


June 30, 2005

## Sending PDF Files as an Email Attachment

### Background

Adobe Reader is a free download (available at <http://www.adobe.com/products/acrobat/readermain.html>) that allows anyone to view and print a PDF file. All HSPnet print jobs (Placement Request forms and letters, schedules, and reports) are generated in PDF format to ensure that they can be read on any computer with Adobe Reader installed, protected against changes, and printed anywhere without formatting problems.

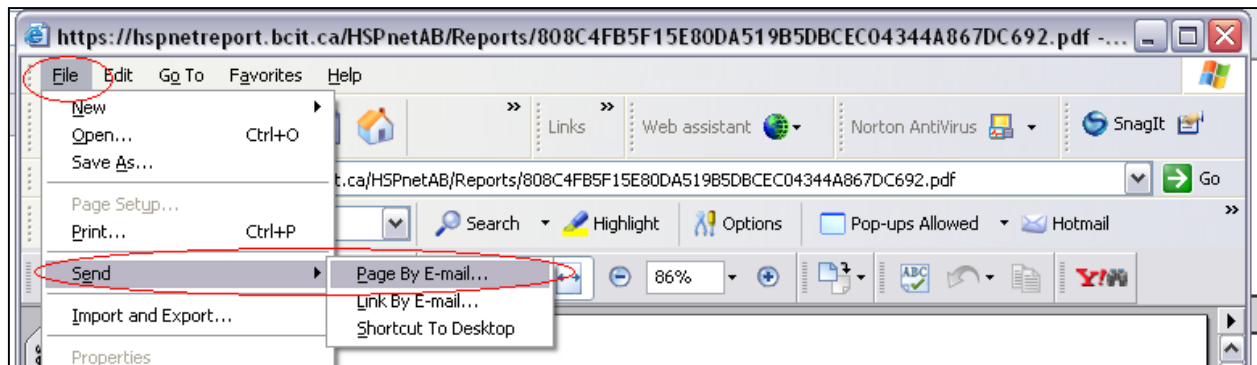
Note that there are two ways to generate PDF files in HSPnet:

- From the “Print Form” button in the Details popup of any Placement Request (automatically opens the PDF file in an Adobe Reader popup window)
- From the Reports Queue (provides a Preview icon  that opens the PDF file in an Adobe popup)

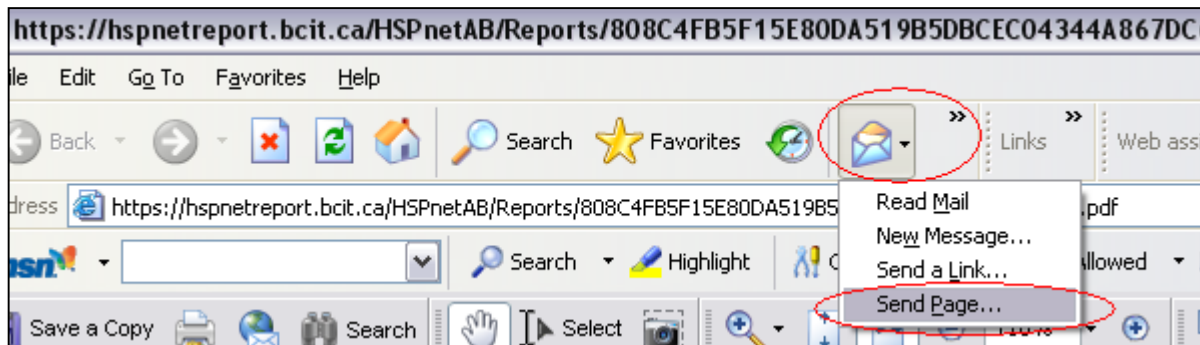
### Instructions

You must be viewing the PDF file in Adobe Reader in order to print the file, save it locally, or send as an email attachment. Once you are viewing the PDF file in the Adobe popup, there are two ways to forward the file via email depending on the version of Adobe you are using:

#### Option #1 – Via the Menu “File” Command



#### Option #2 – Via the Browser “Mail” button



Selecting “Send Page by Email” or “Send Page” opens a new email message, with blank recipient and with the HSPnet-generated PDF file inserted as an attachment. ***Sending as a Page (attachment) is preferable to “Send Link by Email” or “Send a Link”*** because email links will expire after two weeks (when print jobs are purged from the HSPnet servers). The other problem with sending as a Link is that some email systems cause the link to wrap in the recipient’s email message text, and the link does not function properly unless the recipient uses copy/paste to enter the link into their browser’s Address field.

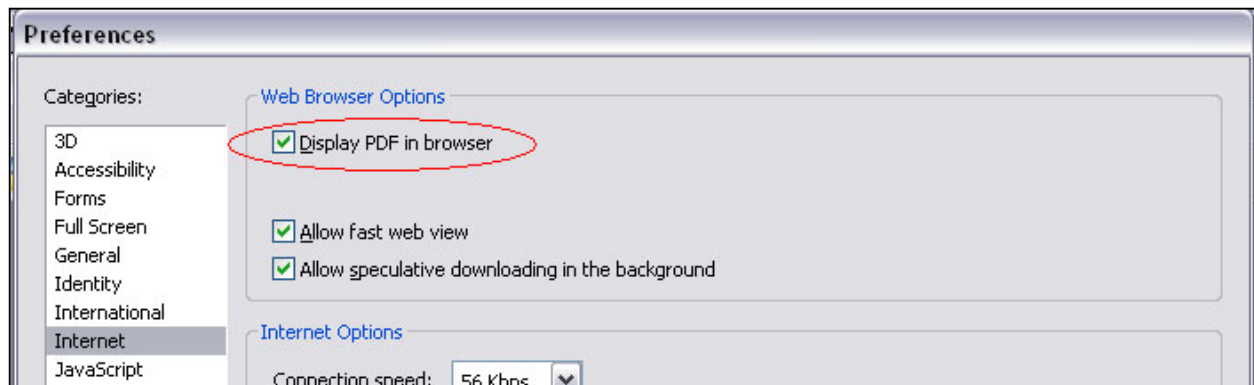
## Troubleshooting

1. If you get the following message when opening a PDF file from within HSPnet ...

Internet Explorer cannot download xxx.pdf from hspnetreport.bcit.ca  
  
Internet Explorer was not able to open this internet site. The requested site is either unavailable or cannot be found. Please try again later.

... then you need to change your Adobe setup:

- a. Click File → All Programs (if necessary) → Adobe
- b. In **Adobe Reader V4**, click “Ctrl-K” or click File → Preferences → General, and enable the “Web Browser Integration” checkbox
- c. In **Adobe V6 or V7**, click “Ctrl-K” or click Edit → Preferences, and under the Category for “Internet” settings enable the “Display PDF in browser” checkbox:



2. Some versions of Adobe do not offer the “Send Page” or “Send Page By email” options – in some installations this option is faded or disabled. If your version of Adobe does not offer the option of sending as a Page (rather than a link) you may need to contact your Information Systems department about upgrading to a newer version of Adobe Reader.

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