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First time users should also see the additional steps noted below.

First time users and troubleshooting

Disable Adobe global object security policy

This is often required for first-time users. To do this, open Adobe, click Edit > Preferences > JavaScript, uncheck the field **Enable global object security policy**, click **OK**.

Click 'Allow' on all communication prompts

This is required for authentication and is often only required for first-time users. If you accidentally clicked Do Not Allow or blocked the communication, see the next tip below:

Add the domain **protectedpdf.com** to your trusted sites

To do this, open Adobe, click Edit > Preferences > Trust Manager, click **Change Settings**, add host **https://protectedpdf.com** and click **Allow**.

For additional assistance, contact NFRC Helpdesk.

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