

To open a password protected PDF file:

1. Save the file in desired location.
2. Double click on the file to open it in Adobe Reader, Adobe Acrobat or similar PDF reader.
3. The application will prompt you to enter the password. Enter your 4 digit PIN as password.

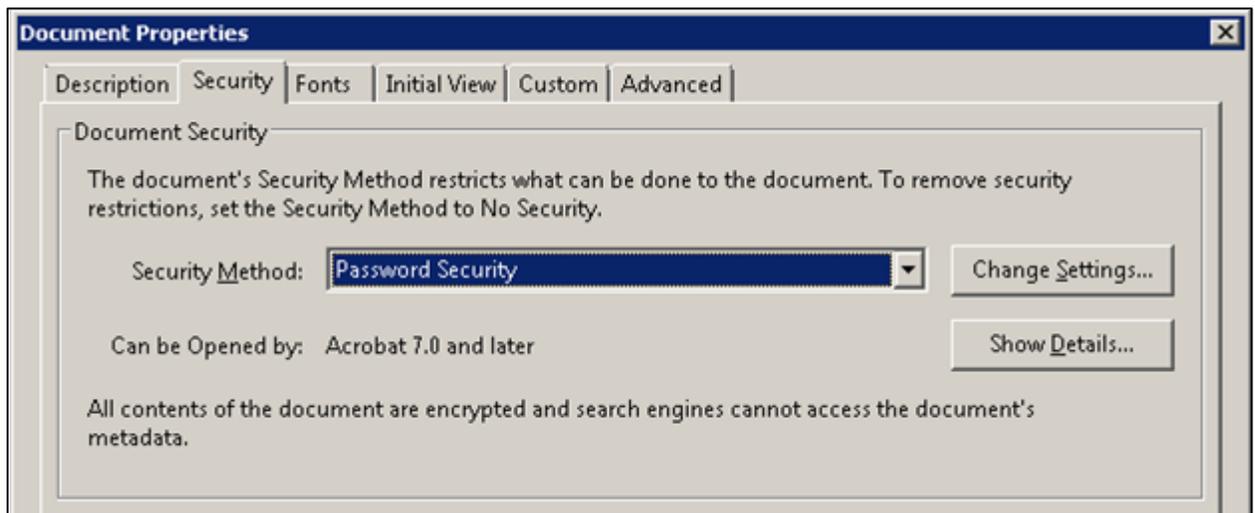


To remove the password from a PDF file:

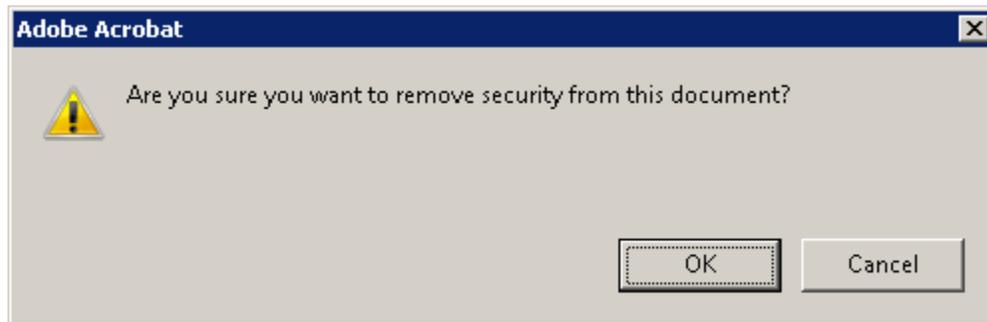
1. Save the file in desired location.
2. Open in Adobe Acrobat or similar application.
3. Application will prompt to you enter the password. Enter your 4 digit PIN + "\$" as password.



4. In Adobe Acrobat click File->Properties->Security Tab. If you are using a similar program, refer to the program's instructions for password removal.



5. Select "No Security" for Security Method and click OK.
6. Click OK to remove security from the PDF document.

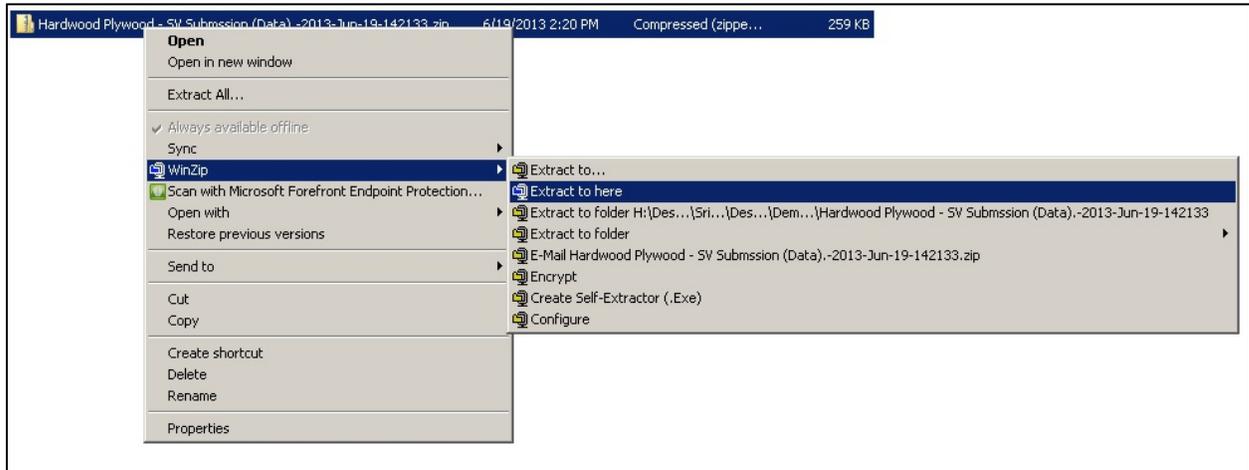


7. Save the file.

To extract data files from a password protected ZIP file:

When working with ZIP files, you will need a third party software package such as 7-Zip (open source program found at <http://www.7zip.org/>) or WinZip (\$30/copy at <http://www.winzip.com>) to access a data file inside an encrypted ZIP file. The standard Windows XP/Windows 7 extract option will not work. Please remember to scan the downloaded third party software for viruses before installing it.

1. Save the file in desired location.
2. Right click on the ZIP file and select the program, such as WinZip, to extract ZIP files. Select "Extract to here".



3. Data file will get extracted into a folder named "files" in the current location.