

# Early to Rise Customer Support

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## When I view the PDF it looks like gibberish

Stephanie H - 2020-02-20 - Tech Questions

This type of error sometimes happens with Google Chrome.

Have you tried downloading the PDF with Firefox?

Please make sure you have the latest version of Adobe Reader.

<http://get.adobe.com/reader/?promoid=HRZAC>

If the problem persists please email customer support at [support@etrhelp.com](mailto:support@etrhelp.com) with the following information:

- what browser you are using
- a screenshot of what you are seeing
- and does this only happen when you try to print documents, or all of the time?