

Adobe PDF Configuration Setup

Anatole T. - January 12, 2016 16:23

Overview:

SureLC is a desktop software application that runs through the internet (like Microsoft Outlook) and uses Adobe Reader to process contracting paperwork for your agents. This page describes how to properly configure Adobe Reader to work correctly with SureLC.

Because SureLC relies on Adobe Reader, we're limited with auto-adjusting your Adobe Reader configuration settings because of the disjointed nature of SuranceBay's relationship with Adobe. Therefore, follow the steps below and if you need any support from SuranceBay's team, email us at support@surancebay.com.

Resolution:

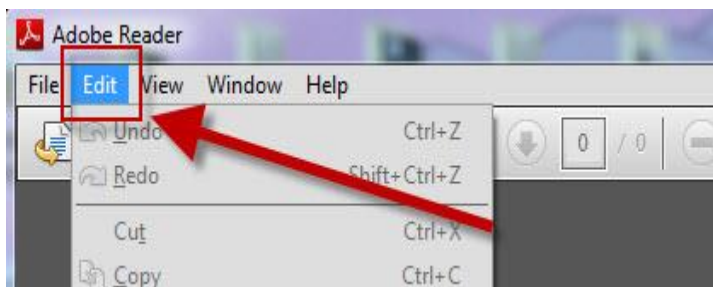
Step 1: Completely Close SureLC

These setting changes will not save if SureLC is still open. Ensure that SureLC is closed before proceeding.

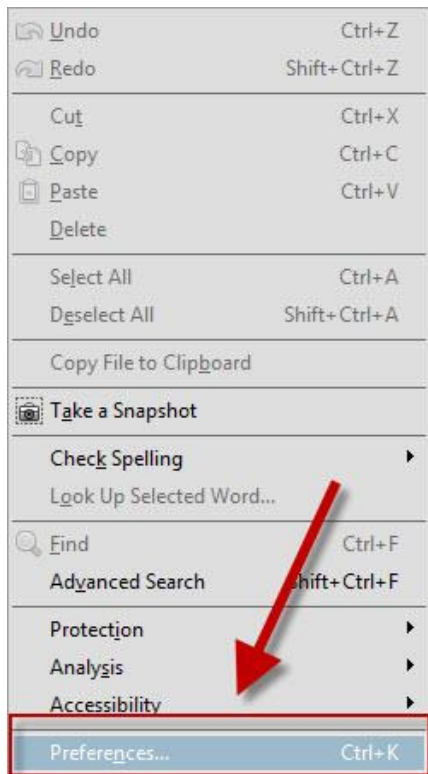
Step 2: Double Click on the **Adobe Reader (not Acrobat)** shortcut icon on your desktop or click your Start menu and look for **Adobe Reader**.



Step 3: In the tool bar at the top, next to File, click **Edit**.



Step 4: Click **Preferences** from the drop-down menu.

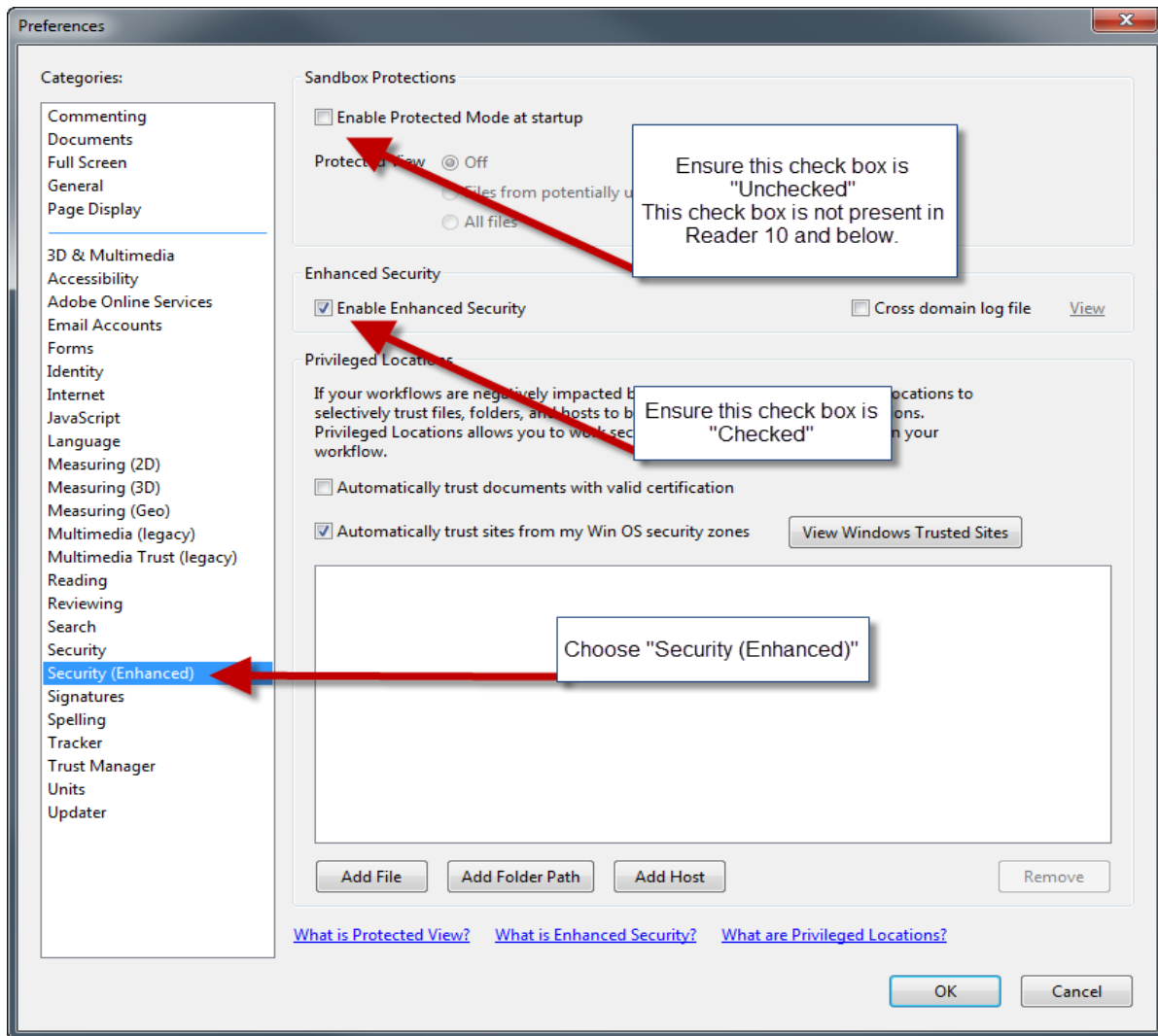


Step 5: In the new window that opens, on the left side menu choose "**Security (Enhanced)**".

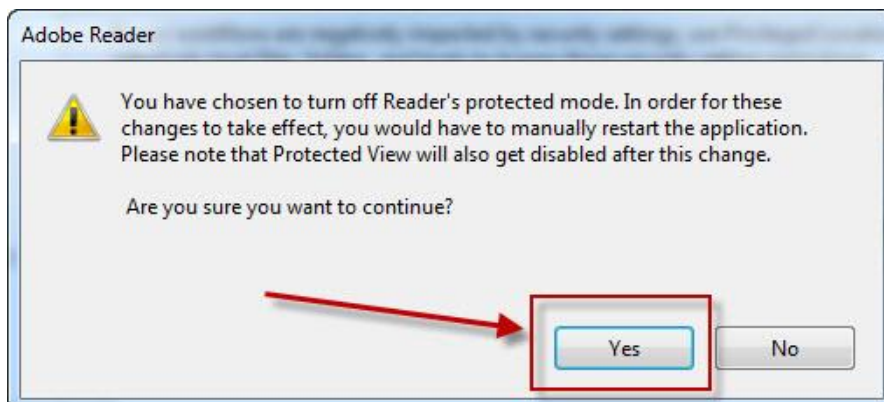


Step 6a: Select **Enable Enhanced Security** if not selected.

6b: Deselect **Enable Protected Mode at Startup**. If you do not see this option, look under the "General" category.



Step 7: Accept the changes.



Step 8: Close Adobe Reader.

Step 9: Restart SureLC - If you have no error message, log in. If you get an error message starting SureLC - refer to [Error Resolution](#), or email support@surancebay.com to escalate to Tier II support.

Testing / Verification:

After making the changes to Adobe Reader settings to ensure that the configuration is setup correctly to work with SureLC, verify that everything is working properly. Log in and process a contract. Verify that you receive all expected forms. If you are missing any forms, contact SuranceBay Support at support@surancebay.com and one of our technicians will contact you to resolve this issue.