

Completing the Surgery Profile

Please read this **ALL** very carefully. It might save you a huge amount of time and frustration.....

The surgery profile document is a special kind of .pdf that can only be opened with Adobe Acrobat or Adobe Acrobat Reader, on a PC or a Mac. It will NOT open on iOS (an iPad, iPhone) or on an Android operation system, or Linux. It also will not open on other .pdf-reader software – only Acrobat will work

All you need to do is:

1. Using a PC or Mac, ensure you have Adobe Acrobat (or Reader) installed on your machine. You can download that from Adobe's web site, at <https://get.adobe.com/reader/> , or there is also a copy at http://www.supornclinic.com/clients/AdbeRdr11000_en_US.exe
2. Save the file I have sent you (ClientInfo_EN.pdf) onto your machine's hard drive, and remember where you put it. Your Desk Top is best.

Opening the Document

To open the document, do any the following:

Method 1 (Best, and certain to work)

1. Open Acrobat
2. Use File>Open
3. Browse to the file
4. Press >Open

Method 2

1. Open Acrobat (or Acrobat Reader)
2. Drag and drop the file onto the Acrobat interface

Method 3

1. Drag and Drop the file onto the Acrobat (or Reader) desktop Shortcut

Method 4

1. Drag and Drop the file onto the Internet Explorer desktop Shortcut

Method 5

1. Open Internet Explorer (not Firefox or Google Chrome)
2. Drag and drop the file onto the IE interface

Oops!

If you tried double-clicking on the file icon, instead doing of any of the above, and got the following message...:

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

.....that's because your internet [browser](#) is trying to open the file – not Acrobat. It means you have set your browser as the default program used to read .pdfs, and the browser you have is one that is not capable of opening this kind of .pdf. You've probably got Chrome, Firefox or Edge. The fix is simply to do one of the 5 options above – ideally option (1)

Saving the Document

When you have completed the document, you must save it back to your hard drive. Do NOT use one of the Adobe menu items, such as:

>File >Send and Track Files Online , or
>File> Attach to Email

Those do not work. All you need to do is use

>File > Save

Bug

There is a bug in the Adobe software that occasionally tells you there are uncompleted fields, when you can't actually find which one. Genuine uncompleted fields are marked in yellow, if you use the special button. If you look and can't see any fields that need completing, don't worry – just send the form back as it is.

Sending back the Document

To send the document back to the Clinic, simply attach that saved file back to me to an email, the same as you should send any other attachment. Just open it first before sending using the password you created, to make sure you are sending me the correct form.