



Instructions for moving locked file(s) to another machine

Step 1:

For each document that you need to move to another machine, click on the UNLOCK NOW button on the download page and a small PDF will open on your screen. Follow the instructions. The file will now be available for use on another machine.

The UNLOCK NOW button looks like this:



Please note: you can only unlock a document if you are on the same machine that you originally opened the document on.

Step 2:

Right-click the DOWNLOAD NOW button on the download page that looks like this:



(DO NOT OPEN THE FILE by left-clicking it)

Select "Save Link As".

You will be prompted to save your file on your hard drive.

Choose a location and click the "Save" button.

Step 3:

Send the Secure PDF to the end-user as an email attachment.

Step 4:

Fill out the form on the download page and we will send clear instructions to the new user on how to open their Secure PDF.

During this process, if you have accidentally opened the file that you want to transfer to another user you will need to unlock it.