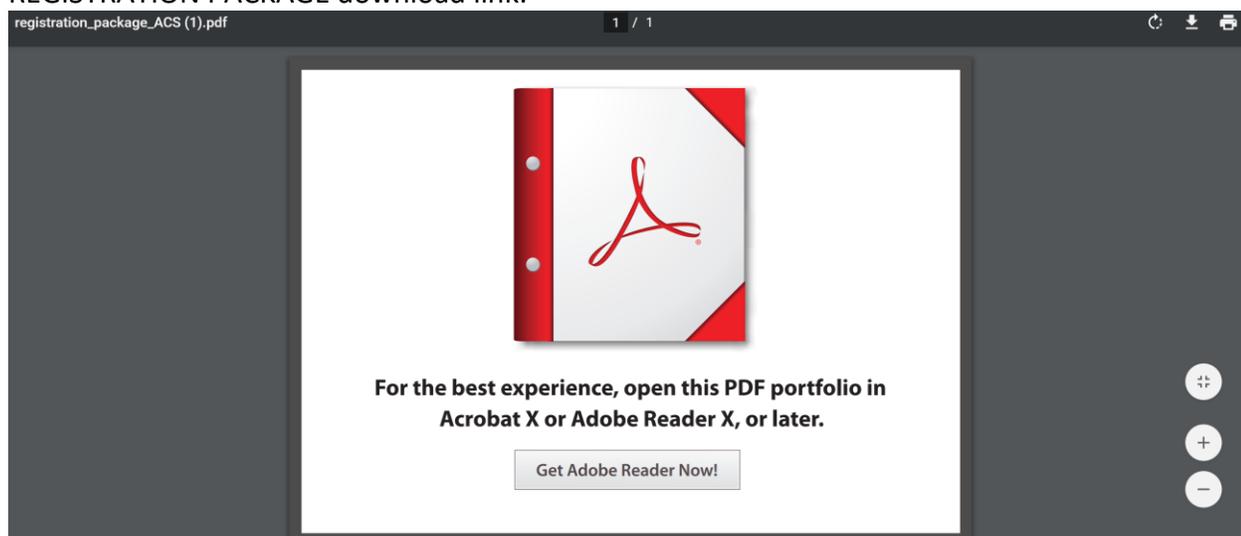


Instructions to Assist with Registration Package Download Issues

Some students may have trouble opening up the REGISTRATION PACKAGE .pdf portfolio file. Please follow the instructions below (applicable to your operating system and browser).

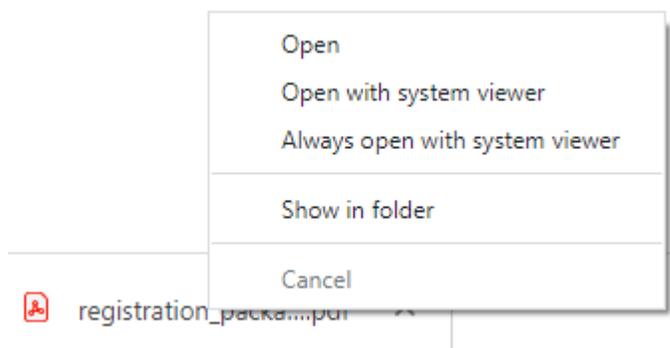
If the user is having an issue, they will see the following after they have selected the REGISTRATION PACKAGE download link:



If they report having an appropriate version of Adobe Reader, they will need to 'save' the REGISTRATION PACKAGE file rather than opening it.

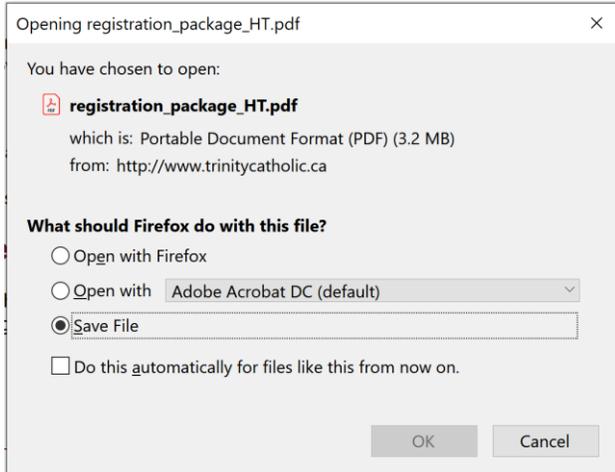
Chrome

1. After you have downloaded (clicked) the REGISTRATION PACKAGE download link you will see the file listed in the bottom left portion of your browser window.
2. Right-click on the file and select **Show in folder**.
3. This will open up the folder where the file was automatically downloaded to.
4. From there you can open the document in Adobe Acrobat Viewer (this is a free download if you don't have it)



Firefox

1. When the user selects (clicks) the REGISTRATION PACKAGE download link the Opening registration_package_XX.pdf window automatically pops up.
2. Select the **Save File** option button.
3. The file is downloaded to the computer's Download directory.



Internet Explorer

Opening the REGISTRATION PACKAGE portfolio does not seem to be an issue for I.E.

Safari (on an Apple device)

1. After you have downloaded (clicked) the REGISTRATION PACKAGE download link you will see the file listed in the bottom left portion of your browser window.
2. Choose the Options icon (top left portion of your browser window). The registration_package_XX.pdf option dropdown displays. 
3. Choose Save to Files.
4. Navigate to a directory on your computer and save the file. Please include your full name in the filename.

