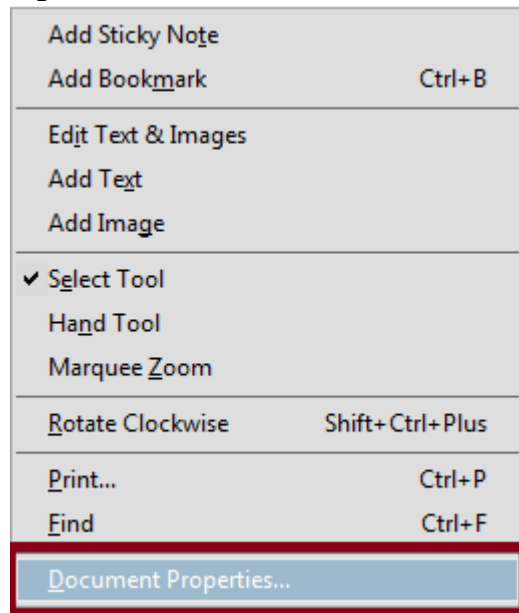# What do I need to do in order to correct my document?
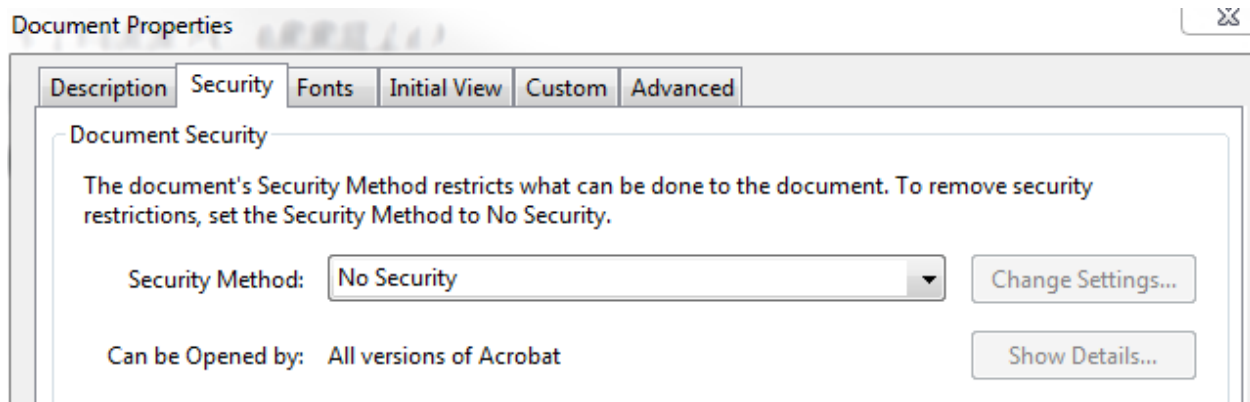
TIPS:

1.) If your document is SECURED in Adobe, you will need to remove the security from the PDF.

- o Open the failed document
- o Right click on the document > Click on Document Properties

- o Go to the Security Tab
  - ▪ Remove the security method.

2.) Confirm that your documents are 8.5 X 11 in.

- o Ensure that none of your pages are landscaped.
- o Any pages that exceed 8.5 X 11 in. will need to be correctly formatted.
- o You are able to check the Page Sizes by viewing the **documents properties**.
  - To view to the properties, right click on the document.
  - Click on Document Properties
  - You will be able to see the Page Size under the Description Tab in the advanced section.

3.) How was the document created?
- o PDF's that have been combined or merged together can cause your envelope to fail.
  - For example, combining text searchable documents with non-searchable documents.
- o Did you use a program other than Microsoft Word or Adobe Acrobat?
  - NitroPro, ActivePDF, or other PDF producers like these can cause issues processing the document.

4.) Do you have editable textboxes in the document?
- o You should not be able to open the document and edit any information.
- o If your document contains fields that you are able to edit, those boxes will need to be removed **OR** you will need to print and scan your documents.
- o **Court Forms** such as **Civil Case Information Sheets** or **Process Request** forms will need to be printed, scanned, and saved in to PDF format.
  - If you have to **scan** the document, it will have to be scanned using **200/300 DPI** in **black and white.**

5.) Does your document contain unsupported fonts?
- o You are able to view the documents fonts by:
  - Right Clicking on the Document
    - Then clicking on Document Properties
      - o Now click on the Fonts tab
- o **Examples of these fonts:**
  - ZafFDingbats
  - Wingdings
  - Symbols that are embedded in the document.
- o If your documents include these fonts, then they will need to be removed or you should print, scan, and save the document in PDF format.