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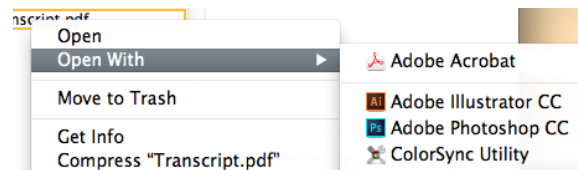
When we deliver the eTranscript, the recipient receives an email with a link in it that allows them to download the eTranscript.

The eTranscript must be opened with Adobe Reader (v 8.0 or greater) or Adobe Acrobat.

- See the **Install Adobe Reader for free** section below if you don't have Adobe Reader or Adobe Acrobat.
- All MACs have a built-in PDF viewer application called Preview. Preview will not open a certified PDF correctly.

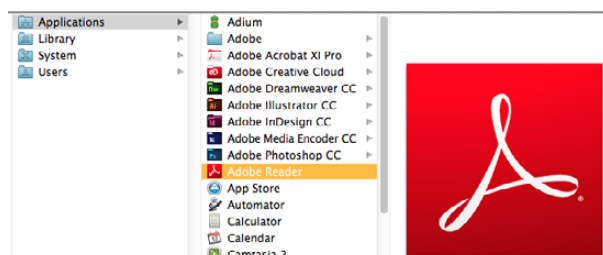
TO OPEN AND DOWNLOAD THE TRANSCRIPT

1. Click the link in the email you received. This will open a browser window. If you already opened the document previously, but it was blank, you will need to start again and click the link in the email you received.
2. Follow the onscreen instructions and you will then receive a second email that contains the document passcode. Keep the browser window open because you will need it when you are ready to enter the passcode.
3. Open the second email. Copy the passcode and paste it into the space provided in the browser window you kept open.
4. Click the **Download** button. The file will be downloaded to your computer. If you're not sure where your downloaded files go, see the **Where is my downloads folder?** section below.
5. Once you locate the file on your computer, control click (hold the control key while clicking with your mouse) and select **Open with... Adobe Reader** or **Adobe Acrobat** (see screenshot to the right).



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