# Download eTranscripts (Windows users)

The eTranscript we deliver is a certified PDF that contains a digital signature and other security features.

When we deliver the eTranscript, the recipient receives an email with a link in it that allows them to download the eTranscript. The two browsers we recommend the recipient uses are Chrome and Firefox. The recipient can select their browser below, and then follow the instructions to successfully download the eTranscript.

CHROME

1. Open **Chrome** and type **chrome://plugins** into the URL address field.

2. Click **Disable** under Chrome PDF Viewer.

3. 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.

4. Follow the onscreen instructions and you will receive a second email that contains the document passcode. Keep the browser window open because you will need it when you enter the passcode.

5. Open the second email. Copy the passcode and paste it into the space provided in the browser window you kept open.

6. Click the **Download** button.

7. The eTranscript has been downloaded. Click the Chrome toolbar ☰ to open your Chrome Downloads folder. You will see the eTranscript listed. Click **Show in folder** to access the eTranscript.

FIREFOX

1. Open **Firefox**.

2. Click **Firefox** > **Options** > **Applications**.

3. Click **Portable Document Format (PDF)**.

4. Under **Action,** change the default viewer to **Save file**.

5. 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.

6. Follow the onscreen instructions and you will receive a second email that contains the document passcode. Keep the browser window open because you will need it when you enter the passcode.

7. Open the second email. Copy the passcode and paste it into the space provided in the browser window you kept open.

8. Click the **Download** button.

9. Your eTranscript has been downloaded. Click the Firefox Downloads icon ⬇ on the top right of the window. You will see the eTranscript listed. Click the icon to the right of it, which says **Open containing folder** when you hover over it. You can then access the eTranscript.