

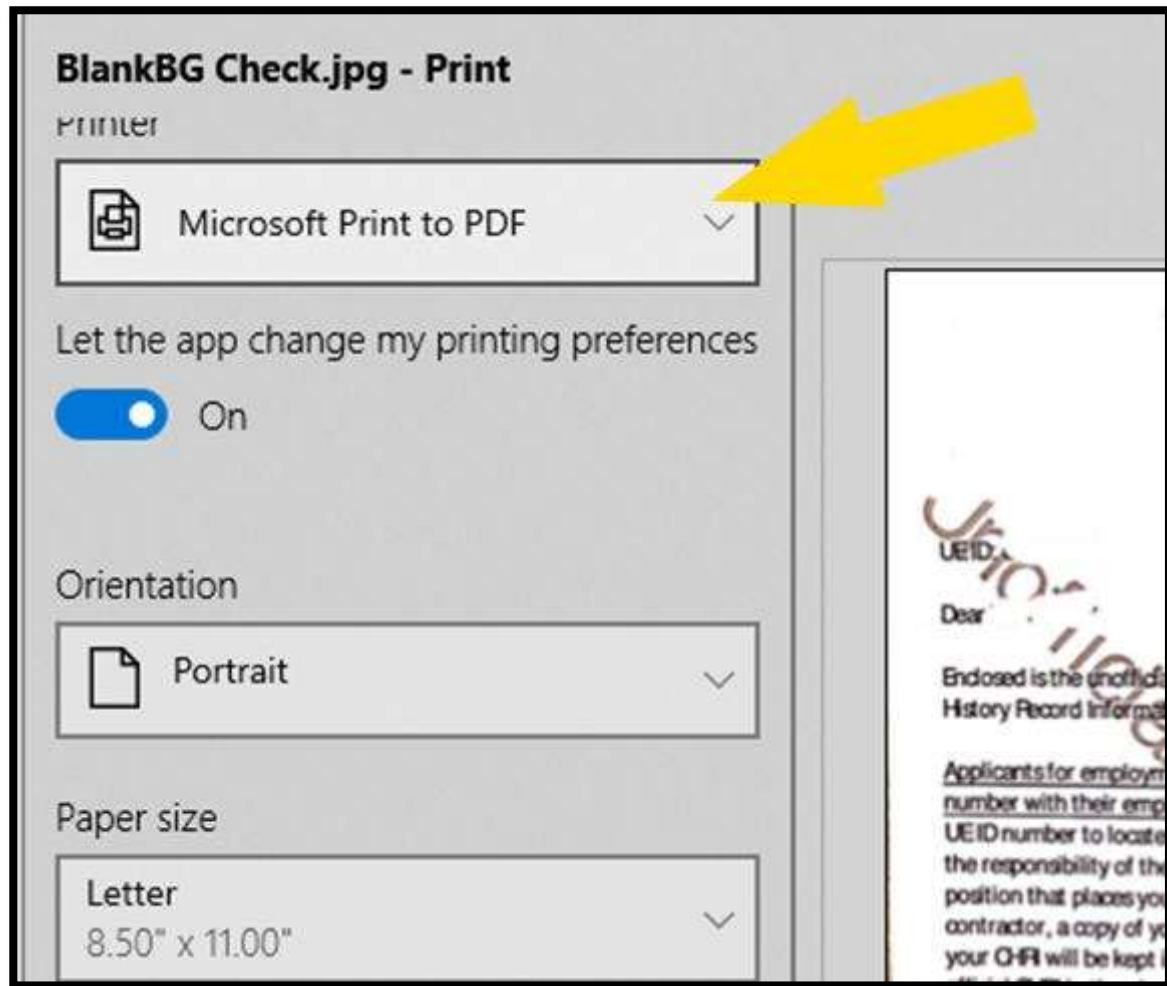
## **How to correct issue uploading image files to MyWCU.**

An issue may occur when attempting to upload PDF documents to MyWCU, the upload fails, or nothing appears in the upload window.

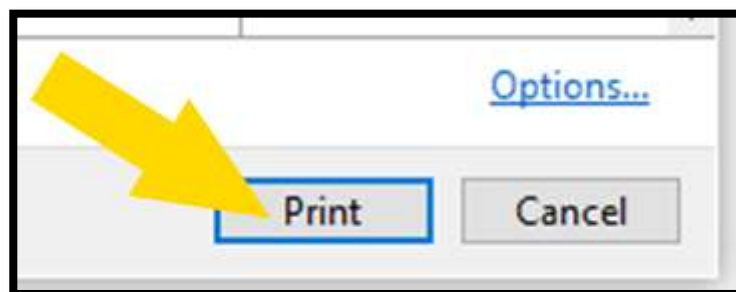
When uploading your Clearance documents to MyWCU, please ensure that the format of the document is an Adobe PDF document. When the document or source image is generated on a mobile device, it will not be compatible with the system.

If you are able to get the image to your Windows based PC or laptop, please follow these instructions on how to format it so it will be compatible.

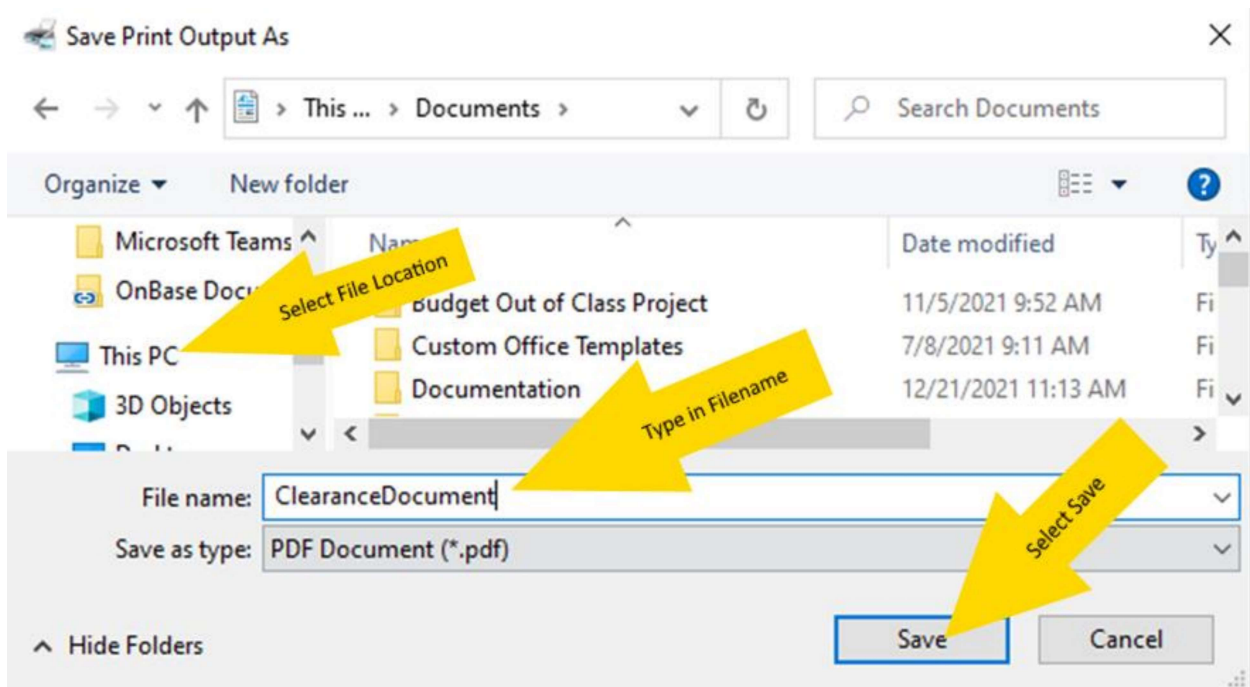
1. Open the image in photo viewer, or other Windows based image viewer.
2. Select the Print option in the image viewer.
3. From the Printer menu, select the Microsoft Print to PDF option.



4. This may appear differently in your image viewing software, however the operation is the same.
5. Once the printer is selected, select the Print button.



6. You will be asked where the file should be saved. Select a location and filename that you will easily recall so it can be located when it's time to upload it.



Type in a file name for the document and Select Save.

The document can now be uploaded to MyWCU from the saved location.

This same process can be performed on PDF documents that are not uploading successfully by opening them in PDF Reader and printing them in the same way.