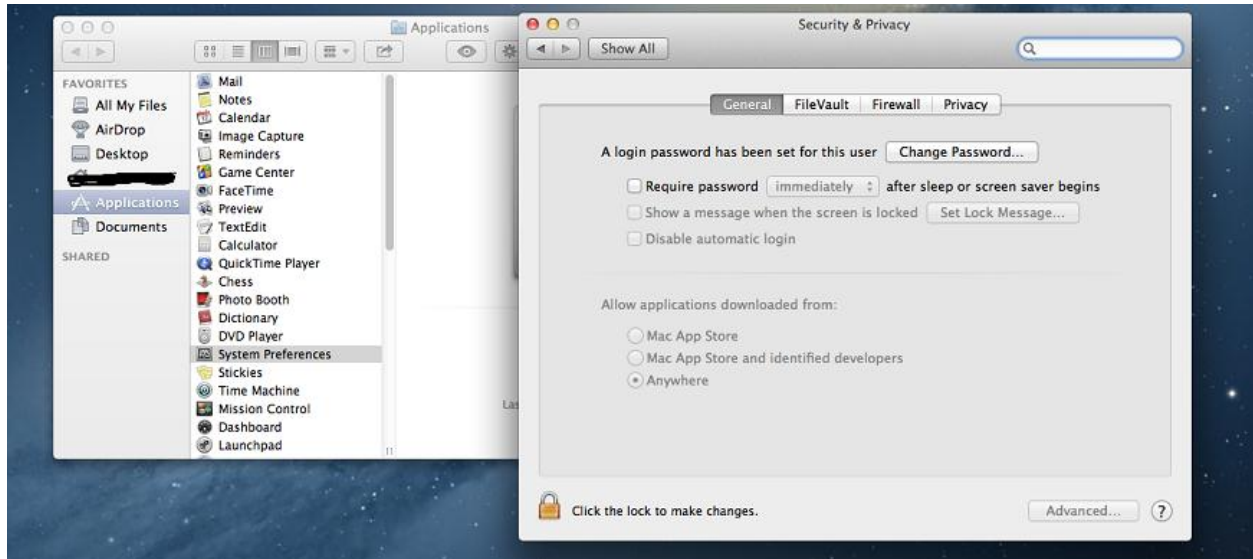


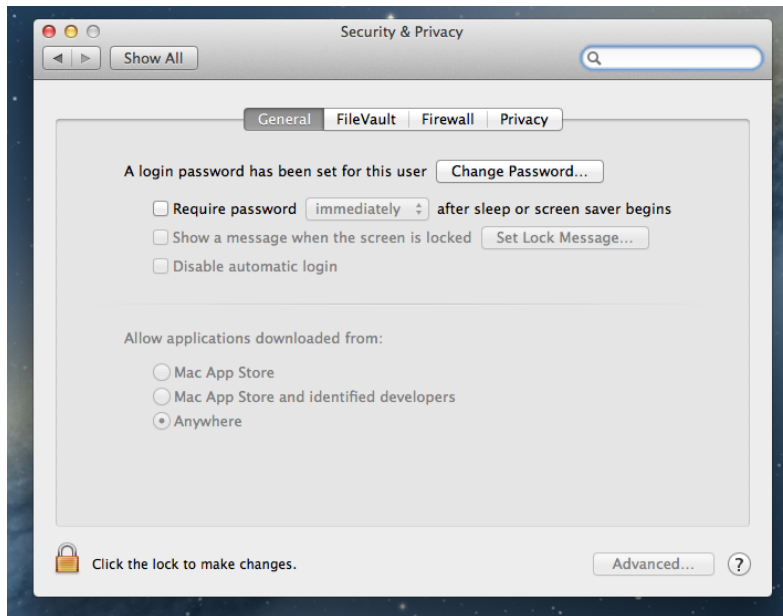
Troubleshooting Guidelines for MAC OS:

- 1). If you receive following message while using Pharmacy Exam software “The file may be damaged or cannot be opened”; please use following steps to resolve it.
- 2). Please go to > **Application > System Preferences > Security and Privacy > General.**
- 3). The screenshot will look like following:



- 4). Click on the left hand bottom corner icon (Lock) to make changes.

- 5). In **Allow Applications Downloaded From**, please select “Anywhere”



- 6). **Re-download the program using the link one more time. The program should run without any problem.**