# Replacing SurePDF Printer Driver on Your Home Computer

With the recent server issue and migration of the RSCCD WebCRD online submission system, the Publication Center requests that employees who submit print jobs from home replace the system's SurePDF printer driver on their home computers. We apologize for the inconvenience, but want to get you back up and submitting your print jobs as soon as possible. Below are the steps you can take to replace our SurePDF printer driver on your home computer.

**For PC Users**

1. Select the **Start** menu in the bottom left corner of your computer screen.
2. Select **Control Panel** from the **Start** menu that appears.
3. Depending on your system, look for either **Add/Remove Programs** or **Programs & Features** on the **Control Panel** page.
4. Locate the file named **SurePDF**. Highlight the file and uninstall the program.
5. Next, download the new SurePDF printer driver from the WebCRD home page (webcrd.rsccd.edu). The link is located at the bottom of the center section
6. Run the installation program. This may take a few minutes to complete.
7. To verify that the SurePDF printer driver has been installed on your computer, click on the **Start** menu at the bottom left of your computer, then select the **Devices & Printers** link.
8. In your list of printers look for a printer named **RSCCD_SurePDF**.
9. If you see the above printer, you should now be able to submit print jobs to the WebCRD system again.

**For MAC Users (Need to modify these at home)**

1. Select the **Apple icon** menu in the upper left corner of your computer screen.
2. Select **System Preferences** from menu that appears.
3. Under the Hardware section select the **Print & Fax** option.
4. Locate the **RSCCD SurePDF** and highlight it.
5. Click on the **minus (-) symbol** below the list of printers and select the **Delete Printer** button in the popup window that appears.
6. Next, download the new SurePDF printer driver from the WebCRD home page (webcrd.rsccd.edu). The link is located at the bottom of the center section.
7. Run the installation program. This may take a few minutes to complete.
8. To verify that the SurePDF printer driver has been installed on your computer, click on the **Apple icon** in the upper left corner of your computer screen, then select the **System Preferences** link.
9. In your list of printers look for a printer named **RSCCD_SurePDF**.
10. If you see the above printer is displayed, you should now be able to submit print jobs to the WebCRD system again.

If you encounter problems installing the new SurePDF printer driver, please contact the Publications Center by calling (714) 628-5955. Thank you again for your patience during the service disruption.