

To troubleshoot : opening your patient result letter (.PDF attachment) on iPhone or iPad



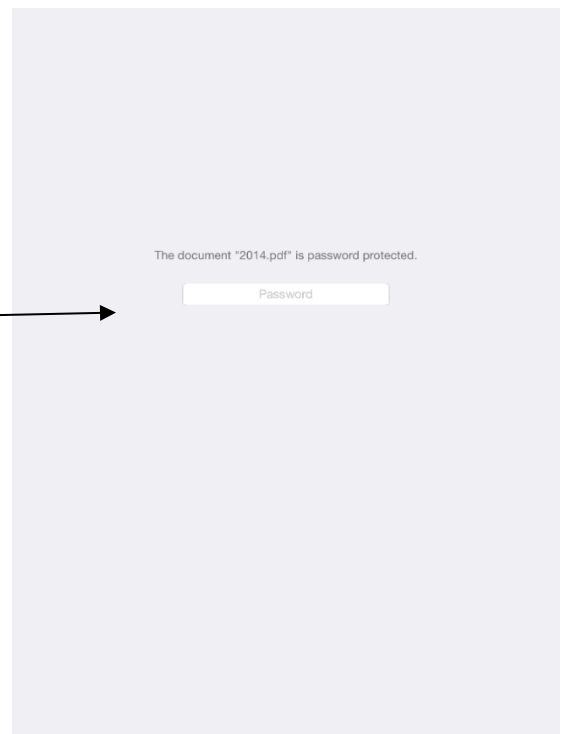
When opening your email on your iPhone or iPad.

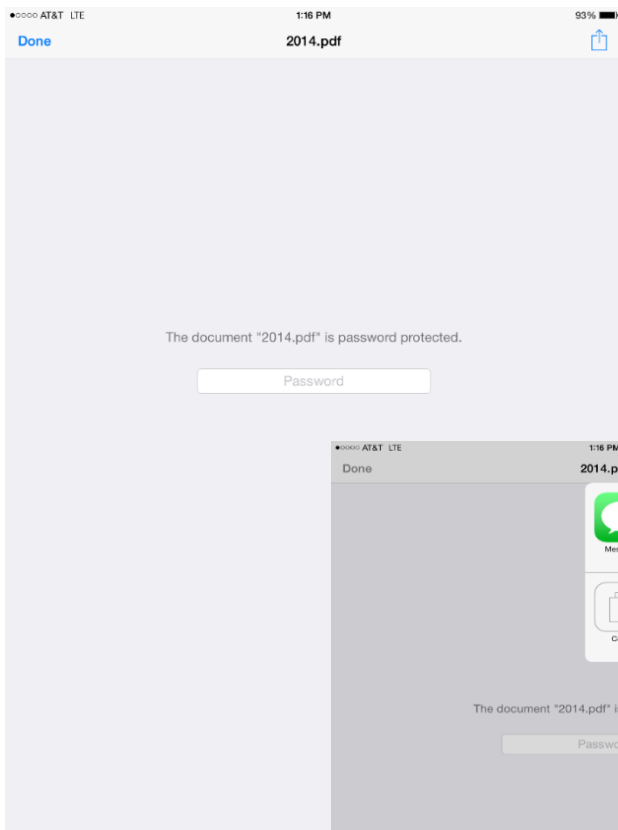
You must have an updated version of Adobe Reader to open your PDF.

If you need to, please choose the Apple Devices link to download the latest **FREE** version of Adobe Reader

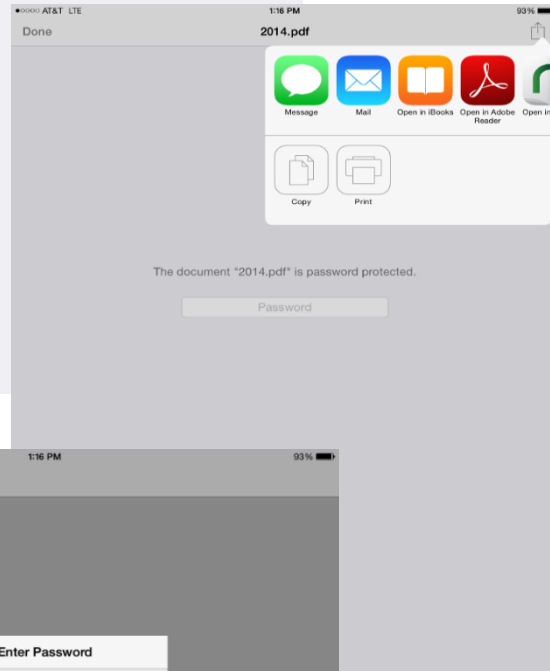
Note: The attached .PDF uses a 256 Advanced Encryption Standard

If you just tap on the pdf, it will open this display- you will **NOT** be able to open a .PDF with 256 AES by entering the password here

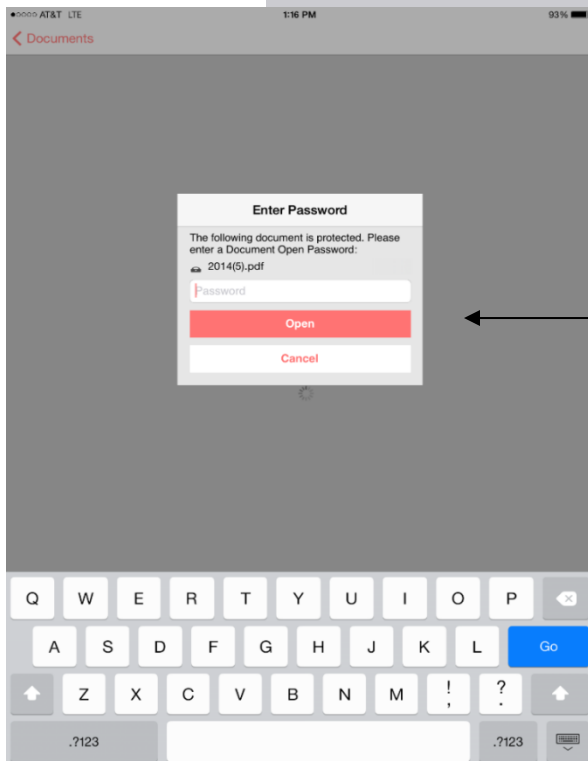




Please tap the screen again and it should bring up the open with icon.



This will bring up the choice to Open in Adobe Reader, they should tap the Adobe Reader.



This will bring up an Enter password box, then enter your pass word that consist of:

1. Your first name (first letter capital, the rest lower case)
2. Your year of birth,
3. The month the exam was done
4. The day the exam was done

Example: NameYYYYMMDD

The .PDF will open with the patient's letter that she normally would have received in the mail.

