



ePad Digital Signature Pads and ICE Health Systems:

This document is a tutorial on setting up **Adobe Reader X** to use the **ePad Digital Signature Pads** with ICE Health Systems to enable the signing of PDF forms.

[Click here for additional configuration instructions with older versions prior to Adobe Reader X.](#)

Note that Acrobat Reader will allow you to digitally sign forms only if the PDF file itself has been saved using Acrobat Pro with “Usage rights for Reader enabled” which is discussed later in this document. All forms within ICE have been created using this method and this notice only applies to PDF documents used outside of ICE Health Systems.

The ePad Signature Pads work with Windows XP, 2003, Vista and Windows 7 and Adobe Reader versions 7, 8, 9 or X. Note that Mac OSX is currently unsupported by the ePad signature pads at this time.

To setup the signature pads to work with Adobe Reader, you will first need to ensure you have Adobe Reader installed prior to installing the ePad IntegriSign Desktop software package.

You can install the latest version of Acrobat Reader X from here (which is free)

<http://get.adobe.com/reader/>

Once you have Acrobat Pro or Reader installed, you then need to install the latest software required for the ePad Digital Signature pads. These can be found online at: <http://www.epadsupport.com/>

There are two separate programs that you will need to install in order to have the ePads function correctly with ICE and Adobe Acrobat. The first software is called the **Universal Installer** and includes the basic driver package for Windows and can be downloaded directly from this link:

http://www.epadsupport.com/downloads/drivers/10.4_r11442/UI10.4R11442setup.exe

Download and install this package before continuing on to the next step.

Once installed, the second program you’ll need to install is called **IntegriSign Desktop** and includes the plugins for Adobe Acrobat and can be downloaded directly from this link:

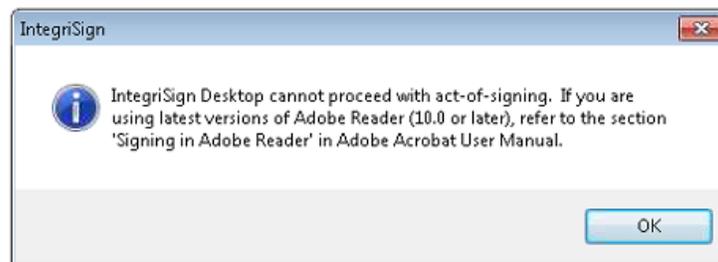
http://www.epadsupport.com/getlatest/IntegriSignDesktop10.2_R1378.exe

Once you have installed this software onto your machine you can continue to the next step, which is to configure Acrobat to use the ePad signature pad for signing documents by default.

To do so, simply open Adobe Reader and go to **"Edit" -> "Preferences" -> "Security" -> "Advanced Preferences"**. The **"Verification"** tab should be selected automatically when the window pops up and you'll need to change the **"When Verifying:"** option to **"Always use the default method (overrides the document-specified method)"** and then change the **"Default Method for Verifying Signatures"** drop-down box to **"IntegriSign (for Acrobat version 9.0 and later)"**.

Now click on the **"Creation"** tab of the Advanced Preferences popup window and set **"Default Method of Signing and Encrypting Documents"** to **"IntegriSign (for Acrobat version 9.0 and later)"** and then click OK to save these options, and click OK again to close the Preferences window.

Next you will need to disable Adobe Reader from starting in "protected mode" or you will receive the following error message when trying to sign digital forms with the ePad and Adobe Reader:



To disable protected mode in Adobe Reader, open the program and go to **"Edit" -> "Preferences" -> "General"** and uncheck the **"Enable protected mode at Startup"** option near the bottom of this window and click **"OK"**.

Now you will need to create a certificate which will be used when signing PDF forms.

Open Adobe Reader X and choose **"Edit" -> "Protection" -> "Security Settings"**

Now click on **"Digital IDs"** in the left column of the new window that opened up and click on the **"Add ID"** icon in the toolbar that will appear in the right column.

Select **"A new Digital ID I want to create now"** and click Next.

Select **"Windows Certificate Store"** when asked where you would like to store your self-signed digital ID and click next.

Type your name, email address, and other personal information for your digital ID and leave all other fields as the default values. Click **"Finish"** when you are done entering your information.

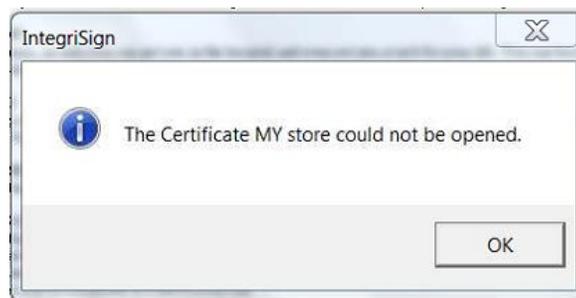
When you certify or sign a document, the name appears in the signatures panel and in the signature field.

Note that you do not need to create a digital signature certificate for every person who will be signing the documents. IntegriSign will still ask for the signers name and signature at the time of signing a PDF document.

Once the certificate has been created and stored, you can close the Adobe Reader program and open the **“Desktop Configuration”** program which you can find under **Windows Start Menu -> Programs -> IntegriSign Desktop -> Desktop -> Desktop Configuration**.

In this program, you will need to click the **“Select”** button under the **“Certificate Selection”** panel in the lower right of the window. You should now see the digital id you just created in a new popup window. Simply click on the name of this certificate to select it and click the **“OK”** button.

The last step that will be required if you are using Internet Explorer 7 and above is to disable protected mode in the browser itself, which will cause issues with the ePad IntegriSign software from functioning properly when viewing/signing PDFs from within Internet Explorer (*you will see an error message similar to the one below after signing a document*)



To disable protected mode within Internet Explorer, click on the **“gear”** icon in the top right of the Internet Explorer window and then click on **“Internet Options”**. A new window will appear with various options and settings, and you will need to click on the **“Security”** tab at the top of this window.

Under this tab, there is a checkbox option window called **“Enable Protected Mode (requires restarting Internet Explorer)”** in the **“Security level for this zone”** section near the bottom of this window.

Uncheck this option and click OK. Now close and reopen Internet Explorer.

You should be able to use the signature pad to sign documents and forms from within ICE Health Systems.



Only PDFs with “Usage Rights” enabled can be signed by Reader:

Note that if you are using a free version of Adobe Reader, then **you can only sign PDF forms that have been saved with usage rights for Reader enabled** using Adobe Acrobat Pro.

To save a PDF form with usage rights for reader enabled, simply open any PDF file using Adobe Acrobat Pro, and navigate to **Advanced -> Extend features in Adobe Reader**. You will then be prompted with a message about enabling usage rights in Adobe Reader and simply need to click on the **Save Now** button. This step will save a new version of the document you are using with usage rights enabled. You can choose to overwrite the existing file if you prefer, and now should be able to digitally sign the document when using Acrobat Reader.

Note that all forms in ICE have already been created with usage rights enabled, so this issue only pertains to external documents that you might otherwise be trying to sign.

Here is a video on how to enable usage rights for Adobe Reader using Acrobat Pro:

<http://tv.adobe.com/watch/acrobat-tips-and-tricks/enabling-usage-rights-for-adobe-reader>

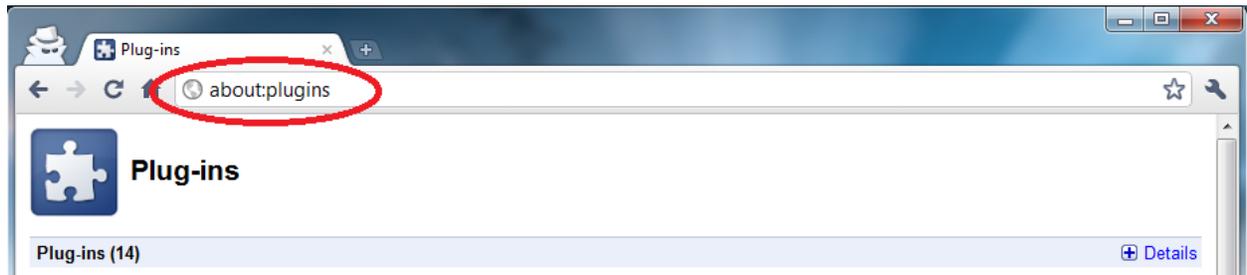
- *Please note that when viewing PDF forms with certain web browsers, you may need to right-click on the signature fields themselves and select “Sign Document” or the signature capture popup box may not appear when simply double clicking on the signature fields alone.*

Fix for viewing and signing PDF forms from within Google Chrome:

Note that if you are viewing (and signing) PDF forms from within Google Chrome you will need to ensure that the Adobe Reader plug-in is enabled and being used to view .PDF files by default.

Google Chrome uses its own PDF viewer by default which does NOT support the ePad digital signature pads and needs to be disabled. It is also known to have issues submitting PDF forms properly and should also be disabled for this reason.

To do this, simply open the Chrome browser and type in the following under the URL address bar: **about:plugins** (refer to screenshot on below):



You will then see a list of plug-ins installed for Google Chrome and will need to ensure that the Adobe Reader plug-in is enabled and that the Chrome PDF Viewer plug-in is disabled (note that only one can be enabled, so if you simply click “enable” under the Adobe Reader plug-in, Chrome should also disable the Chrome PDF Viewer plug-in at the same time). It should match the screenshot below:



And that is it! You should now be able to sign documents from within Chrome using the Adobe Reader plug-in.