Instructions to Open a Transcript with Adobe Acrobat Reader

For the electronic PDF transcript to load correctly you must open it with Adobe Reader on a laptop or desktop computer (it will not load on a smartphone or tablet device with Adobe Touch). Even if Adobe Reader is already installed on your computer, it may be opening in another PDF viewer. First save your electronic PDF transcript to your computer's hard drive and then open it with Adobe Reader. Do not try to open the transcript within your internet browser. If you are using Google Chrome it will try to open the transcript in its native pdf viewer. Make sure you are downloading the transcript and then opening it separately.

For Macs:

Generally, "Preview" is set as the default viewer on a Mac, but it is not capable of opening a certified PDF document.

To view your PDF transcript using Adobe Reader:

• Click the secure link you received via email and log in using your email address and password received via email.
• Download and save the transcript to your hard drive.
• Browse to the file and right click or control click on it.
• Click "Open With" and select Adobe Reader. It will ask if you would like to make it your default viewer, please select yes.

For PCs:

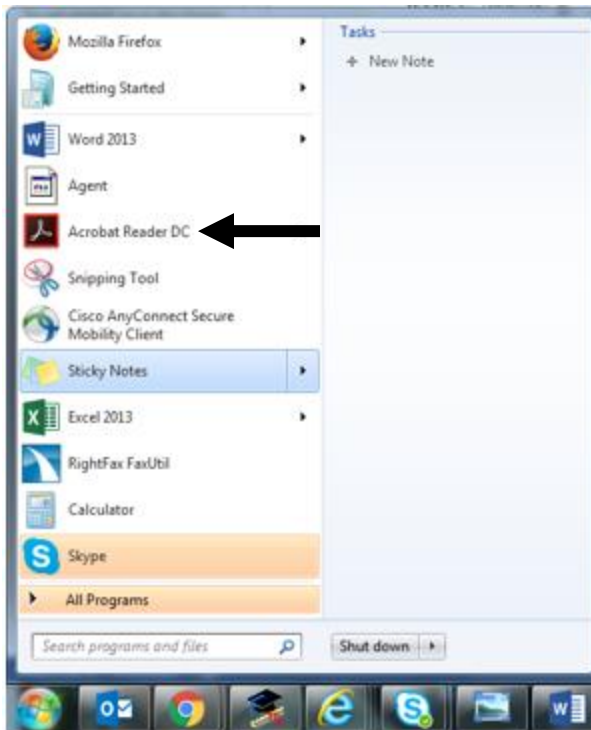When you click Download, the transcript file will automatically be saved to the default location: C:UsersXXX(UserName)Downloads. Please open Adobe Reader first then go to file, select open and locate the transcript in the Downloads folder.

If the transcript is still not loading within Adobe Reader, please reply with the operating system of your computer and a screenshot of what happens when you try to open the transcript.
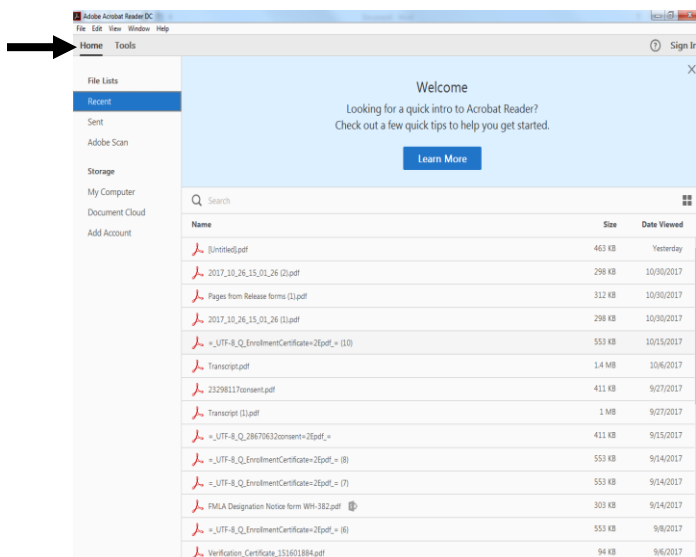
Questions? Go to https://mystudentcenter.org/transcripts/

or contact service@studentclearinghouse.org, and a representative can assist them with instructions to open and view the transcript.
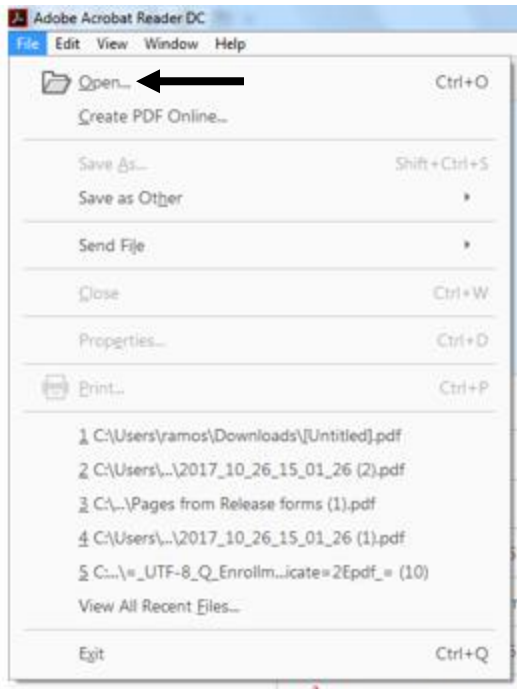
1. After you have downloaded your transcript from the Transcript Download Center page, open the appropriate Adobe Reader Program (from the start menu if you're on a PC, if you're on a MAC open from applications). If you do not see that program, you can download Acrobat Reader DC for free at www.adobe.com.
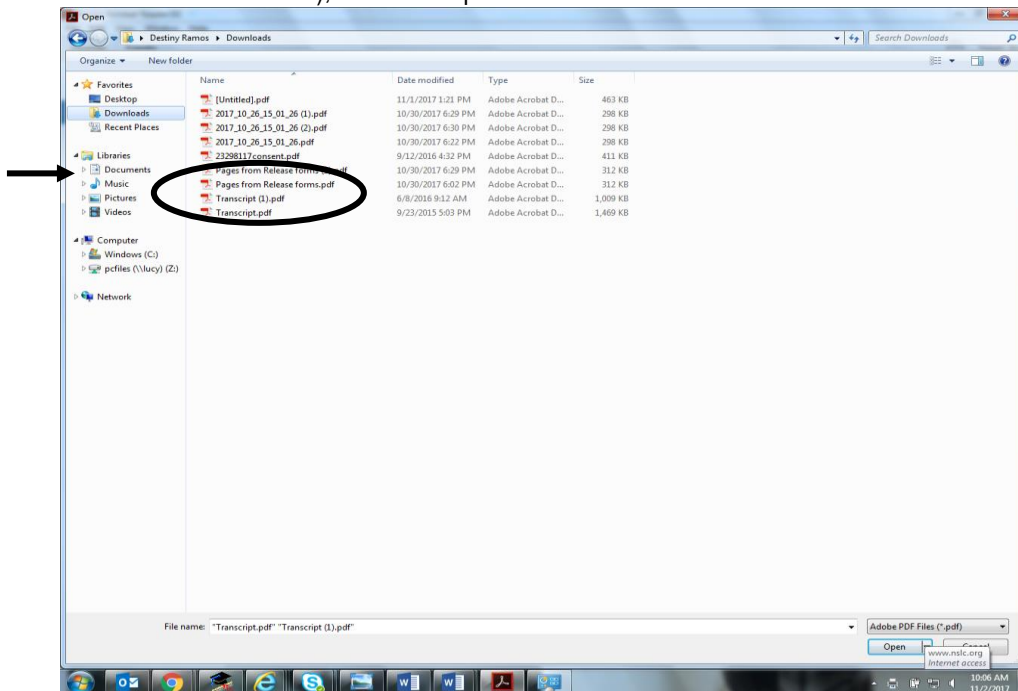
2.   Go up to the file button in the left hand corner of the Adobe window and down to open.
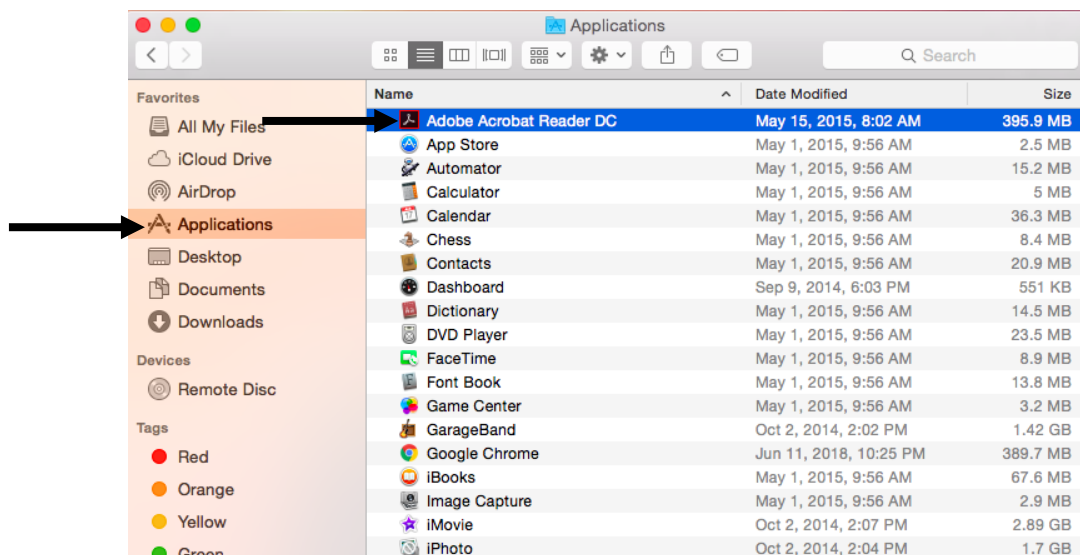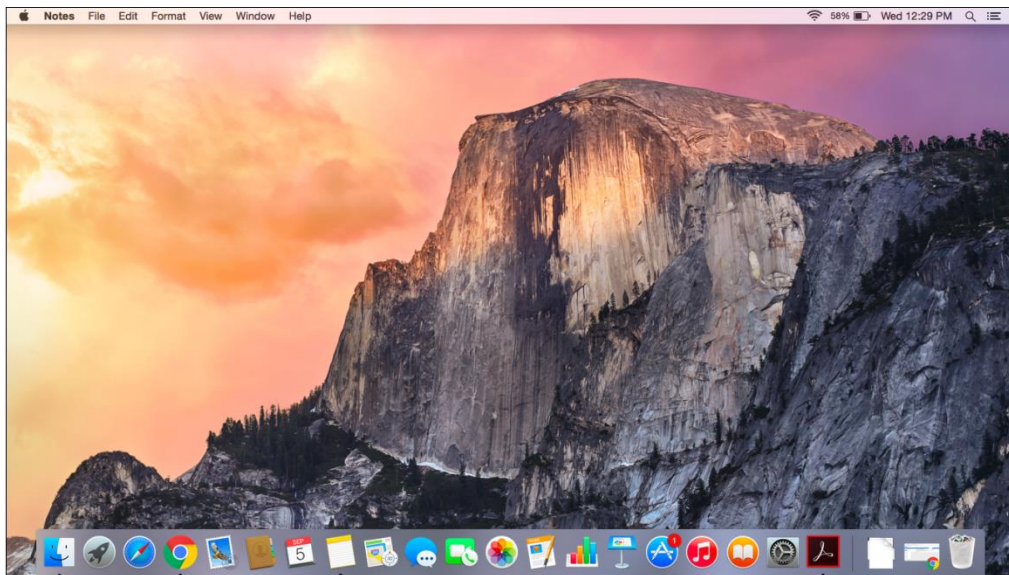

Continued from step 2.

3. An additional box should open. Locate the transcript PDF file (Can be located in your 'downloads' folder unless saved elsewhere), then click Open.

INSTRUCTIONS ON A MAC

1. After you have downloaded your transcript from the Transcript Download Center page, open the appropriate Adobe Reader Program from your Applications in Finder

To Locate the transcript legend

Look for the left side of the Adobe Reader Program (the Paper clip icon)