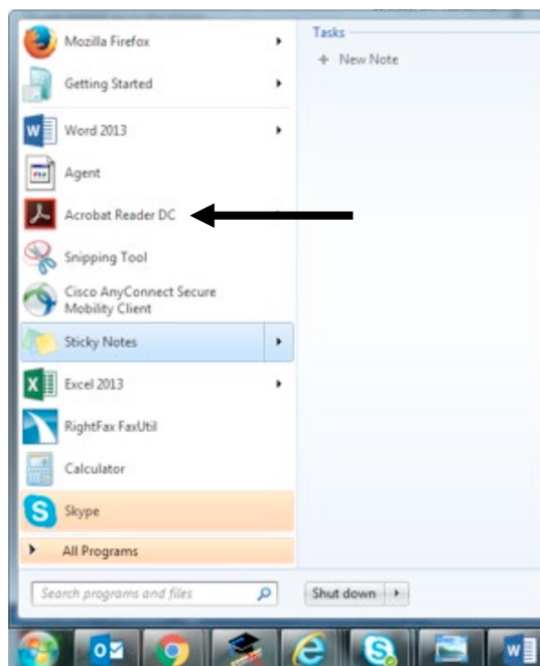


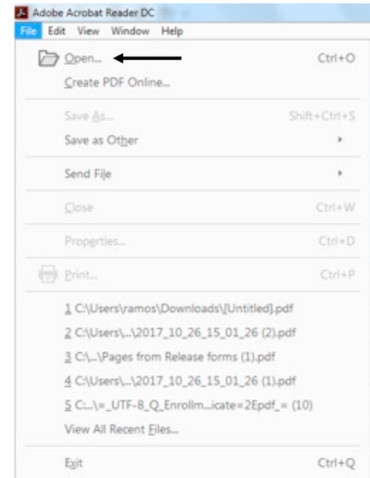
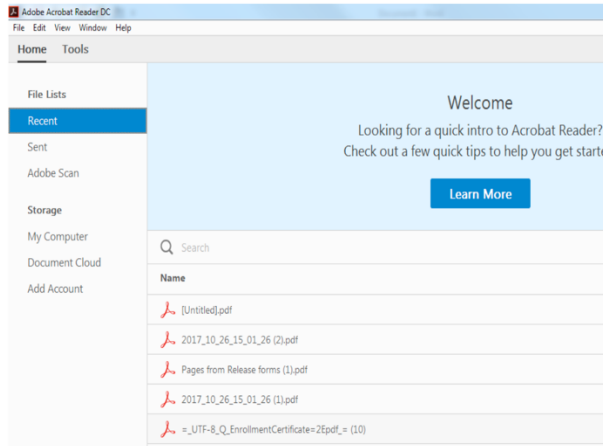
## INSTRUCTIONS TO OPEN A TRANSCRIPT WITH ADOBE ACROBAT READER

### Instructions on Windows

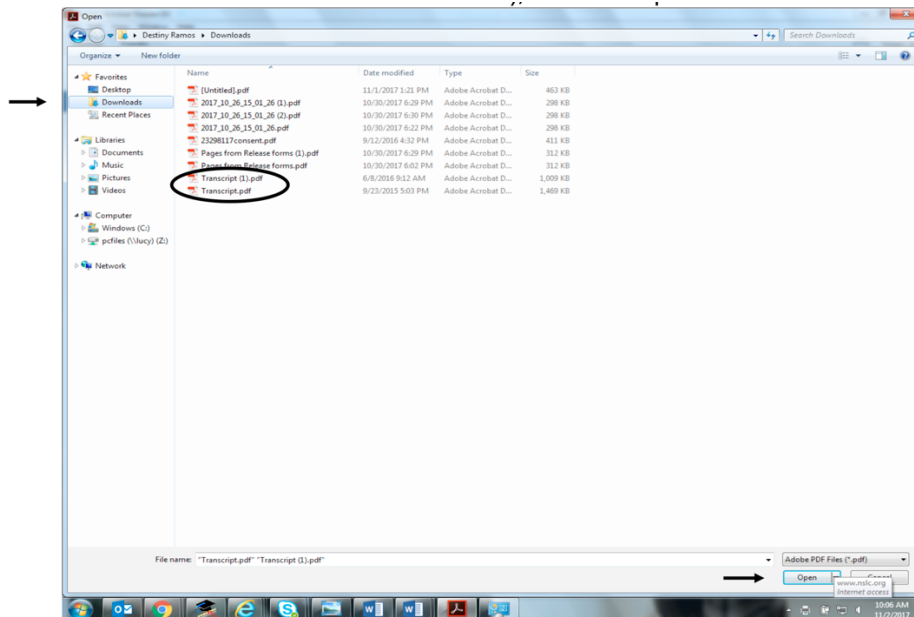
1. Downloaded your transcript from the Transcript Download Center page, open the appropriate Adobe Reader Program (from the start menu if you're on a PC, if you're on a MAC, open from applications)  
If you do not see that program, you can download Acrobat Reader DC for free at [www.adobe.com](http://www.adobe.com).



- Go up to the file button in the left-hand corner of the Adobe window and down to open.

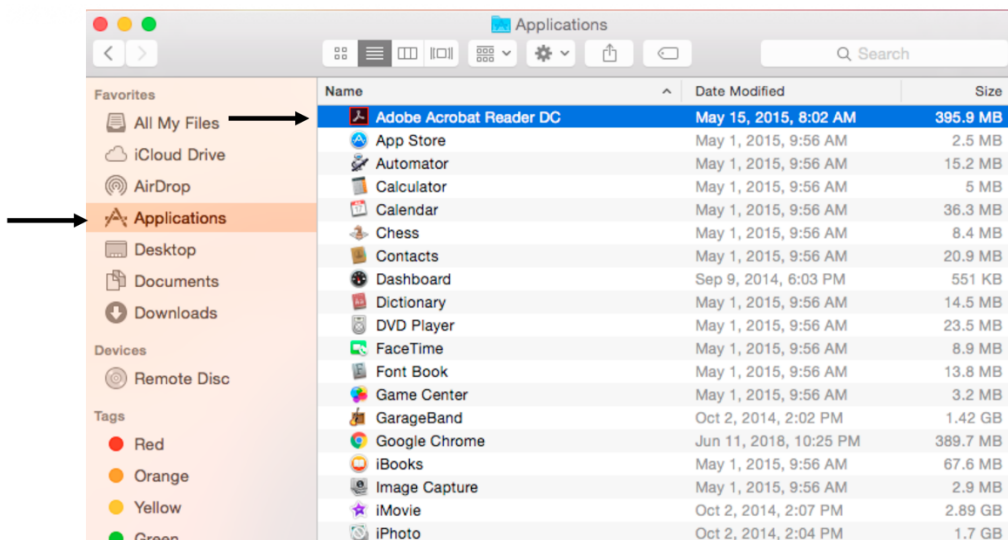
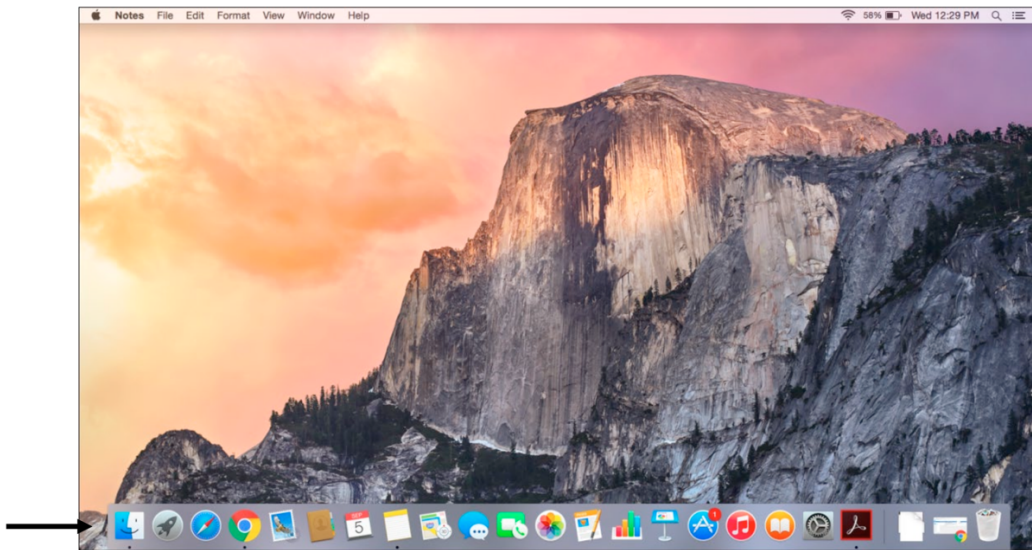


- An additional box should open. Locate the transcript PDF file (Can be located in your 'downloads' folder unless saved elsewhere), then click Open.

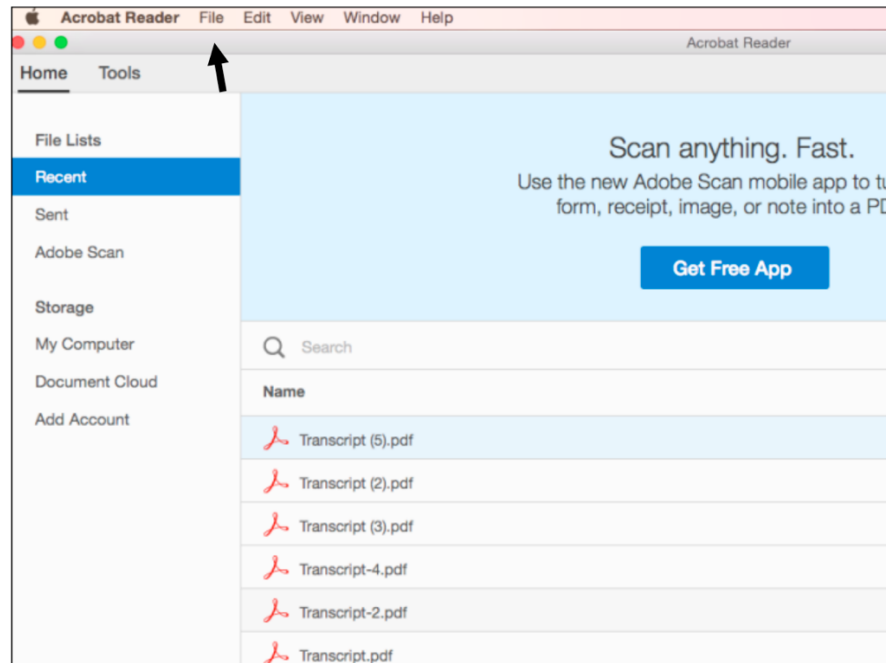


## Instructions on a Mac

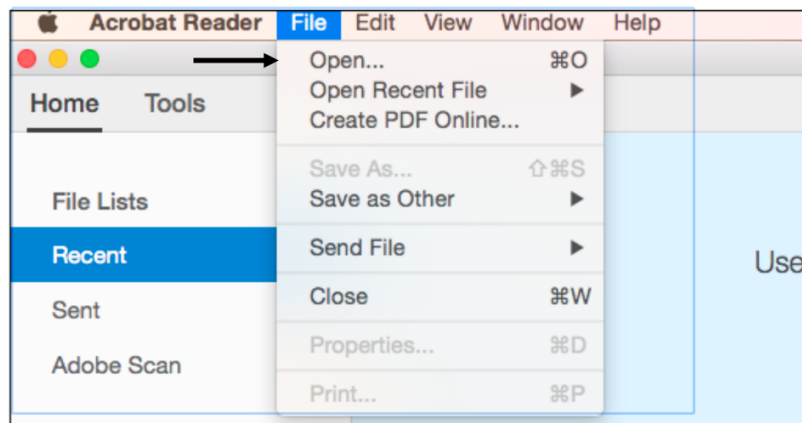
1. After you have downloaded your transcript from the Transcript Download Center page, open the appropriate Adobe Reader Program from your Applications in Finder



2. Go up to the file button on the top left hand side of the Adobe window and down to open.



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



You should be able to view the transcript that was sent to you as long as you're opening it with or in the proper Adobe Reader program. If you require further assistance, contact customer service at 703-742-4200. When prompted, select option 1 for transcripts, then option 2.