



Troubleshooting Document Issues

Purpose: Strict document requirements must be followed when uploading documents to the eFiling website. This document covers several tips and tricks for resolving document issues.

Applicable Users: Appellate filers

Ensure the Document Meets Requirements

In general, most document issues can be avoided by following the below guidelines.

1. When the probability of editing a PDF document in Microsoft Word is high, ensure the Word document meets the following criteria prior to saving it as a PDF:

- Do not include a signature block.

Note: All documents requiring the signature of a court official must include a blank 3" top margin on the page.

- The maximum page size is 12" x 18".
 - Omit all JavaScript, macros, document security, and digital signatures.
 - Use standard fonts when creating Microsoft Word documents (e.g. Arial, Calibri, Cambria, Geneva, Tahoma, Times, and Tims New Roman).
 - Omit columns in the text area.
 - Use 12 point font.
 - Do not include footers unless absolutely necessary.
2. Whenever possible, avoid scanning. However, in scenarios when a scanned document is the only option, the following are recommended guidelines:
- Scan in black and white when possible. Maps and photos may be scanned in color if necessary.
 - Scan at 300dpi when possible. However, reducing the dpi slightly may reduce size if needed, but it may also reduce clarity.

Document Contains Form Content

Form content can increase document size and saving a Word document as a PDF may not always remove it. Instead of saving a Word document as a PDF document type, consider

using a **Print to PDF** option (e.g. Microsoft Print to PDF, CutePDF Writer, Print as a PDF, Foxit Reader PDF Printer, etc.) to remove the form content. This is also known as 'flattening' it.

Detailed steps for flattening a PDF are located [here](#).

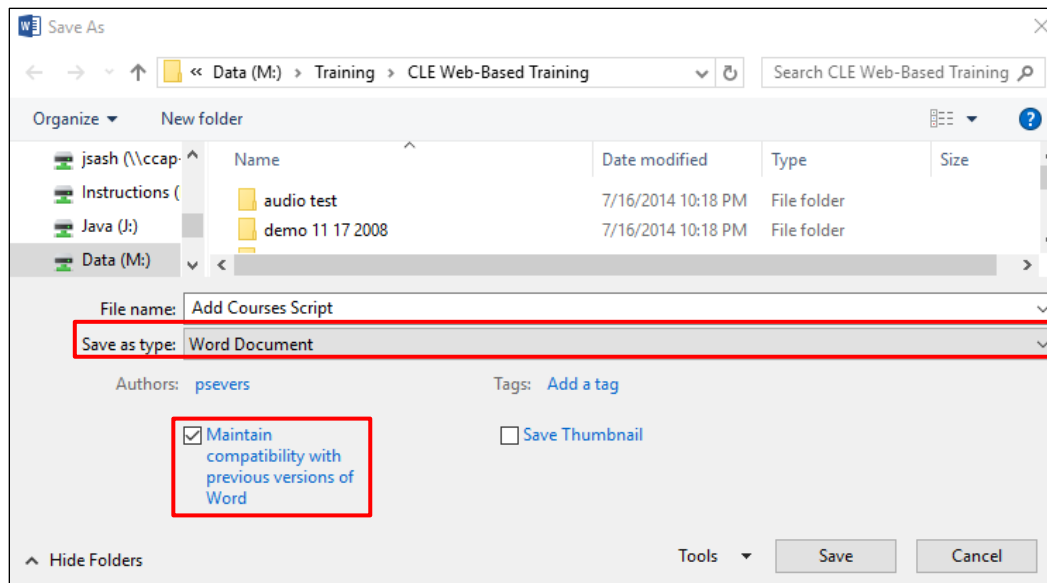
Document Type Not .docx

The eFiling site only allows for .docx format, which are created using Microsoft Word 2007 or later versions of Word. To convert a document from .doc to .docx follow the steps below:

1. Open the Word document that is .doc.

Note: The top of the window will say [Compatibility Mode].

2. Go to **File > Save As** and browse to the location you want to save the file to.
 - Change the **Save as type** to *Word Document*.
 - It is recommended to select the option **Maintain compatibility mode with previous versions of Word**, which temporarily disables new or enhanced Word features to allow editing of the document by those using the earlier version of Word and also preserves the layout of the document.



3. Then select [**Save**] to save the document.
4. Review the document for any necessary formatting changes if you did not use the **Maintain compatibility with previous versions of Word** option.
5. Upload the .docx version to the eFiling website.

Document Exceeding Size Limit

When a PDF document exceeds the allowed size (Circuit Court 10MB; Supreme Court/Court of Appeals 20MB) there are options to reduce the size, allowing you to eFile them.

1. Simplifying font styles and spacing can reduce document size. Using Adobe Acrobat Pro, try using the menu option **File > Save As Other > Optimized PDF**. This option is also available from the **Tools** menu.
2. There are various web-based applications available for compressing documents; however, they are used at your own risk. Prior to downloading them onto your computer, work with your IT department. Understand what happens to the document once you utilize the software, especially if the document contains confidential information. For instance, some free compression applications may actually save a copy of the document to the cloud for future access.
3. If the PDF exceeds the maximum size, it can be split into several smaller files for submission to the eFiling website. This option should be used as a last resort for briefs or appendix that contain bookmarks and links for easy accessibility as it will affect those features.

Detailed steps for splitting a PDF are located [here](#).

eFile Support

Contact the eFile support center if you have further questions. Staff are available Monday through Friday, 8:30 a.m. to 4:30 p.m., except for court holidays.

Phone: 1-800-462-8843

Online support form: <https://www.wicourts.gov/ecourts/efileappellate/efilefeedback.htm>

Email: efilesupport@wicourts.gov