Opening Your UNC Billing Statement as a PDF

To look at your UNC billing statement as a PDF, it is best to use Internet Explorer to open the PDF.

You may receive this error message if you're using Firefox or Google Chrome.


If you receive the error message when trying to open your billing statement, follow the steps below for the browser you are using.

Important: Before you begin, be sure you have Adobe Reader installed on your machine. If you don't have it installed, you can download it here: *Adobe Reader*

For Mozilla Firefox:

If you're using Firefox, you need to change the settings to allow Adobe to open the PDF instead of Firefox opening a preview of the PDF. To change the settings, follow these steps:
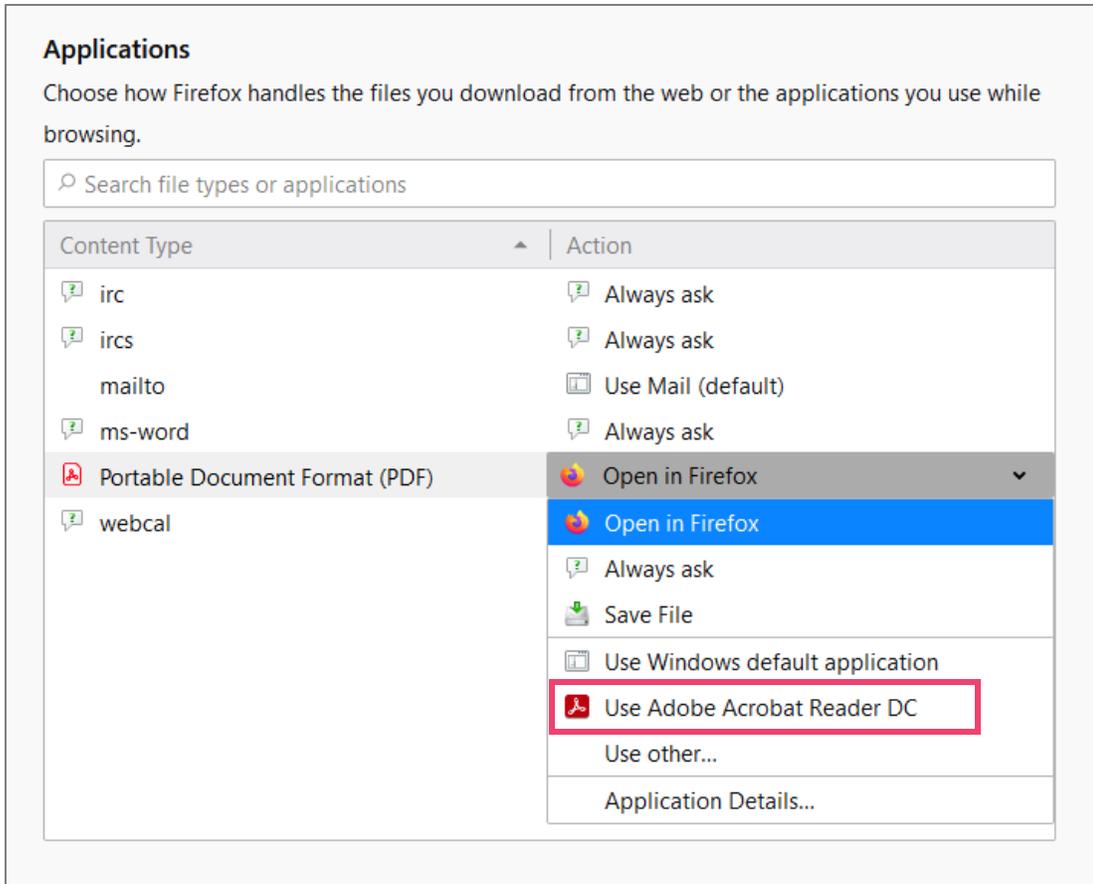
1. In Firefox, click the three lines which is the **Open Menu** icon and then click **Options**.
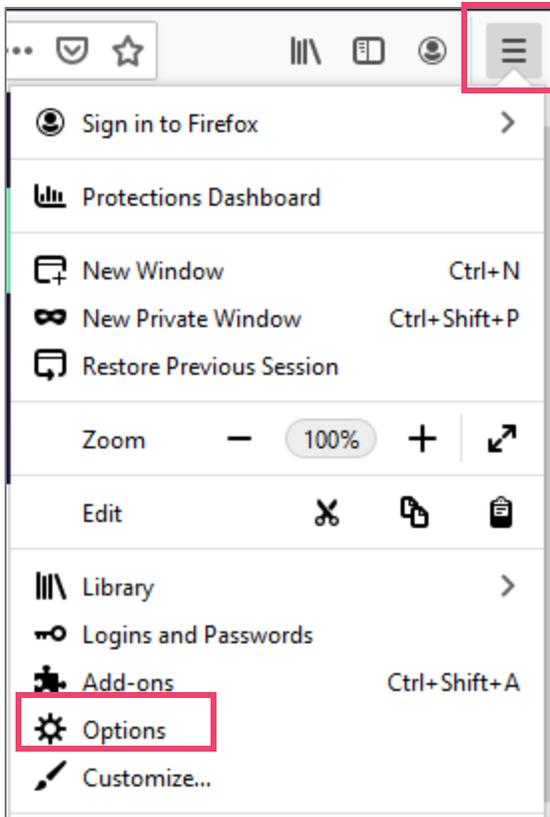
2. In the Applications section, look for Portable Document Format (PDF) in the Content Type column on the left. Click the dropdown arrow in the Action column on the right.
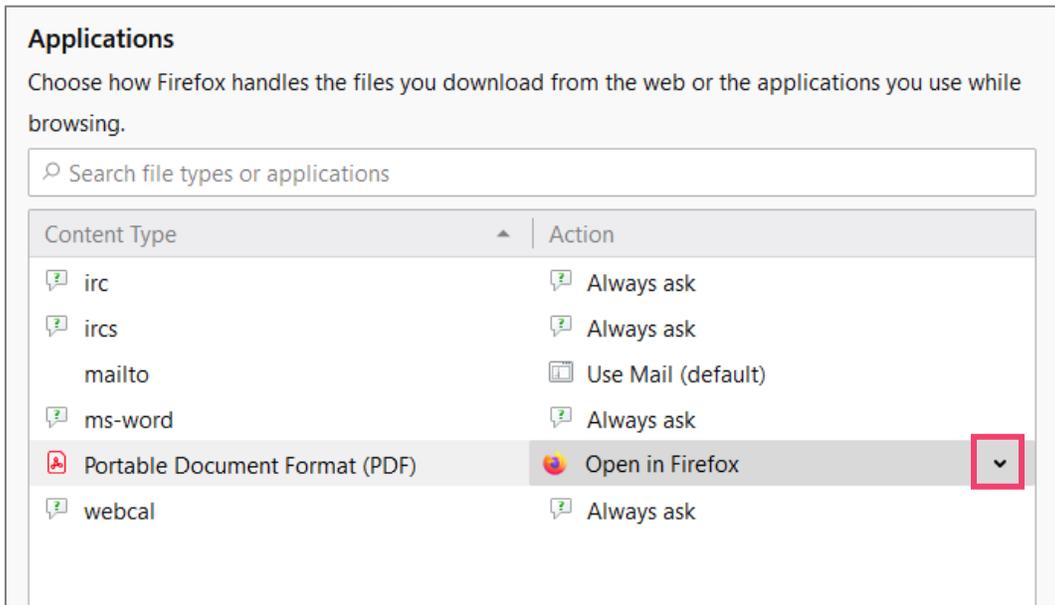
3. Choose Adobe Acrobat Reader DC if it's in the list. If not, choose Use Other and then choose Adobe Acrobat Reader DC.
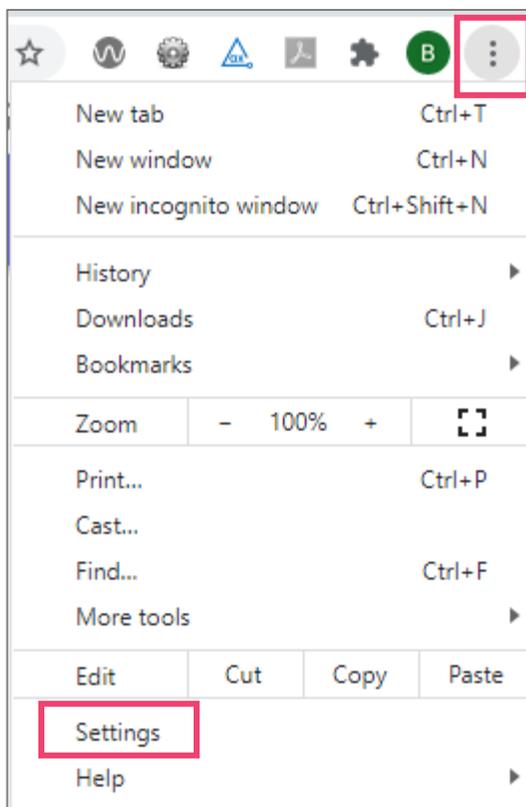
4. Restart Firefox.
5. Go back to the billing statement screen and click on the **View PDF** link.
   Result: The system opens your billing statement in Adobe Acrobat Reader.
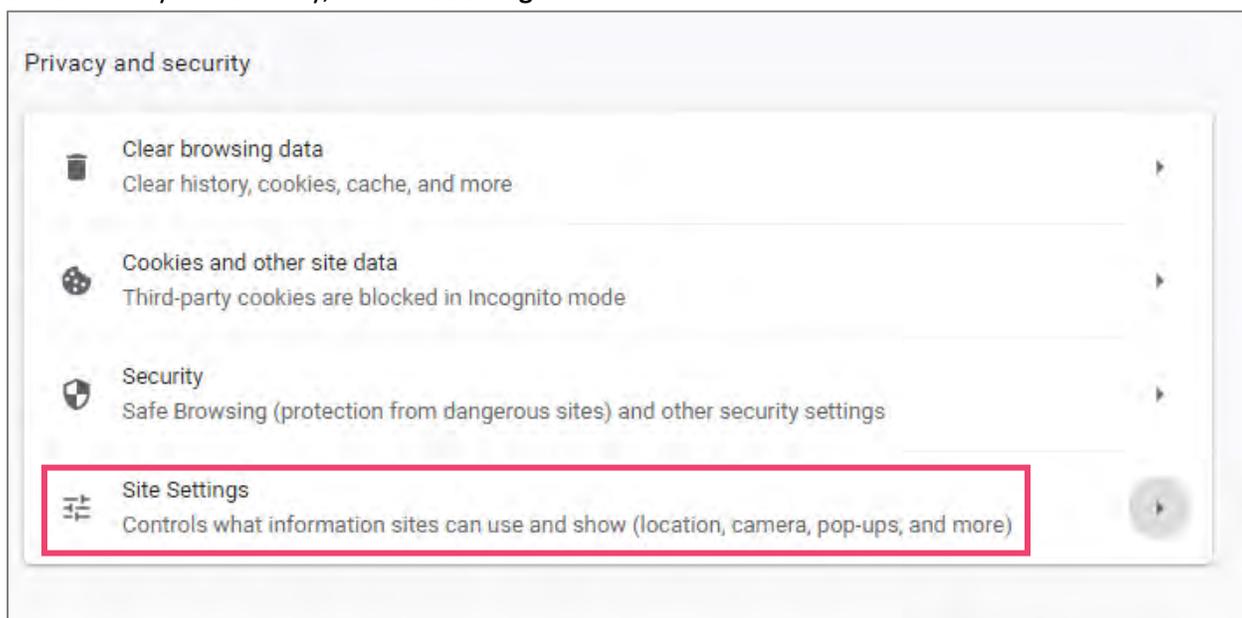
For Google Chrome

You need to change the settings to download the billing statement, instead of opening it in Chrome. To make that change, follow these steps:
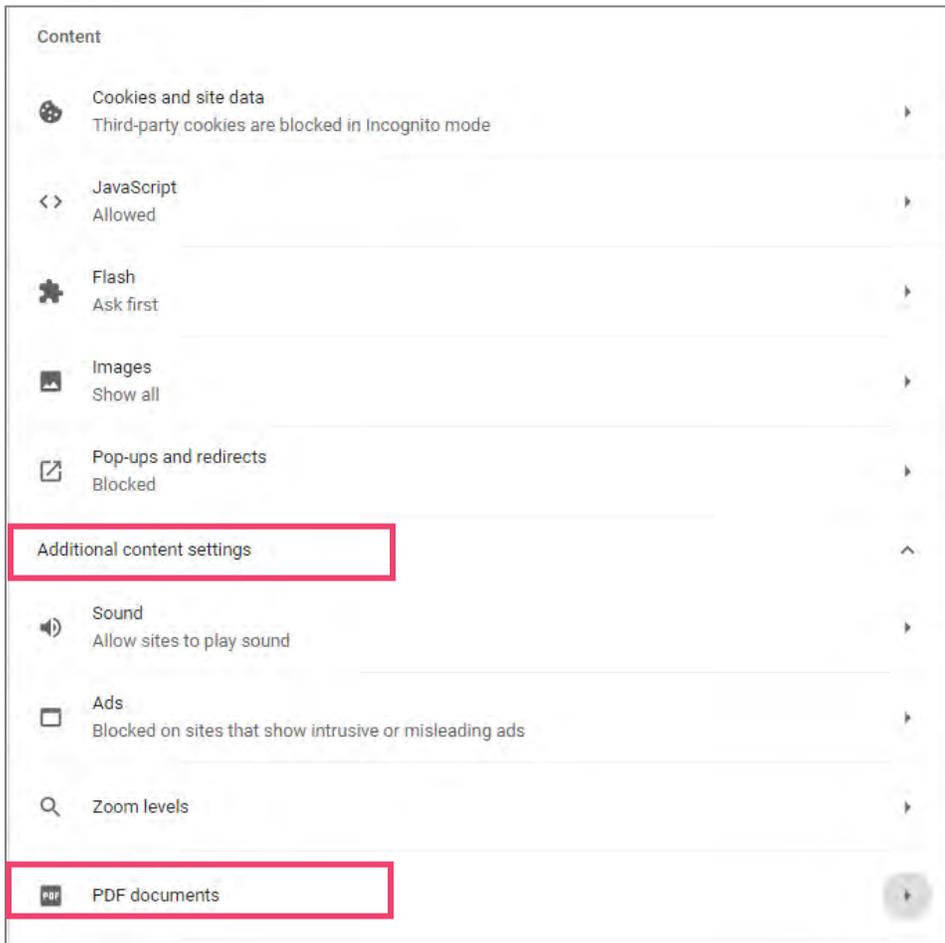
1. In Google Chrome, click the three dots which is the **Customize and control Google Chrome** icon and then click **Settings**.
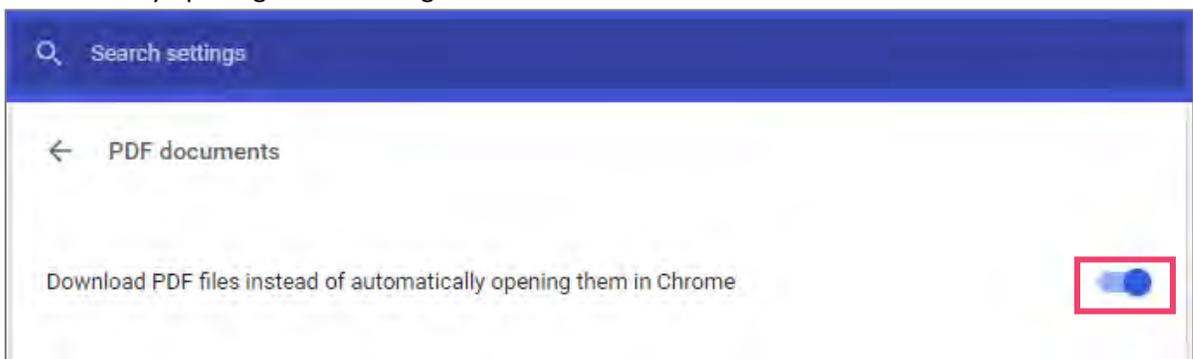
2. Under Privacy and Security, click **Site Settings**.

3. Under Content, click **Additional Content** and then click **PDF Documents**.

4. Move the button to the right to turn on the option to Download PDF files instead of automatically opening them in Google Chrome.

5. Restart Google Chrome.
6. Go back to the billing statement screen and click on the **View PDF** link.
   Result: The system downloads your billing statement. You can now open it with Adobe Acrobat Reader.