



## Deer Management Qualifications DSC2 ePortfolio

Centre Managers, Assessment Centre Staff, DSC2 Candidates and Approved Witnesses

## Resolving issues associated with PDF documents

Some users have communicated past difficulties with opening, completing, saving or reading editable PDF documents issued by DMQ in connection with DSC2 ePortfolio and other variants of DMQ paperwork issued in PDF editable format.

## Common problems have been:

- A recipient not being able to view what has been entered by the sender in an editable PDF
- A user not being able to enter details within an editable PDF
- A user not being able to save an editable PDF retaining entries made

In most instances, the issue has been the PDF reader programme used or installed on an individual's computer.

Many 'Microsoft Windows' PC's have a version of Microsoft Reader installed to view PDF documents. This programme is soon to have or will have had Microsoft support withdrawn.

More recently, PC's with Windows 10 operating systems in addition to Microsoft Reader being available, use Microsoft Edge as the default PDF opening programme.

Mac users may have different programmes installed to open a PDF document.

Whilst all these operating systems will usually allow an editable PDF to be viewed, one or more of the problems listed above may prevail.

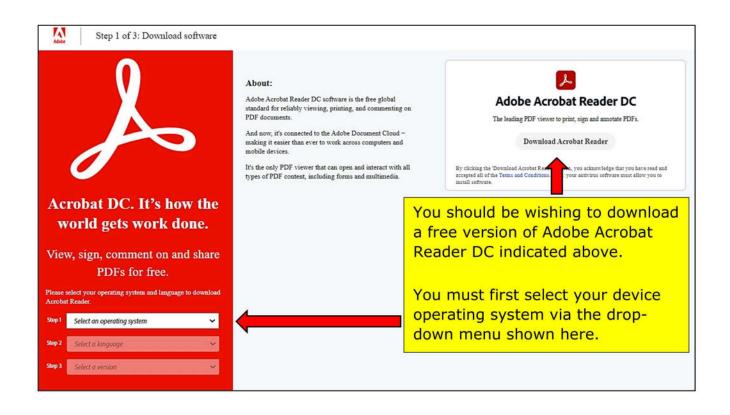
One solution can be to download the latest free version of Adobe Acrobat Reader DC software specific to your computer operating system.

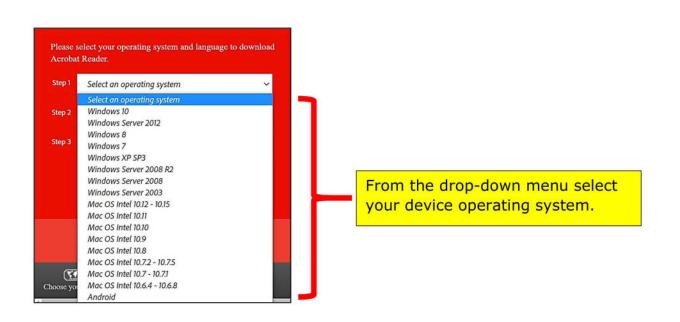
This information bulletin explains how to obtain Adobe Acrobat Reader DC and how to ensure the version downloaded is compatible with a specific computer operating system.

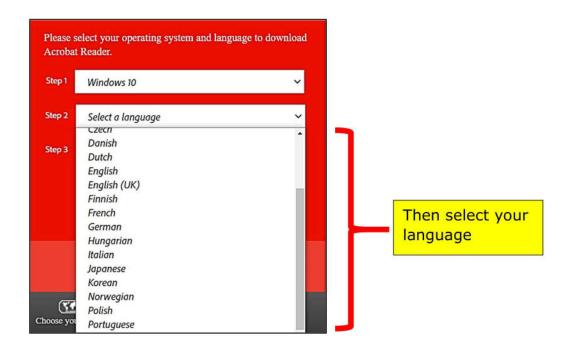
Prior to downloading, if your device already has a version of Adobe Reader installed, it might be prudent to uninstall it before downloading a new version.

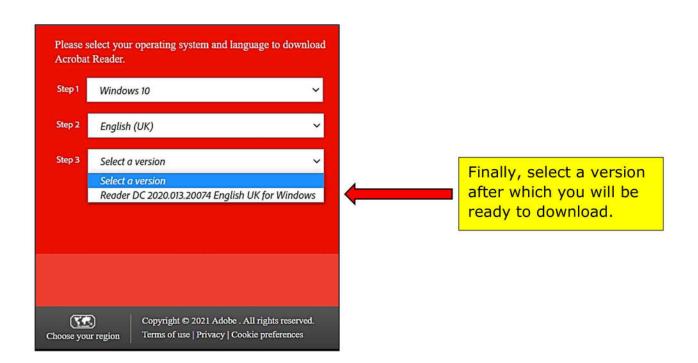
To download go to: <a href="https://get.adobe.com/uk/reader/otherversions/">https://get.adobe.com/uk/reader/otherversions/</a>

The following screen will be displayed:









An alternative to an Adobe product is Foxit reader. DMQ uses this extensively and have found that most PDF problems are resolved simply by having it as a default PDF reader. This as with Adobe is a free download and obtainable from:

https://www.foxitsoftware.com/pdf-reader/

## The following screen will be displayed:



