



## Goal: Make PIH HUD Forms Fillable and Savable

One of the Delivering Together recommendations was to make PIH HUD forms fillable and savable. PHAs noted that frequently used forms had to be completed in full every time they were needed; PHAs would prefer to have the ability to save the form and simply update it when needed. The Delivering Together team reviewed all of the PIH forms on HUD's website and identified forms that were not, at that time, savable and fillable.

## The Solution

In the past, HUD has used Adobe Acrobat to post forms on HUDCLIPS (HUD's forms website). The Department has since changed the software standard to Nuance. Therefore, PHAs that wish to download and save forms to their local drives must first download the Nuance software. The steps for downloading the software, downloading PIH HUD forms, and completing and saving the forms to local drives are below.

### Download Nuance Reader

For complete instructions with screen shots, go to [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/hudclips/forms/](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms/) and click on [Free Nuance Reader](#). A summary of the installation steps is below:

1. Link to the following website: <https://nct.digitalriver.com/fulfill/0246.003>.
2. Complete the required information and "submit."
3. Once you submit the information, check your email for a message and instructions for downloading Nuance.
4. Click on the link for "free download."
5. This will take you to the Nuance website: click to download.
6. Select "run."
7. Select the language and "ok."
8. Click "next."
9. Read and accept the end user license agreement and click "next."
10. Fill in the required information and click "next."
11. Click "next" to install Nuance in the default location, or change the location and indicate where you want to install the software.
12. Choose to enable or disable the JavaScript and click "next."
13. Uncheck the box "set Nuance PDF Reader as default PDF Viewer" (unless you are an internal HUD user or changing the default to Nuance is not contrary to PHA policy). (Note: if the box remains checked, Nuance will become your default program for reading all PDF files and you will not need to follow the instructions in the "Download Forms to Complete and Save" section below to make forms fillable and savable). Then click "next."
14. If you are certain you want to continue installation, click "install."
15. Choose to register the product now or later and click "ok."
16. Click "finish."
17. Nuance is now installed on your computer.

## **Download Forms to Complete and Save**

In order to save changes to a form, you will need to download the form to your computer and open it in Nuance per the instructions below:

1. Find the needed form on [HUDCLIPS](#) and right-click on the form name.
2. A dialog box will open; choose “save target as” and select the computer location for the file you want to save.
3. Open the Nuance PDF Reader and use the “file open” command on the menu.
4. Select the form you previously saved to the computer.
5. Complete the form and “save as” with a file name reflecting the subject or date of the form. You have now successfully saved a completed copy of the form. You can open the document later and make and save further changes to it if you desire.

(Note: by following the above instructions, you can make and save changes to a document even if the document contains a warning stating that data typed into the form cannot be saved.)

## **What You Can Expect**

Making PIH HUD forms fillable and savable is part of HUD’s Delivering Together initiative, which is aimed at making it easier for PHAs to do what they do best—help families. PHAs no longer have to go through the frustration of losing data input into PIH HUD forms because PIH HUD forms are now both fillable and savable! In addition, if you identify any problems in filling out or saving PIH HUD forms, please send an email to [HUDCLIPS@hud.gov](mailto:HUDCLIPS@hud.gov). Keep your eyes open for many other Delivering Together customer service improvements being implemented in the near future!

**Brought to you by the Delivering Together team: Arlette Mussington, Office of Program Policy and Legislative Initiatives.**