



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 This programme is soon to have or will have had Microsoft support withdrawn.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: <https://get.adobe.com/uk/reader/otherversions/>

The following screen will be displayed:

Step 1 of 3: Download software

Acrobat DC. It's how the world gets work done.

View, sign, comment on and share PDFs for free.

Please select your operating system and language to download Acrobat Reader.

Step 1 Select an operating system

Step 2 Select a language

Step 3 Select a version

About:

Adobe Acrobat Reader DC software is the free global standard for reliably viewing, printing, and commenting on PDF documents.

And now, it's connected to the Adobe Document Cloud – making it easier than ever to work across computers and mobile devices.

It's the only PDF viewer that can open and interact with all types of PDF content, including forms and multimedia.

Adobe Acrobat Reader DC

The leading PDF viewer to print, sign and annotate PDFs.

Download Acrobat Reader

By clicking the 'Download Acrobat Reader' button, you acknowledge that you have read and accepted all of the [Terms and Conditions](#) and your antivirus software must allow you to install software.

You should be wishing to download a free version of Adobe Acrobat Reader DC indicated above.

You must first select your device operating system via the drop-down menu shown here.

Please select your operating system and language to download Acrobat Reader.

Step 1 Select an operating system

Step 2 Select an operating system

Step 3

- Windows 10
- Windows Server 2012
- Windows 8
- Windows 7
- Windows XP SP3
- Windows Server 2008 R2
- Windows Server 2008
- Windows Server 2003
- Mac OS Intel 10.12 - 10.15
- Mac OS Intel 10.11
- Mac OS Intel 10.10
- Mac OS Intel 10.9
- Mac OS Intel 10.8
- Mac OS Intel 10.7.2 - 10.7.5
- Mac OS Intel 10.7 - 10.7.1
- Mac OS Intel 10.6.4 - 10.6.8
- Android

Choose your operating system

From the drop-down menu select your device operating system.

Please select your operating system and language to download Acrobat Reader.

Step 1

Step 2

Step 3

- Czech
- Danish
- Dutch
- English
- English (UK)
- Finnish
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese

Choose your region

Then select your language

Please select your operating system and language to download Acrobat Reader.

Step 1

Step 2

Step 3

Select a version

Reader DC 2020.013.20074 English UK for Windows

Finally, select a version after which you will be ready to download.

Choose your region

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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:

The screenshot shows the Foxit Reader website homepage. The header includes the Foxit logo, navigation links (Products, Solutions, Buy Now, Learn, Company, Support), and a 'Download for Free' button. The main content area features the 'Foxit Reader' title, a subtitle 'Industry's Most Powerful PDF Reader', and three bullet points: 'Small, Fast, and Feature-Rich PDF Reader', 'View, Annotate, Form Fill, and Sign', and 'Integrates with Popular ECMs and Cloud Storage'. A large blue button labeled 'Free Foxit Reader Download' with the subtext 'NO REGISTRATION REQUIRED' is prominently displayed. A yellow callout box with an arrow points to this button, containing the text: 'Click on the download tab which will open a sub menu as shown below'. To the right, there is a smaller image showing the Foxit Reader interface with icons for 'View', 'Sign', 'Form Fill', and 'Annotate'.

This screenshot shows the 'Download Foxit Reader' sub-menu. The header of the sub-menu includes 'Site/Volume License', 'Get Your Quote: 1-866-680-3668', 'Log in', and 'English'. The main content area has the title 'Download Foxit Reader' and the subtitle 'Industry's Most Powerful PDF Reader - Small, Fast, and Feature-Rich'. Below this, there are two dropdown menus: 'Windows' and 'English'. A large blue button labeled 'Free Download' is at the bottom. Three yellow callout boxes with arrows provide instructions: 'From here select your device operating programme.' points to the 'Windows' dropdown, 'Select your desired language' points to the 'English' dropdown, and 'And then click download for your installation to begin' points to the 'Free Download' button. The background of the sub-menu is a dark brown color with a faint image of a person using a magnifying glass.