

## Instructions to Unencrypt a PDF

**Unfortunately, we are unable to accept password-protected files** as they can cause issues with our system and make it difficult for multiple users to access the thousands of files we receive. We apologize for any inconvenience this may cause. **You have a few options, however...**

1. Although Word cannot open a PDF as a PDF, it can now execute a basic type of file conversion. Simply launch Word and use the "Open File" dialog to find and open the PDF. This process creates a copy of the PDF's contents as a Word document while keeping the original PDF intact. If you can do that, you can then resave the file from within Word as a PDF without the password.
2. Otherwise, follow these instructions to remove encryption:
  - a. Open the PDF in Acrobat.
  - b. Use the "Unlock" tool:  
Choose "Tools" > "Protect" > "Encrypt" > "Remove Security."  
(The options vary depending on the type of password security attached to the document.)
  - c. If the document has a Document Open password, click "OK" to remove it from the document.
  - d. If the document has a permissions password, type it in the "Enter Password" box, then click "OK." Click "OK" once more to confirm the action.
3. You can also save each page as an image file from within Acrobat and upload those, but that's a pain.
4. Alternate Instructions: Open the protected PDF file and type the password when prompted. Acrobat will open the document only after you have entered the correct password.
  - a. Click "Advanced" at the top of the Acrobat window. Select "Security" and then click "Remove Security."
  - b. Click "OK" to confirm the action and remove the encryption. Depending on your security settings, Acrobat might prompt for the password again – if so, enter it and press "OK."
  - c. Press "Ctrl-S" to save the unencrypted PDF file.
5. If all these fail, you can fax pages to us at 866.304.2974.

Thanks!