



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 This programme is soon to have or will have had Microsoft support withdrawn.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

The screenshot shows the Adobe website's download page for Acrobat Reader DC. On the left, there is a red sidebar with the Adobe logo and the text "Acrobat DC. It's how the world gets work done." Below this, it says "View, sign, comment on and share PDFs for free." and "Please select your operating system and language to download Acrobat Reader." There are three steps: Step 1: "Select an operating system", Step 2: "Select a language", and Step 3: "Select a version". On the right, there is a white box with the Adobe logo and the text "Adobe Acrobat Reader DC" and "The leading PDF viewer to print, sign and annotate PDFs." Below this is a "Download Acrobat Reader" button. A red arrow points from the button to a yellow box that says "You should be wishing to download a free version of Adobe Acrobat Reader DC indicated above." Another red arrow points from the "Select an operating system" dropdown menu to a yellow box that says "You must first select your device operating system via the drop-down menu shown here."

This is a close-up of the "Select an operating system" dropdown menu. The menu is open, showing a list of operating systems. The first option is "Select an operating system" (highlighted in blue). Below it are the following options: 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, and Android. A red bracket on the right side of the menu points to a yellow box that says "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

Choose your region

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

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. At the top, there is a navigation bar with links for Products, Solutions, Buy Now, Learn, Company, and Support, along with a 'Download for Free' button. The main heading is 'Foxit Reader' with the tagline 'Industry's Most Powerful PDF Reader'. Below this, there are 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 prominent. 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 preview of the Foxit Reader interface showing icons for 'View', 'Sign', 'Form Fill', and 'Annotate'.

This screenshot shows a sub-menu titled 'Download Foxit Reader' with the tagline 'Industry's Most Powerful PDF Reader - Small, Fast, and Feature-Rich'. It features two dropdown menus: one for 'Windows' and another for 'English'. A blue 'Free Download' button is located at the bottom of the menu. 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 blurred version of the homepage content.