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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 two browsers we recommend are Chrome and Firefox. If you need help opening the eTranscript, select your browser below, and then follow the instructions.



CHROME

1. Make sure that Adobe Reader is your default program to open PDF files. For instructions on how to do this, click your operating system: [Windows 10](#), [Windows 7](#), [Mac](#).
2. Open **Chrome** and type **chrome://settings/content** into the URL address field.
3. Scroll to the bottom of the window and check the box next to 'Open PDF files in the default PDF viewer application'.
4. 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.
5. Follow the onscreen instructions and you will receive a second email that contains the document passcode. Keep the browser window open because you will need it when you enter the passcode.
6. Open the second email. Copy the passcode and paste it into the space provided in the browser window you kept open.
7. Click the **Download** button. The eTranscript has been downloaded. Click the Chrome toolbar  to open your Chrome Downloads folder. You will see the eTranscript listed. Click **Show in folder** to access the eTranscript.



FIREFOX

1. Open **Firefox** and click **Firefox > Options > Applications**.
2. Click **Portable Document Format (PDF)**.
3. Under **Action**, change the default viewer to **Save file**.
4. 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.
5. Follow the onscreen instructions and you will receive a second email that contains the document passcode. Keep the browser window open because you will need it when you enter the passcode.
6. Open the second email. Copy the passcode and paste it into the space provided in the browser window you kept open.
7. Click the **Download** button. Your eTranscript has been downloaded. Click the Firefox Downloads icon  on the top right of the window. You will see the eTranscript listed. Click the icon to the right of it, which says **Open containing folder** when you hover over it. You can then access the eTranscript.