

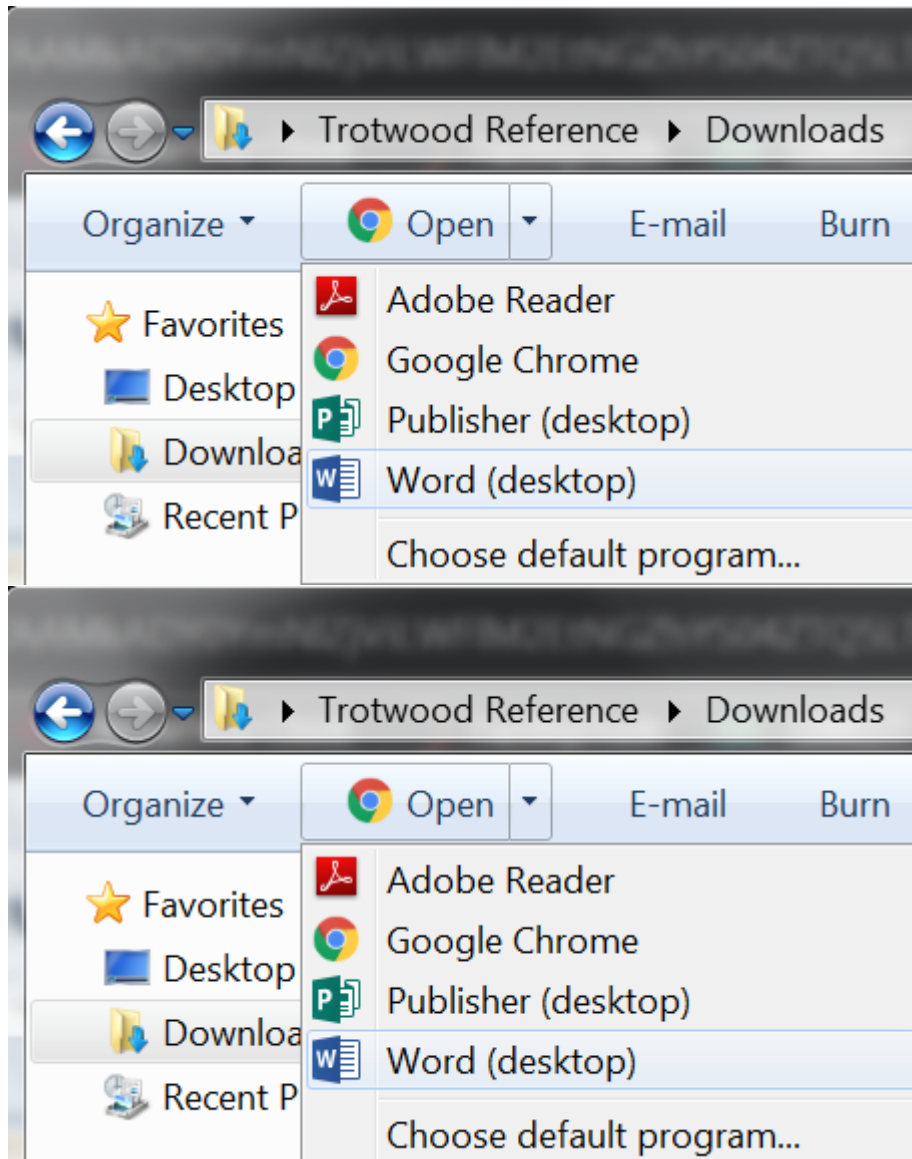
Workarounds for Printing Protected PDFs

You may be seeing a lot of **un-printable protected PDFs** as people attempt to print w2s, paystubs, and other financial documents for tax season. Here are some methods you can use for patron assistance.

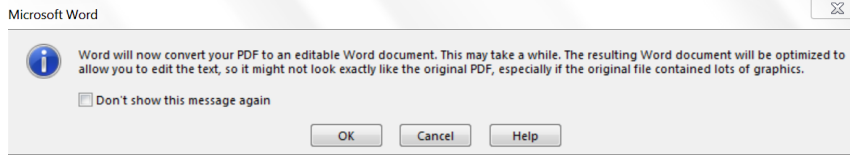
Although screenshots are an option, this can be a slightly time-consuming and a very hands-on process (especially when we've got a 12 page PDF), depending on the patron.

So for the first try, I would recommend converting the file:

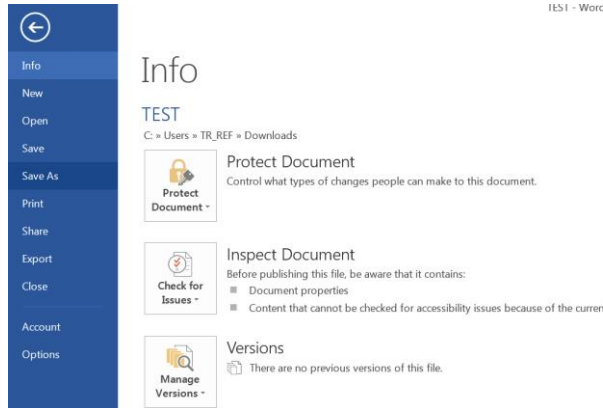
1. Download the PDF
2. Go to the file explorer, and select the file. Look for the option that says, "Open with." Select Microsoft Word.



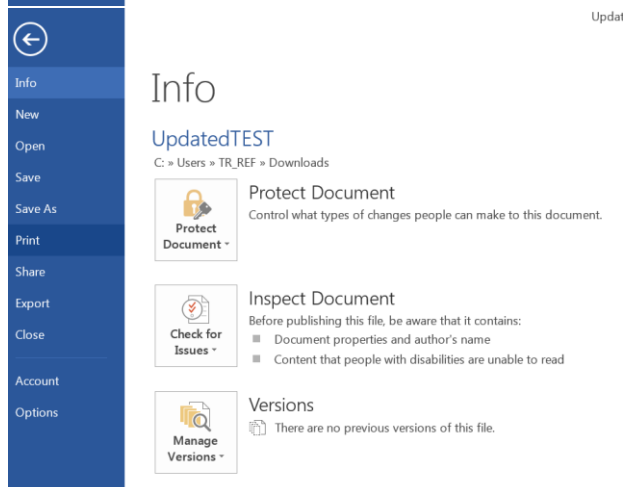
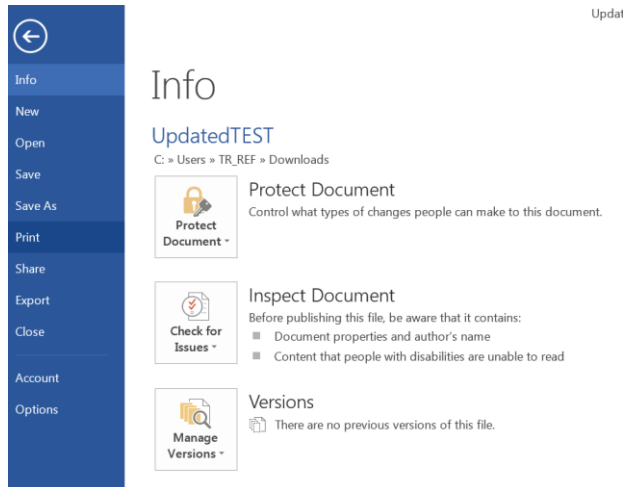
- The following message will appear. You will need to click OK. You may also be prompted to enter the password for the file again.



- The PDF will now be converted. From here, you need to enable editing, possibly enter the password again. Then you can navigate to File, then select **Save As**.



- You should be able to print the newly saved document.



I tested this method with one of my paystubs with success. Should this method not work, the next work-around would be screencapping. Note that with both of the below methods, you'll need a program to paste these screenshots into.

- Mariah found a handy way to **screenshot from within Adobe Reader**, even when the document is protected. Go to the edit drop-down menu at the top, select take a screen shot, then click and drag with the mouse to select.
- You can also use the print screen button on the keyboard (top right). Note that this will take a screenshot of all screen contents, so you will have to crop out what isn't needed.

Another method is the option to **Print to PDF**. This is an option enabled on our staff workstations but not on public computers at present. But for pesky permissions where the above methods aren't practical, you can:

- Pull up the tax document on a desk workstation.
- Open the PDF in chrome
- Print the page, but select "Print to PDF" as the printer
- Save that file to a flash drive....
- ...Go to the patron computer and pull up the document to send to print release.