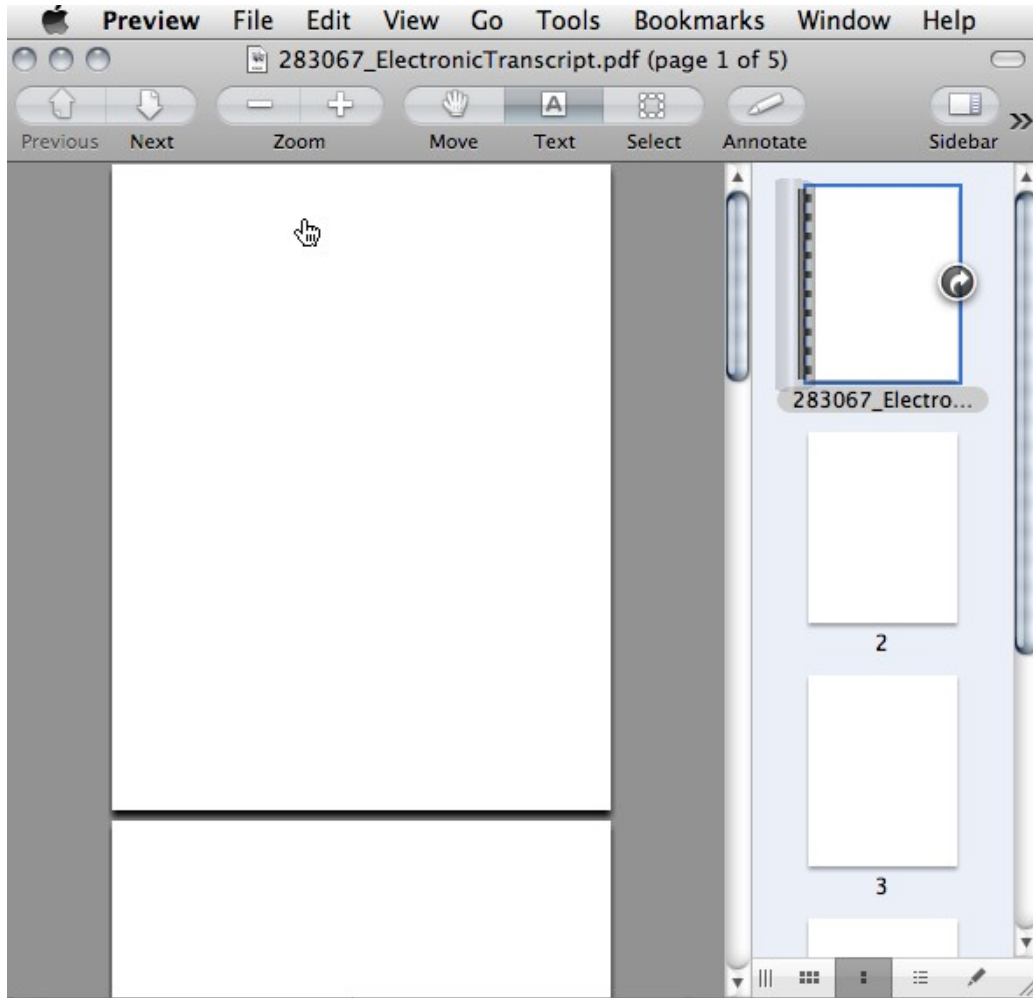## Certified PDF – Mac Viewing Guide

Issue – Blank PDF:

My Transcript or other University Document is blank when opened.

Cause:

The University transcript PDF document has been certified with a digital signature and other security features and therefore must be opened with Adobe Reader or Acrobat. All Macs have a built in PDF viewer called "Preview.app". Preview is a great application for viewing PDF files however it **will not** open a certified PDF document correctly.
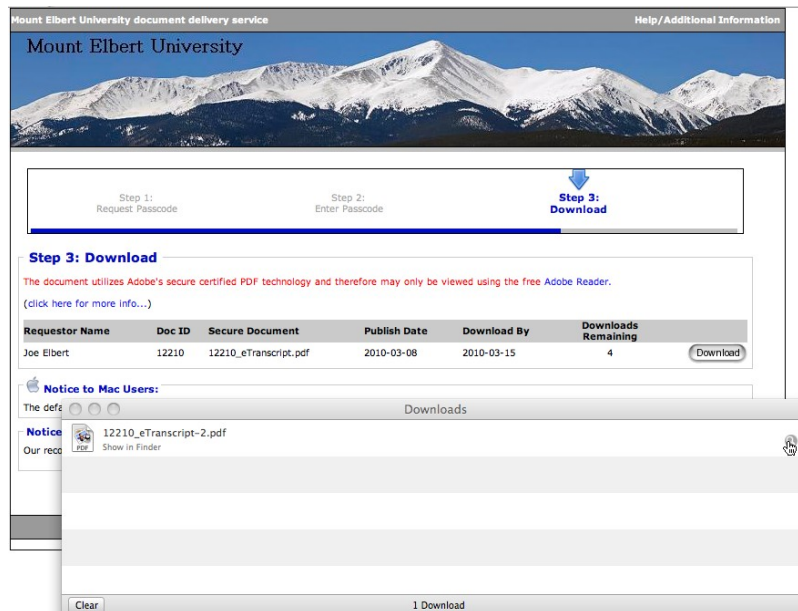
Resolution - Open with Adobe Reader or Acrobat

1. Download the PDF to your hard drive

The first step to getting your PDF to open up with Adobe Reader is to download the PDF to your hard drive. If you already have the PDF saved locally, you can skip this step.

Note: If you initially opened the document, viewed a blank PDF and saved it then you will need to download another copy of the document. The blank document that you saved will not view correctly in Adobe Reader.

- Open the Document Delivery Email containing the URL (or link) to the secure download site
- Click on the link to launch the URL in a browser (Safari).
- Follow the prompts on the download site. A second email will be sent with the document passcode.
- Retrieve the document passcode from the second email and enter it into the download site.
- Click on the download button. A small window should appear showing the file download (Fig N).
- Depending on your browser settings, a window will appear with the download details and the file will be downloaded to your computer's "Download" folder. To locate your download folder, go to the Safari preferences (**Safari**-> **Preferences..**) and highlight the **General** tab. The "**Save downloaded files to:"** setting contains the location of your Download folder**.**

2. Locate the File on your hard drive

Now you need to locate the file that was just downloaded in your **Finder.**

- Click on the magnifying glass next to the file download as shown.
- Bring the **Finder** application into focus by navigating to the dock and clicking the smiley face icon for **Finder** in the dock as shown to the right
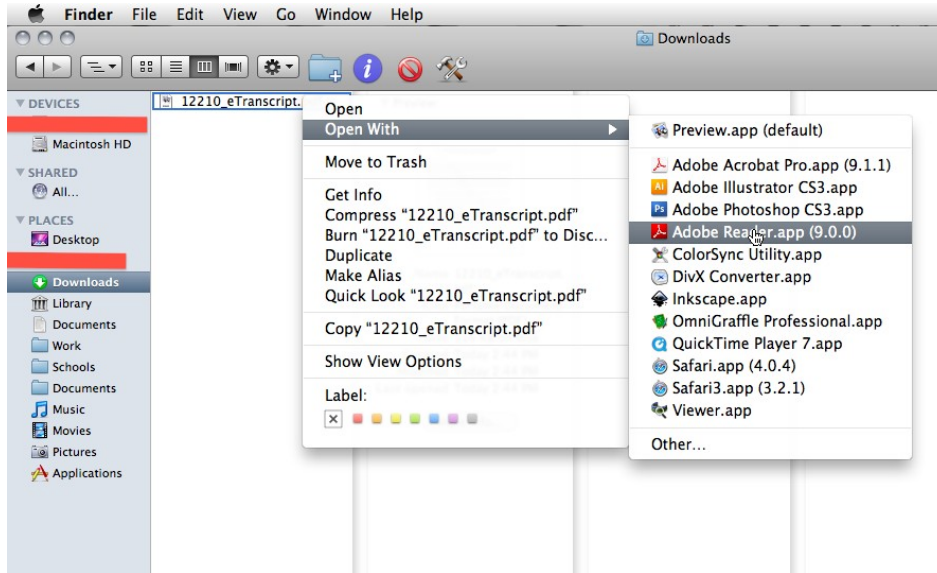

Once you have the finder window open you will need to make sure you are looking for the PDF file in the **Downloads** folder. If you used the magnifying glass open then you will already have the file highlighted. If you used the dock then navigate to **<Your Name>/Downloads.**

3. Open the PDF with Adobe Reader (or Acrobat)

The final step is to open the PDF with Adobe Reader (or Acrobat). If you do not have Adobe Reader installed, you can download it from Adobe at http://get.adobe.com/reader. The rest of this guide assumes you have Adobe Reader installed.

Right click on the document (**control-click**). Once the right click menu is open, select the **Open With** option and then select **Adobe Reader.app**(see below).

NOTE: If you do not see Adobe Reader in this list then you need to install it. Once Adobe Reader has been installed you will need to launch it for the first time. You can open Adobe Reader by navigating to the Applications folder and double clicking on the Adobe Reader icon. The first time Adobe Reader launches it will prompt you to set Adobe Reader as your default PDF application viewer. You will want to select yes.