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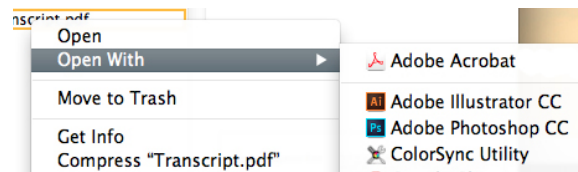
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The eTranscript must be opened with Adobe Reader (v 8.0 or greater) or Adobe Acrobat.

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- All MACs have a built-in PDF viewer application called Preview. Preview will not open a certified PDF correctly.

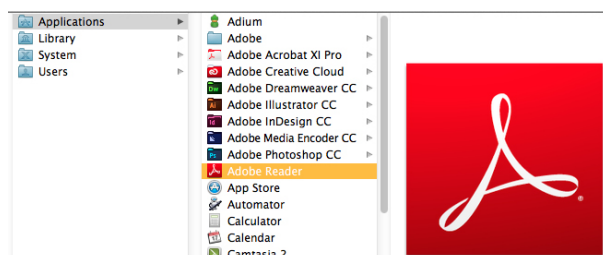
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1. Click the link in the email you received. This will open a browser window. If you already opened the document previously, but it was blank, you will need to start again and click the link in the email you received.
2. Follow the onscreen instructions 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.
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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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