

EDITABLE PDF TROUBLESHOOTING GUIDE

ARE YOU USING A MAC?

The templates do not work on Macs and unfortunately there is no solution other than to use a PC.

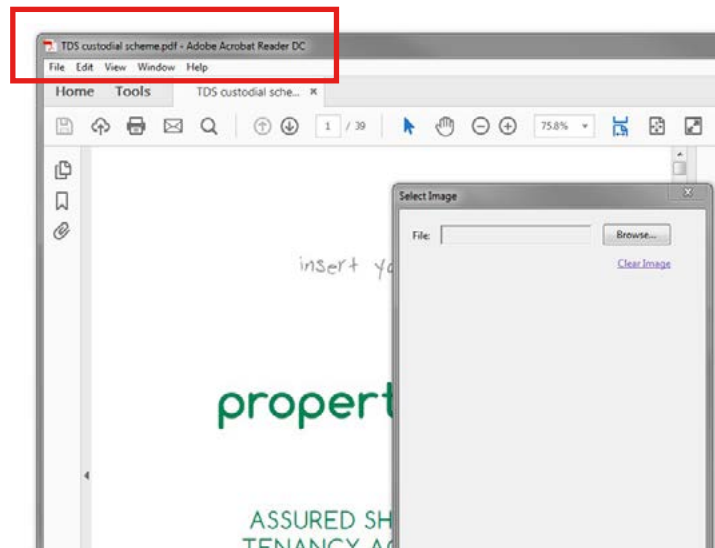
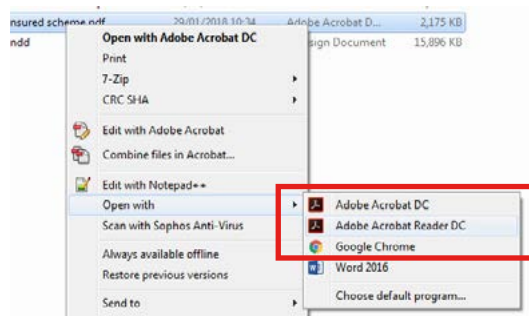
INSTALL THE LATEST VERSION OF ADOBE ACROBAT READER ON YOUR PC

Other PDF viewers may work but we cannot guarantee that they will. Adobe Acrobat Reader DC is available as a free download online, go to get.adobe.com/uk/reader. Contact your IT team if you have any questions.

Make sure you open the template in Adobe Acrobat Reader DC

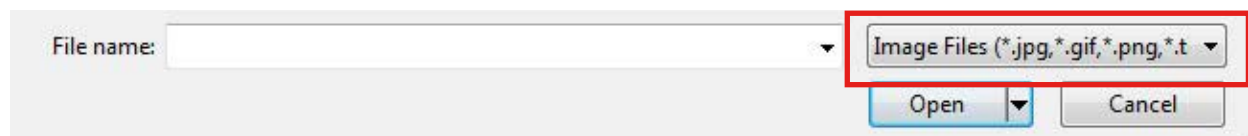
The top of the window (see image right) should display the template's title followed by 'Adobe Acrobat Reader DC'.

If the file is not automatically opening in Adobe Reader right click the file and select 'Open with' (see image below).



Inserting your logo

Click on 'insert your logo' then the 'Browse...' button (see above image on the right). This will open a new window allowing you to search your computer's folders to where your logo is saved.



Make sure you have the dropdown menu above the 'Open' button set to 'Image Files' otherwise your logo may not appear as an option.

Logo doesn't insert or Adobe Acrobat Reader DC crashes?

If your company logo either does not appear or causes Adobe Acrobat Reader DC to stop working then you will need to change the colour profile of your logo to RGB (it will likely be CMYK).

There are websites available to do this. Google search 'convert image from CMYK to RGB' and choose from the resulting options. If that does not work you will need to contact whoever designed your logo and ask them for a RGB JPEG version.

SENDING EDITABLE PDFS EXTERNALLY

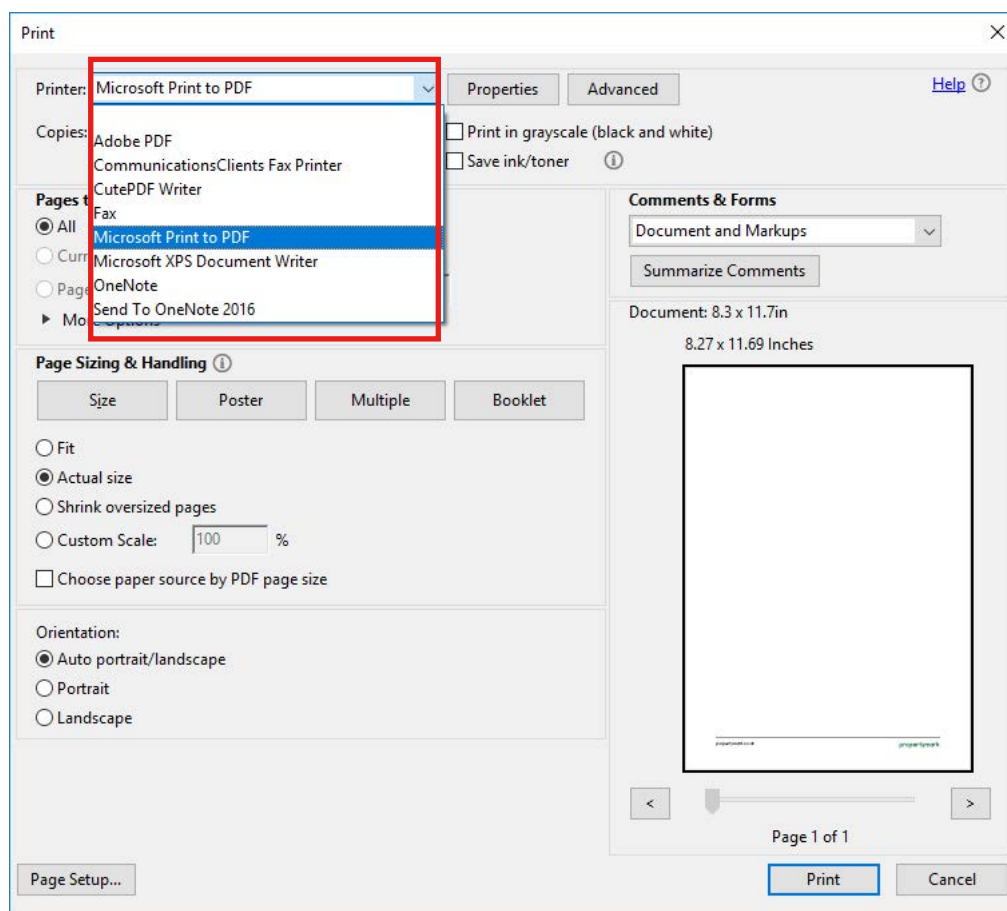
If you send the editable PDF externally, the person receiving the document will still be able to edit the PDF. There are two ways to overcome this.

Option 1

Print the PDF and scan it so that it will be saved as a new PDF on your computer. Send that new version to the recipient.

Option 2

With the correct software it is possible to *print* the document as a PDF. The software will use your computer's standard print function but instead of sending it to your printer, will instead save it as a second PDF file on your computer (wherever you choose to save it). This removes the editability of the original PDF. Google search 'Print to PDF software' and choose from the resulting options.



Contact your IT team if you have any questions or concerns downloading software.