# Caremark.com - Downloading Acrobat Reader

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**Description:** Information on how members can download **Adobe Reader**.

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| Downloading Acrobat Reader |

**Note:**  Screen capture may not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.

Instruct the member with these steps to download **Adobe Reader**:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. |
| **2** | Hover over the **Plan & Benefits** tab and click the **Covered Drug Lists** link. |
| **3** | Scroll down on the **Covered Drug Lists** page and click on the hyperlink to download free Adobe Reader software.    **Result:** The Adobe.com webpage displays. |
| **4** | Click **Download Acrobat Reader**.    **Note:** Technical/download assistance is not offered for **Adobe Reader**. |

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**Parent SOP:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\NChristian\Desktop\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\NChristian\Desktop\AppData\Local\Microsoft\windows\INetCache\Downloads\CMS-PRD1-105672)

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