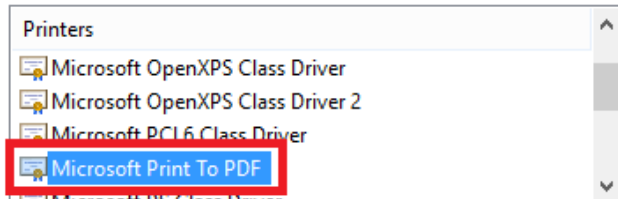# How to fix document issues for eFiling

My PDF needs to be flattened to remove form content, macros, annotation, or signature panels that are 'active' content
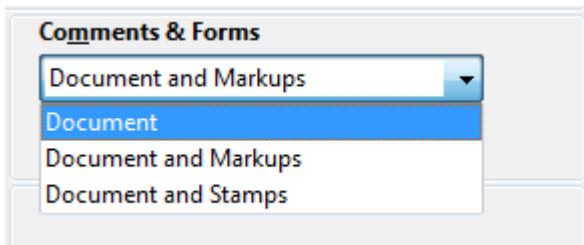
Example error:

File name	Status	Document type	Document title ⓘ	Seal ⓘ	Remove
PDF Form Content Error.pdf	Upload rejected	Reason: PDF contains a digital signature or is certified			Remove

1. Open the PDF.
2. Go to File > Print.
3. Select any printer that has "PDF" in the title.

4. If the print dialog box has a section labeled "Comments & Forms" make sure that "Document" is selected from the dropdown list, instead of "Document and Markups" which is the default.

5. Click "Print" to save your document to another PDF file and strip out (flatten) the document to remove any active elements.
6. Save the final PDF as another name to tell the versions apart.
7. Upload the flattened version to the eFiling website.
8. NOTE: If you do not have a printer with PDF in the title, then scan the paper document and Save as a PDF.

My Word document is in .doc and needs to be .docx

Example error:

File name	Status	Document type	Document title ⓘ	Seal ⓘ	Remove
Doc Example.doc	Upload rejected	Reason: Only .pdf and .docx files may be uploaded.			Remove

1. Open the Word document that is .doc.
2. The top of the window will say [Compatibility Mode].
3. Go to File > Info.
4. Click the large CONVERT button.
5. You may get a pop-up about converting. Click OK.
6. Then SAVE your document. It will save as a .docx format.
7. Check your document for any formatting changes.
8. Upload the .docx version to the eFiling website.

Convert