Resolving Filing Errors

When you advance to step four of your ATOS filing, you may encounter an error when attempting to complete the process. Try the following actions to resolve your issue.

- If any of your other applications have the files open, close them. Your software's access requirements may prevent ATOS from processing the files.

- Confirm that your files do not have security enabled that prevent changes or require a password to open. To check a PDF file's security:

    1) Open the file with Adobe Acrobat Reader
    2) View the Document Properties by selecting the **File Menu,** then select **Properties** from the list or use the keyboard shortcut, Ctrl + D (***Figure 1***).
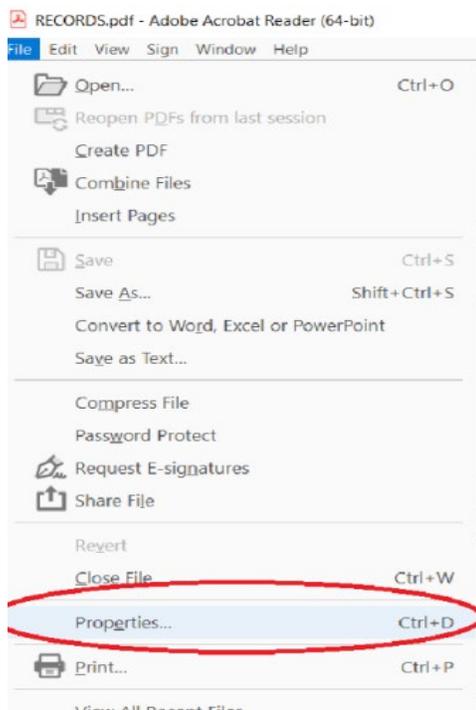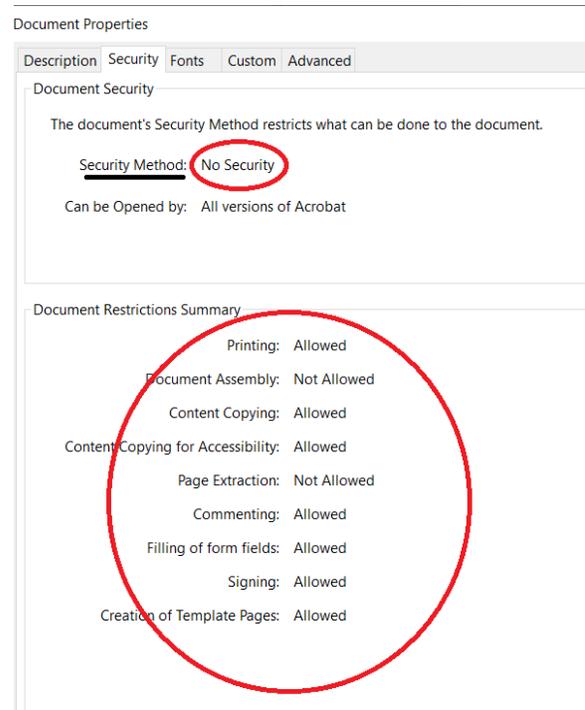

Figure 1: PDF Properties

Figure 2: Document Security and Restrictions

3) Select the **Security** tab. Confirm that the **Security Method** setting indicates *No Security*. Verify that only the **Document Assembly** and **Page Extraction** properties possess the *Not Allowed* document restriction setting. Ideally, all properties should hold the Allowed value (***Figure 2***).

- Open each file with Adobe Acrobat Reader and confirm that your files are not damaged. Advance through the pages of the PDF to ensure that error messages do not occur on any pages **(Figure 3)**. If you encounter an error, follow the instructions in the sections of the ATOS FAQ (https://www.mwcc.ms.gov/#/frequentlyAskedQuestions/atosFAQ) under the questions that cover converting paper filings to PDF and using a word processer (Word, WordPerfect, etc.) to convert pleadings to PDF.
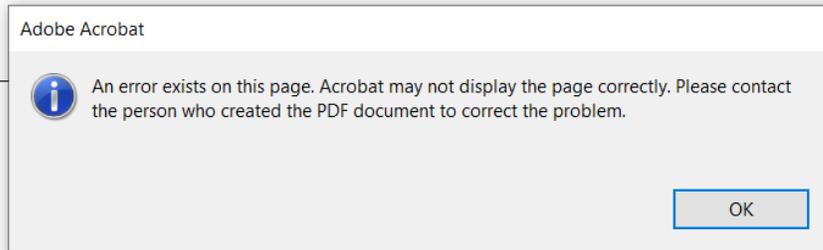

Figure 3: Damaged PDF page

- If the files are on a removable drive (USB, portable hard drive, etc.), please do not remove the device before pressing the complete button and receiving the filing confirmation screen.

- Give the files unique filenames, and restrict the names to less than 35 characters. Do not use the following characters in your filenames:

  1. # pound or hashtag symbol, } left curly bracket, } right curly bracket, \ back slash,+ plus sign, / forward slash, * asterisk, ! exclamation mark

  2. '' single quotes, "" double quotes, : colon, @ at sign, ` backtick, | pipe character , = equal sign, & ampersand, < left angle bracket, > right angle bracket

  3. Examples: H-6353 PHS.PDF, MWCC0203983 PHS.PDF, MWCC0203983 Final Med Rpt.PDF, H-6353 Exh 04 Work Search List.PDF.
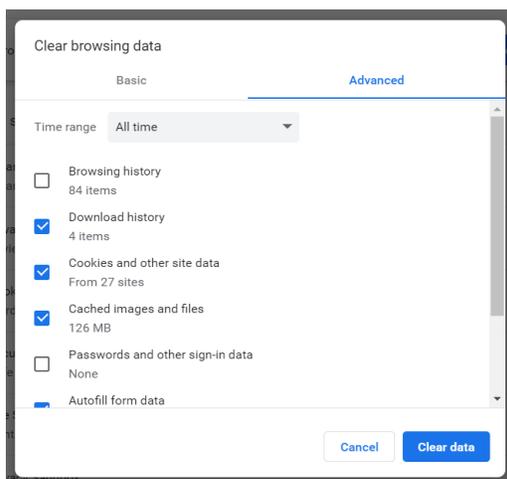
- Clear your browser cache **(Figure 4).**

Figure 4: Clear browser data on Google Chrome.

- Confirm that each file is under the 12-megabyte (MB) size limit and that all files combined are less than 50 megabytes (MB). If your file sizes are expressed in kilobytes (KB), divide the size in KB by 1024 to determine the space in megabytes (MB).

- Try a different browser.

- Restart your computer and retry.

- Try a different computer.

- If you have taken these actions and it does not resolve the issue, send an email that contains a screenshot of the complete error message page. You should attach copies your files, and include the claim's MWCC number, claimant name, filing type (form, motion, response, etc.), and your contact information to atoshelp@mwcc.ms.gov.