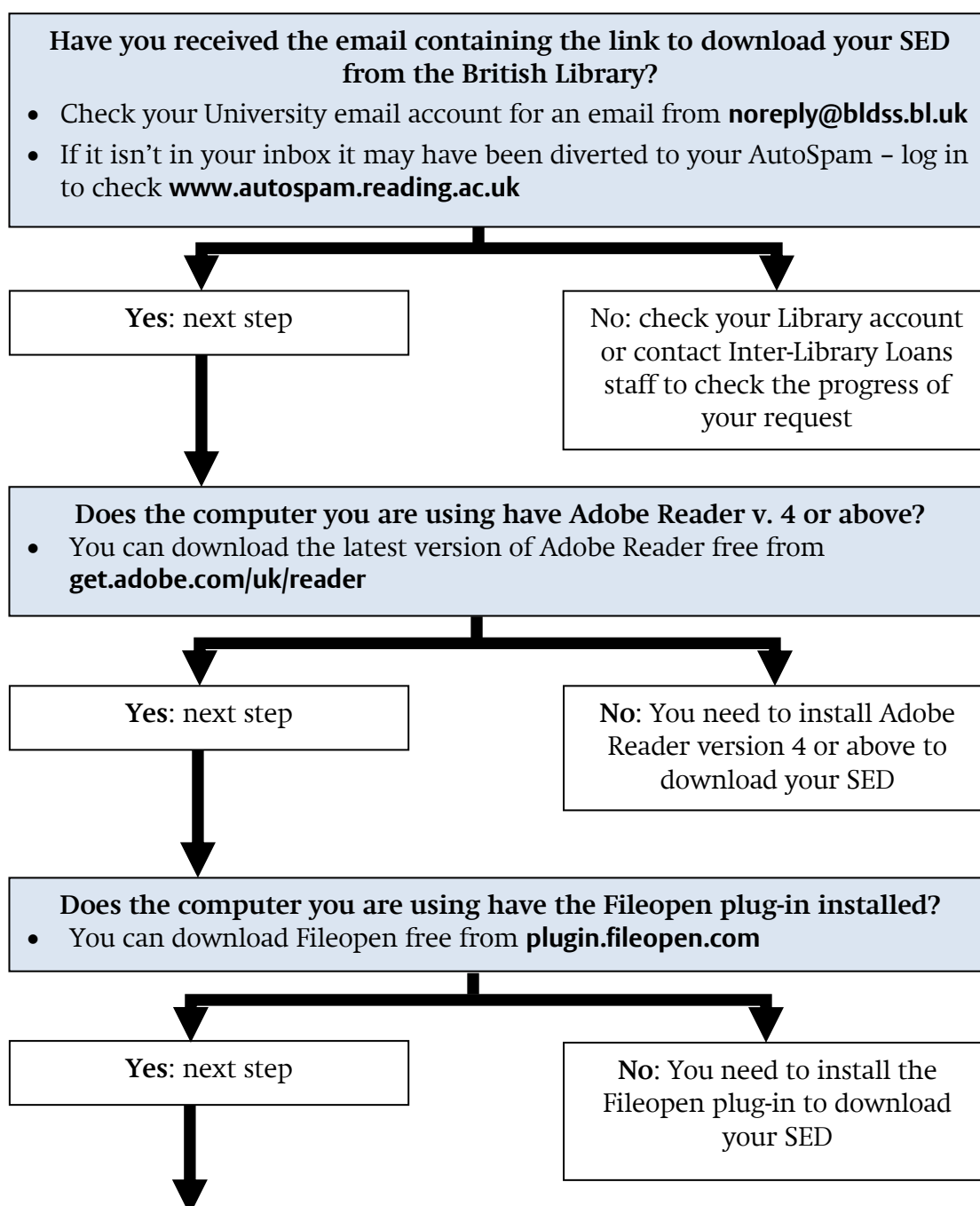


# SED flowchart

Having problems downloading your SED from the British Library? Follow the steps to achieve success!



**Does the computer you are using have Adobe Reader v. X (10) or above?**

- You can find out what version of Adobe Reader you have, open Adobe Reader, click the Help menu and select About Adobe Reader from the list

**No: next step**

**Yes: Open Adobe Reader**  
**Adobe Reader v. 10:** click the Edit menu > Preferences > General > and uncheck "Enable protected mode at startup"  
**Adobe Reader v. 11:** click the Edit menu > Preferences > Security (enhanced) > and uncheck "Enable protected mode at startup"

**Click on the link in the email from the British Library to download your SED. Does your SED open and allow you to print?**

**Yes: Congratulations!** If you are using your own computer you can save your SED to a local hard drive where it will be available to view on the computer you are using for **3 years** after which it will expire. **You will be able to print one copy only from the computer you are using**

**No: what to do next**

- If the email from the British Library is more than 30 days old your SED has expired and you need to re-request the item
- If you have already downloaded your SED on another computer or device you can't download it onto a second. You may still be able to access it again from the original device

**If you are still experiencing problems downloading your SED, please contact the Inter-Library Loans Team**  
email: [ill@reading.ac.uk](mailto:ill@reading.ac.uk)  
phone: (0118) 378 8786  
In the Library at the Ground Floor Information Desk