with Adobe Acrobat Reader.

If you are using an Apple product, please save the PDF,
right click and select "open with Adobe Reader".

Proper Download Message

VB *City of Virginia Beach* **Public Utilities**

You are viewing this document in a PDF reader that allows for all payment functionality.
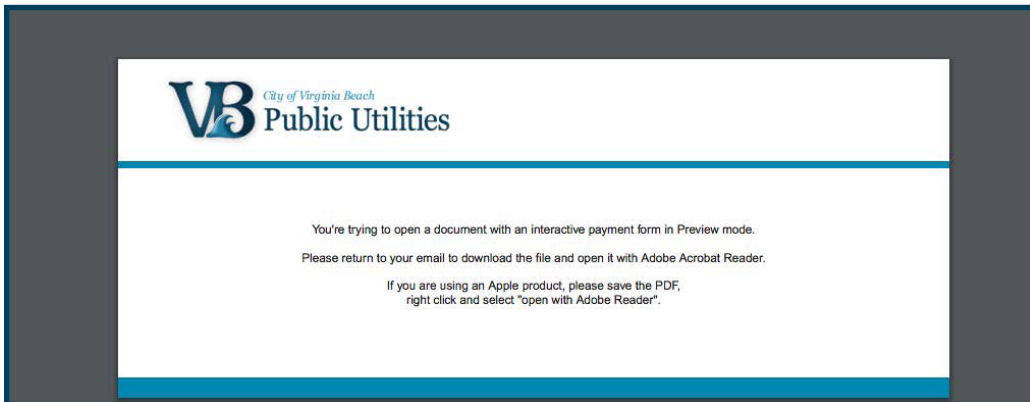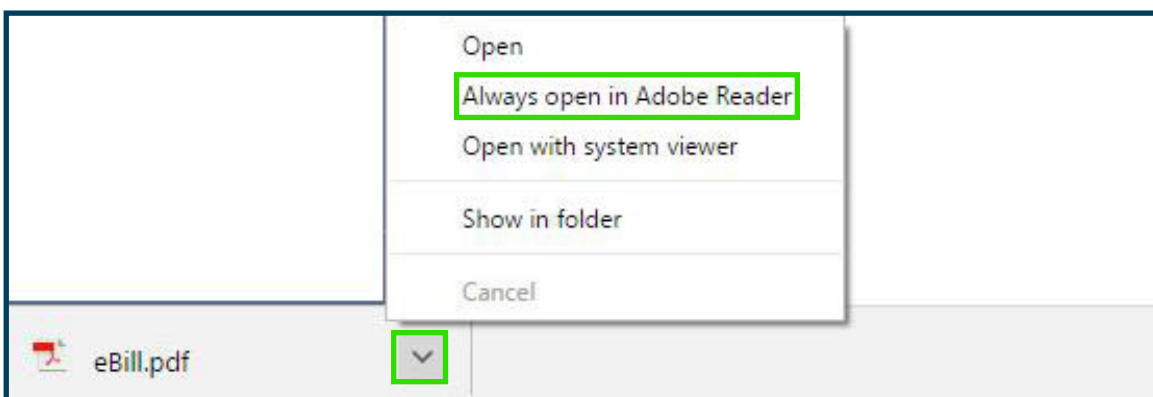
Google Chrome

1. Open the PDF attachment and enter your password.

2. Preview Mode in Chrome will open the file as a new browser tab instead of in Adobe Reader. The Preview Mode message will display.
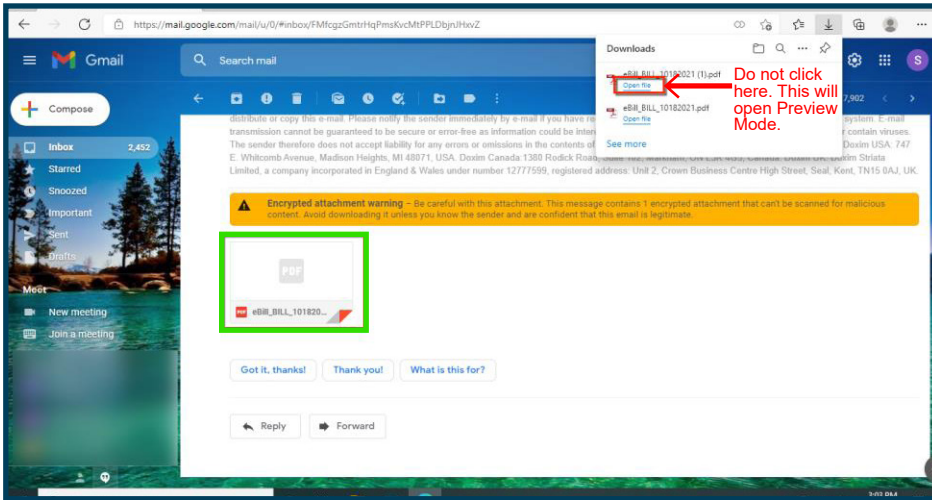

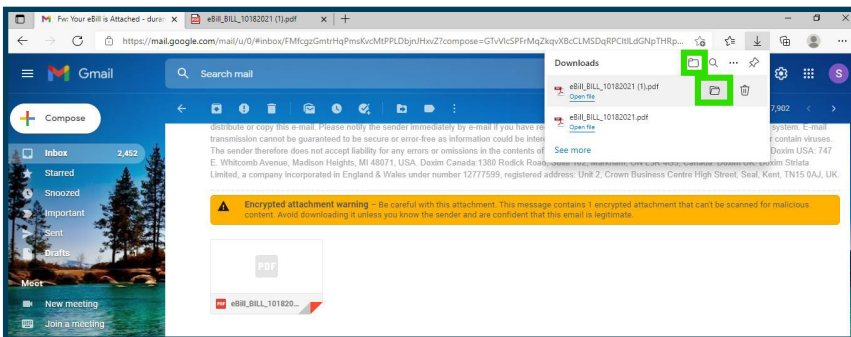3. Download the eBill PDF and select 'Always open in Adobe Reader'.
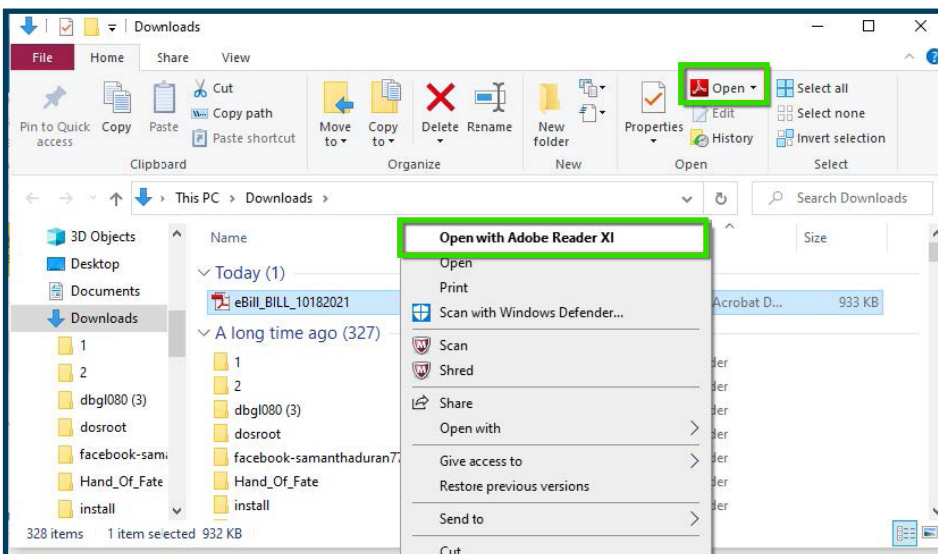
Microsoft Edge

1. Click the PDF to download. It will display in the download bar.
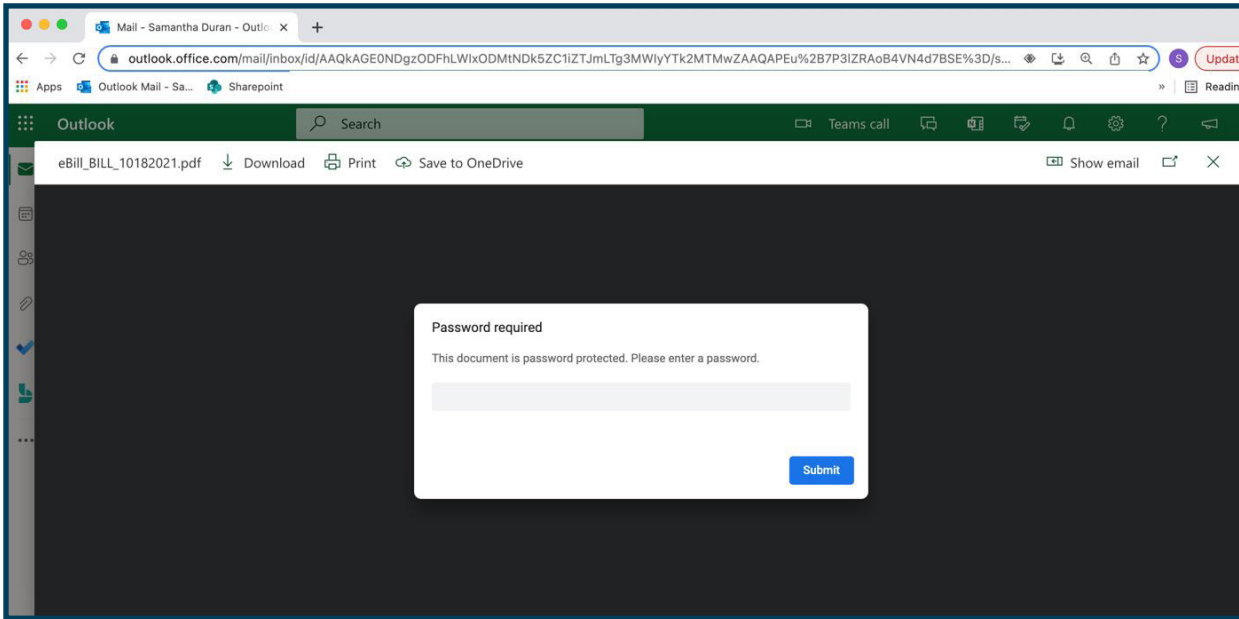

2. Open the download folder.

3. Right click the eBill PDF, and click 'Open with Adobe Reader'.
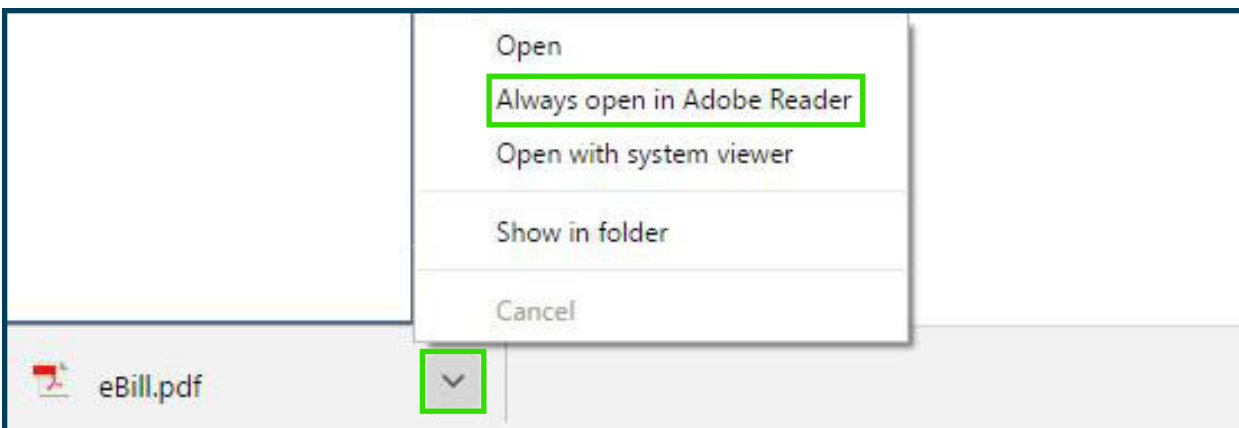
Outlook.com

1. Click the PDF attachment. Enter your password in the window that appears. The PDF that opens will be in Preview Mode.
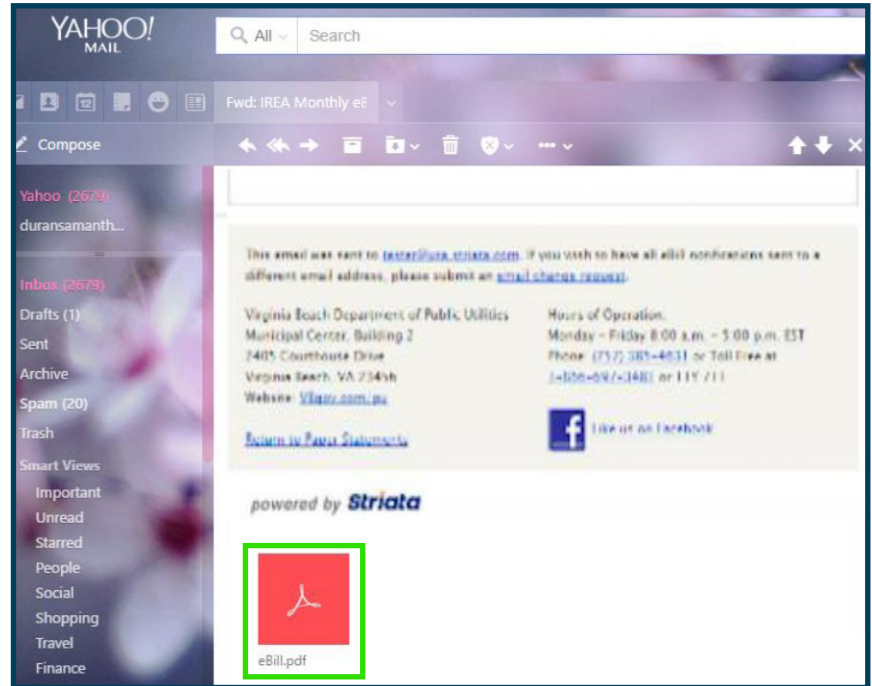

2. Download the eBill PDF from the bottom of the screen by clicking the down arrow and selecting 'Always open in Adobe Reader'.

Yahoo Mail

1. Click the eBill PDF attachment.

2. Yahoo Mail does not allow documents to be viewed in Preview Mode. From the error screen, click 'Download'.