# PSG Wealth

Statement support

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PDF not opening in browser

The encryption technology used in preparing some PDFs result in you experiencing problems if you open your certificate directly in your internet browser window. If you experience this problem (which will depend on the browser you are using, as well as your browser settings), you will see the following screen:
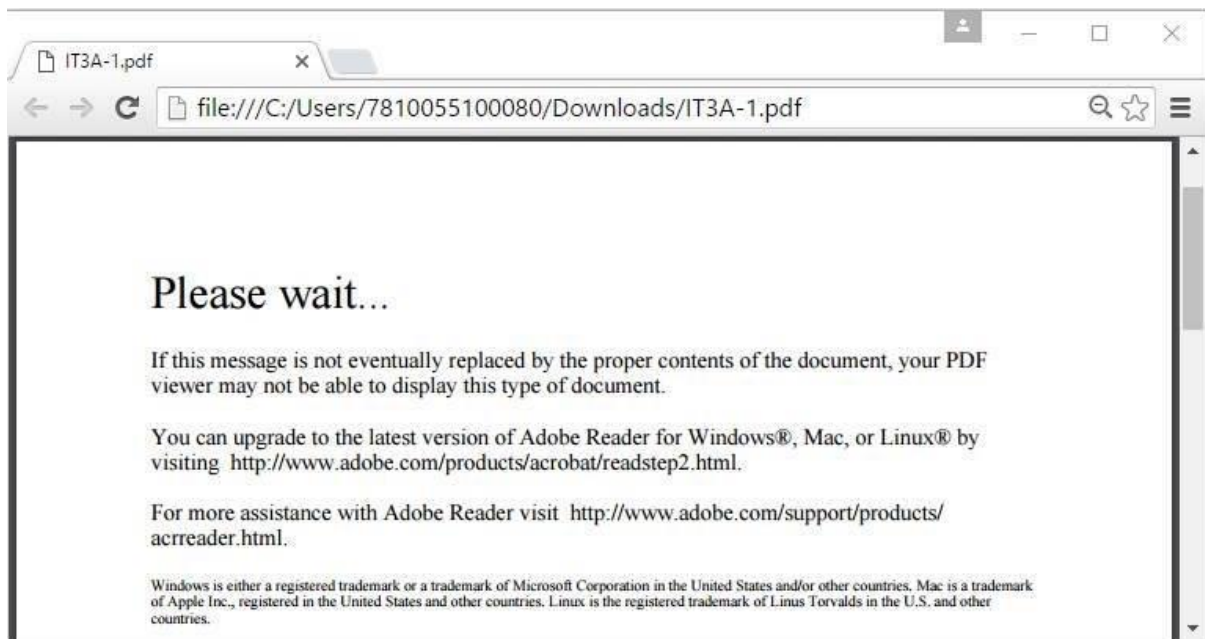
Although your browser is prompting you to 'Please wait...', your certificate does not load. You can prevent this problem by saving your certificate to a location on your computer, and opening it directly from there.

How to do this:
When you click on the link your browser may give you the option to 'open' the certificate in your browser, or 'save' to a location on your computer. If you receive this prompt, select the option to save it to your computer, and then open it from that location.
Depending on your settings, you browser may also immediately proceed with downloading your certificate, in which case you will see an icon like this at the bottom of your browser window:

If this happens, right-click on this button, and either:

- select 'save' (to save to a location on your computer)

- select 'open with system viewer' (to open this with the program you have installed for viewing PDF files e.g. Adobe Acrobat reader)

You can also go you the 'Downloads' folder of your computer and open it from there by clicking on the 'Show all downloads button', and then selecting 'Show in folder'.

Please call one of our Client Service Consultants on 0860 774 774 if you require further assistance.
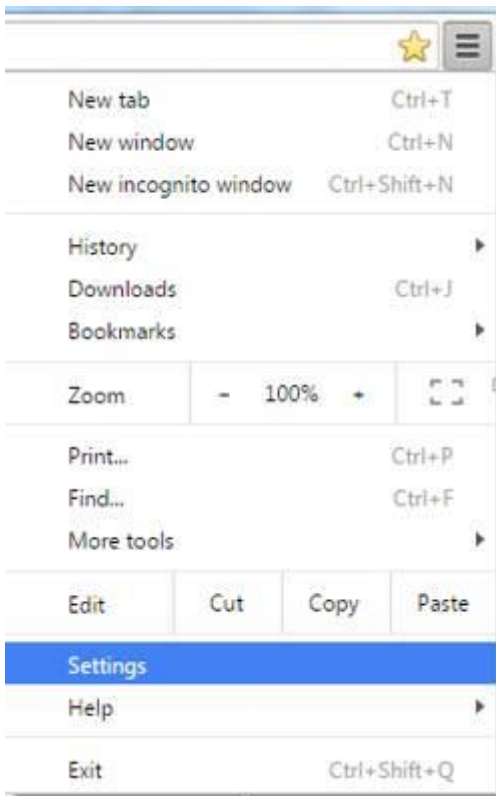
Restore advanced settings

All statements are distributed in PDF format. The default software for viewing statements is Adobe Reader.

Note: You need to have the Adobe Reader installed on your computer to view the statement. Click here to download the latest version.

If you experience problems in opening the statement, you may follow the instructions below: In Google Chrome:

Click on the menu button on the top right hand corner of the screen.

Click on 'Settings'

Scroll down the page and click on 'show advanced settings'.

Scroll down to 'Accessibility' and click on the 'Reset settings' button.

If you still experience any problem please speak to one of our Client Service Consultants on 0860 774 774 or at clientservice@psg.co.za.

Do you use a download accelerator?

Most download accelerators attempt to download the page instead of the statement and as a result in Internet Explorer for instance, you will get the error 'Internet Explorer cannot open statements.aspx'. If you do use a download accelerator then try disabling it.