

# ClaroRead not reading password protected PDFs

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There may be password protected PDF documents that ClaroRead and other Claro products (such as ClaroPDF iOS) will not read correctly.

If you have access to the PDF without the password, you should be able to use this and have ClaroRead work as expected.

If the unprotected PDF does not work with ClaroRead (or other Claro products), you can convert the document using the OCR tool.

To use the OCR tool, you can open ClaroRead>Scan>Scan from File/PDF and then convert the current inaccessible PDF to be compatible with ClaroRead.

If you do not have access to this function, you can also use the Claro cloud OCR by logging in to [www.clarosoftware.com/login](http://www.clarosoftware.com/login) and clicking on Claro Cloud OCR, then following the on-screen prompts.

If you do not have access to the PDF without the password, you should be able to use a PDF reader to open the protected document.

Then use the **Print** function and **Print to PDF**.

This will let you save the PDF without a password.

This PDF should then work with ClaroRead as expected.

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