

# Using Secure PDF-DRM Formats

Instructions for different devices: [Desktop](#) [Mobile](#)

IMPORTANT: After you have paid for your PDF-DRM you have 7 days to download the file



## How do I use PDF-DRM (Digital Rights Management) format?

### 1. Are you the user of the file?

Yes - continue

No - please pass these instructions AND the email:

'Your Product Download from Intertek Inform' to the end user.



For multi user formats, all users that are assigned by the primary user must be registered on [Intertek Inform](#), see process on the [Quick Tips](#) page.

### 2. Start on the computer you want to use the DRM PDF on.

### 3. To open your PDFs you'll need to:

Ensure that you are not opening the PDF file in your Browser. Only use the PDF in one of the supported PDF apps

We have used Acrobat Reader as a reference. Get the latest version of [Acrobat Reader here](#).

Windows	Mac
Adobe Acrobat Reader DC	Adobe Acrobat Reader DC
Adobe Acrobat Pro	Adobe Acrobat Pro
PDF-XChange Editor (before 10.3.X)	

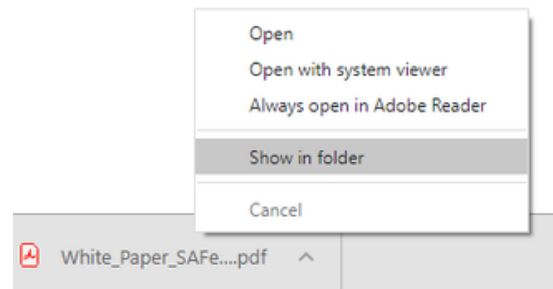
### 4. Open the email: 'Your Digital Product Download from Intertek Inform'

a) Click on the '[Product Download](#)' link in the email. Your PDF file should download automatically. Your download will begin in a moment. If it doesn't, restart the download.

OR

b) Step 1: Using your mouse, right click on the Download below and "Show in Folder"

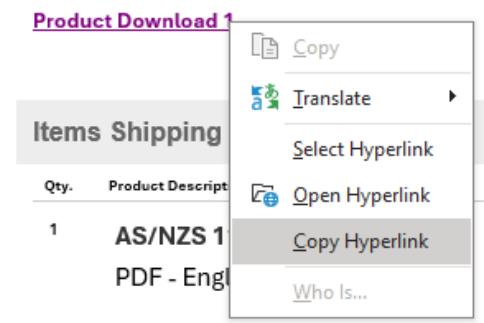
Step 2: Open the file in your installed PDF viewer by double clicking on the file



## Troubleshooting

If your file does not download automatically

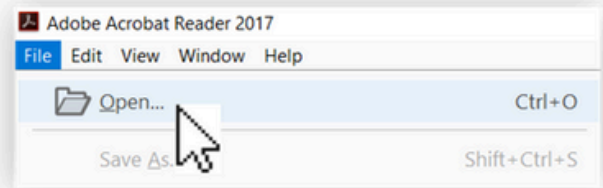
1. Open the email: 'Your Digital Product Download from Intertek Inform'
2. Right-click on the 'Product Download' link.
3. Select 'Copy Hyperlink'.



4. Open Acrobat Reader application.

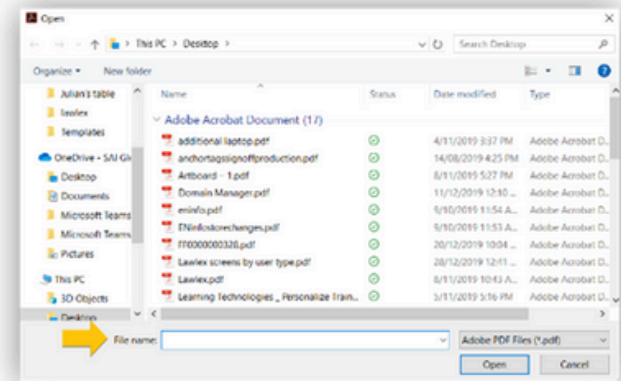
Then from the top menu select:

- a. 'File'
- b. then 'Open'

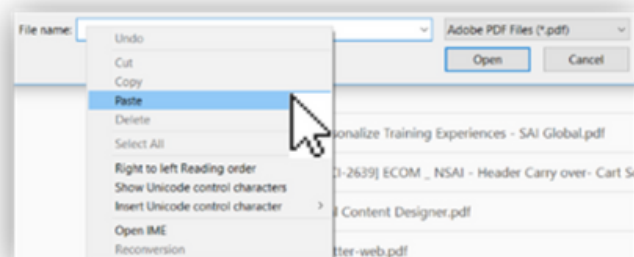


5. Then RIGHT click over the 'File Name' box

- a. select 'Paste'. This will enter the file name of your PDF-DRM.



- b. Now select 'Open' to open your PDF-DRM



## Quick Tips

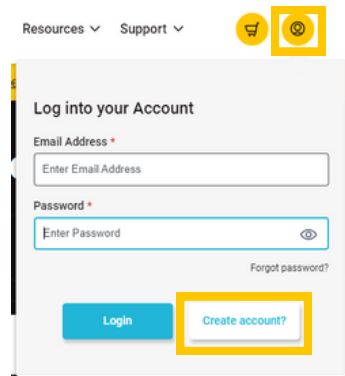
- Make sure you have an internet connection when you open your PDF
- You can select 'Save As' to name your document and save it to your hard drive
- You can print 2 copies per user for internal use
- Update Global Object Security Preference Settings, here are the steps:

1. Go To Menu
2. Go To Preferences
3. Select Java Script
4. Untick Enable Global Object Security Policy.
5. Select Ok.

Watch the video to see how to update the settings.

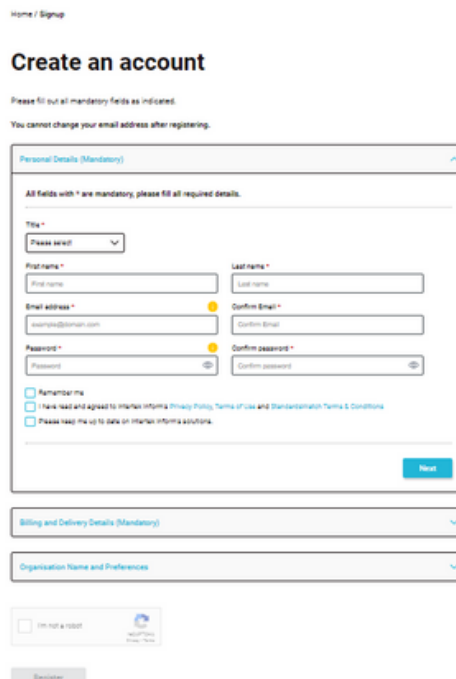
- For multi user formats, all users that are going to be assigned by the primary user/assignee must be registered on Intertek Inform, follow the steps below to create an account.

1. Click on the user icon



2. Then click 'Create account'

3. Fill in all the mandatory fields to register your account



Please note: We do not recommend downloading PDFs on portable devices like mobiles and tablets because of the Digital Rights Management (DRM) restrictions. [Learn more](#)



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### Quick Tips

- Make sure you have an internet connection when you want to view online