

## Florence Document Restrictions

Florence supports the following file formats:

'png', 'jpg', 'jpeg', 'pdf', 'gif', 'tif', 'tiff', 'doc', 'docx', 'ppt', 'pptx', 'xls', 'xlsx', 'txt', 'xps', 'rtf'

**IMPORTANT: Invalid characters in the document name can cause an upload to fail!**

The following list of characters prevent documents from being directly uploaded/imported correctly into Florence (either via drag & drop or browse options):

- \ (backslash)
- / (forward slash)
- < (less than/angle bracket)
- > (greater than/angle bracket)
- " (quotation marks)
- | (vertical bar)
- ? (question mark)
- \* (asterisk)
- — (em dash)
- ē (macrons)
- ' (prime)
- ° (degree)
- <sup>2</sup> (superscript)

Uploading via Email: Documents imported via email can usually auto-correct these characters into an underscore or dash, and upload correctly, but sometimes have issues with certain characters and the document may have issues converting. If the document uploaded says "No Preview Available" and the converting icon continues to spin for longer than normal period of time, it may be due to an invalid character.

Uploading via Drag & Drop or Browse function: Directly uploading documents with these characters in the document name will not work and you will receive a "Failure to upload" message.

**All files you upload will be stored in Florence and can be downloaded.**

A "Supported" file format means that we can create a preview for it in the Document View and use all the features (that you have permissions for!) in the Document editor, such as Sign and Annotate.

You may have noticed some limitations with uploading certain Documents into Florence eBinders™, including some versions of PDFs or Excel and larger file-size Documents.

**\*\*\*\*\*The maximum document upload size is 20GB.\*\*\*\*\***

### **Encrypted Documents**

Previews for encrypted documents are not supported by the converter and will need to be decrypted before uploading or printing to Florence.

### **Zip Folders**

Zip folders cannot be uploaded in Florence. You must open the zip folder outside of Florence and add each document to the Florence eBinder.