Deer Management Qualifications

DSC2 ePortfolio

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

Resolving issues associated with PDF documents

Some groups of users have expressed past difficulties with opening, completing, saving or reading completed 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 all instances, the issue has been the PDF reader programme used or installed on individual's computers.

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 This programme is soon to have or will have had Microsoft support withdrawn.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.

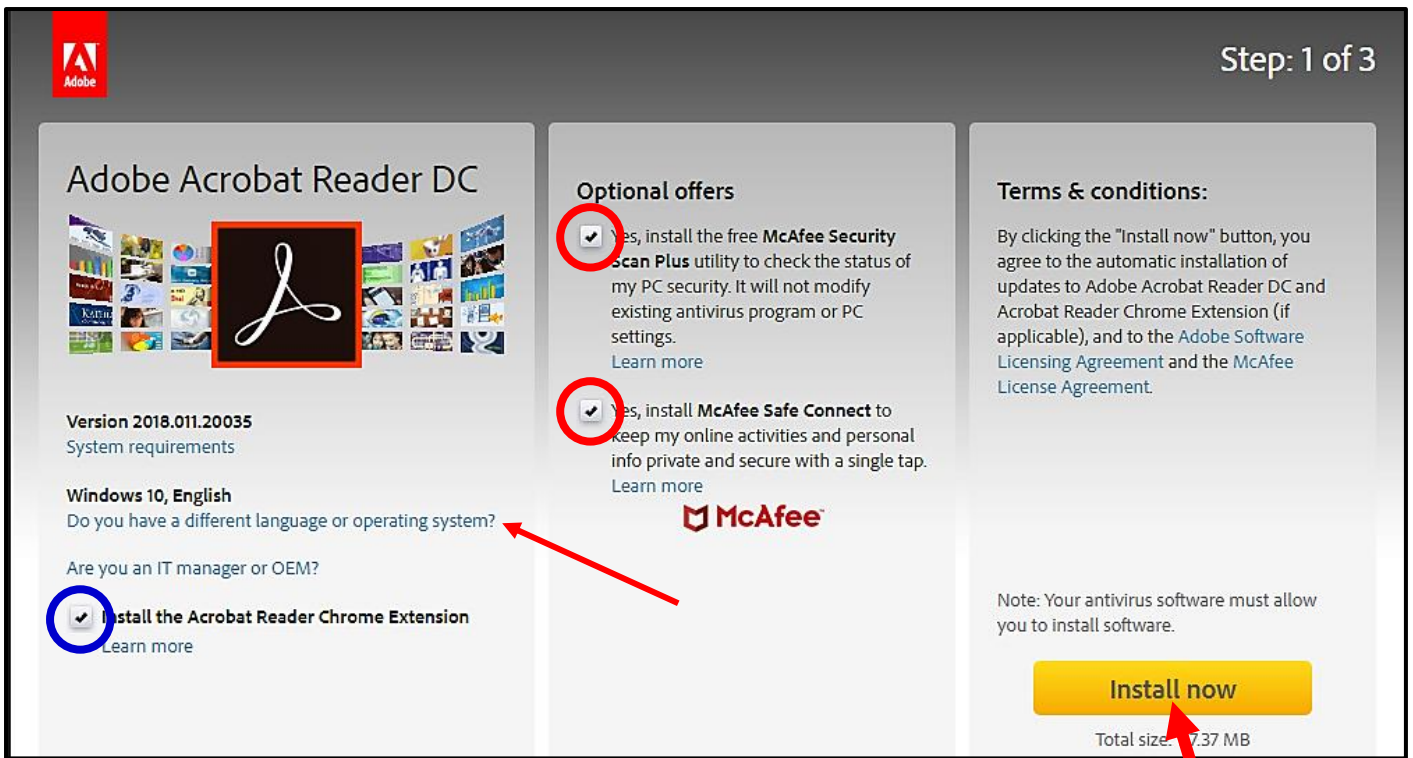Mac users may have different programmes installed to open a PDF document.

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

The solution is to install on your computer **ADOBE READER** and use this to view and complete an editable PDF document.

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

To download Adobe Reader go to: https://get.adobe.com/uk/reader/

The following screen will be displayed:

If your computer operating system is Windows 10 you can click on Install now. Before doing so however, uncheck the McAfee options circled in red above unless you wish to download this element as well. You may also choose not to install the Chrome Extension circled in blue above by also unchecking this box.

If your operating system is something other than Windows 10, click on the blue wording '*Do you have a different language or operating system?*' arrowed in red above.

The frame shown below will appear and by clicking on '*Select an operating system*' you will be able to choose a version compatible with your computer. Then select a language and version and follow the download instructions to install. All problems should now be resolved when completing and saving editable PDF documents.