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.

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

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Add Book <u>m</u> ark	Ctrl+B			
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<u>P</u> rint	Ctrl+P			
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<u>D</u> ocument Properties				

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

Doo	cument Prope	erties	0.0.1	100					23
	Description	Security	Fonts	Initial View	Custom	Advanced			
	Document Security The document's Security Method restricts what can be done to the document. To remove security restrictions, set the Security Method to No Security.								
	Secu	rity Metho	d: No	Security				Change Settings.	
	Can be	Opened b	y: All v	ersions of Acr	obat			Show Details	

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

- Ensure that none of your pages are landscaped.
- Any pages that exceed 8.5 X 11 in. will need to be correctly formatted.
- 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?

- 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.
- 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?

- You should not be able to open the document and edit any information.
- 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.
- **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?

- You are able to view the documents fonts by:
 - Right Clicking on the Document
 - Then clicking on Document Properties
 - Now click on the Fonts tab

• Examples of these fonts:

- ZafFDingbats
- Wingdings
- Symbols that are embedded in the document.
- 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.