

Troubleshooting Tips for Submission

Review the tips in this document if you are encountering difficulties with:

- [Uploading files](#)
 - [Network Speed](#)
 - [File Size](#)
 - [File Format](#)

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Uploading Files

If you are having problems with network speed:

Symptoms	Likely Causes	What to Do	Where to Find More Information
Uploading process takes longer than 1 hour	Your primary Internet or network connection may be too slow.	Use the free Speed Test Tool to determine your network speed. If your connection is too slow, try using another network or try compressing your file to reduce the size.	See the Using the Speed Test Tool section of this document.

If you are having problems with file size:

Symptoms	Likely Causes	What to Do	Where to Find More Information
Uploading process takes longer than 1 hour Error message indicates that a file size is too large	Your video file is too large—over 500 MB (the recommended file size is 200 MB to 300 MB or less).	Use a video conversion tool to compress your video and reduce the size of your file.	Review the following tip documents: <i>Video Conversion & Compression Guide for Windows Users</i> <i>Video Conversion & Compression Guide for Mac OS X Users</i> These documents describe how to download and install a video conversion tool to convert a video file into an appropriate format and size for uploading.

If you are having problems with file format:

Symptoms	Likely Causes	What to Do	Where to Find More Information
Error message indicates my video file is in the wrong format	Your video file is not in the acceptable format: .mp4	Use a video conversion tool to convert your video file to the acceptable format.	Review the following tip documents: <i>Video Conversion & Compression Guide for Windows Users</i> <i>Video Conversion & Compression Guide for Mac OS X Users</i> These documents describe how to download and install a video conversion tool to convert a video file to the appropriate format and size for uploading.
The system won't accept my image/graphics file	Image/graphics files (e.g., .jpg, .bmp, .gif) are not valid file formats for submission.	Insert the image into a Microsoft Word or OpenOffice Writer document, and convert it to the acceptable document file format: .pdf.	See the <i>Submitting Your Evidence as PDF Files</i> for PC or Mac users for help converting your file to .pdf.
I can't choose the file I want to upload	Your file is not in one of the accepted file formats (.pdf for docs; .mp4 for videos).	Documents must be PDF files. Other file types must be converted to PDF before uploading. For unsupported video file types, use a video conversion tool to convert your video file to the acceptable format.	See the <i>Submitting Your Evidence as PDF Files</i> for PC or Mac users for help converting your file to .pdf. See the following tip documents for help converting your video file to .mp4:

			<i>Video Conversion & Compression Guide for Windows Users</i> <i>Video Conversion & Compression Guide for Mac OS X Users</i>
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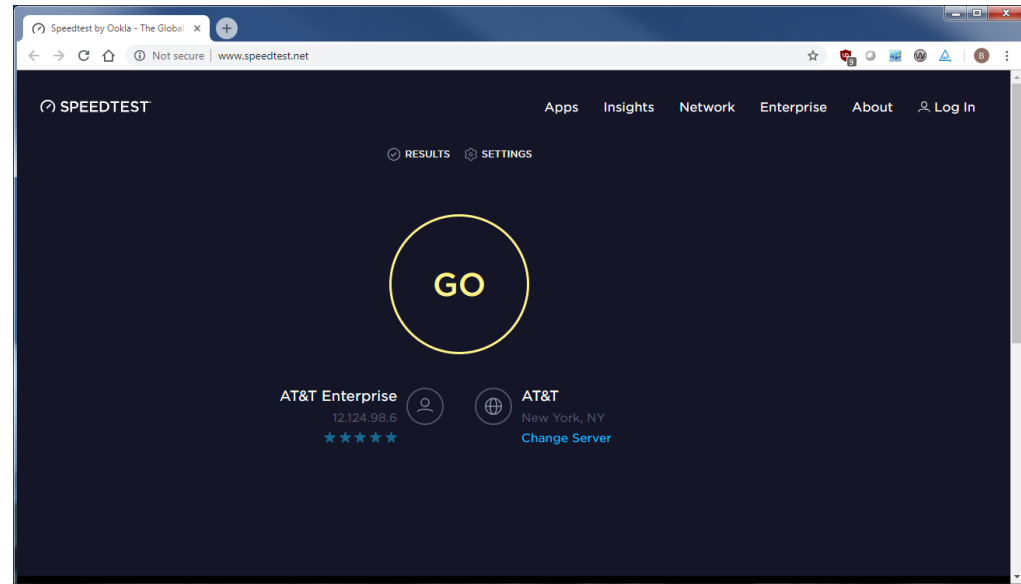
Using the Speed Test Tool

To determine the network upload and download speeds for the Internet connection you are using to access the Pearson ePortfolio system, follow the instructions below.

1. Click on this link or enter the following URL into your browser address bar:

<http://www.speedtest.net>

2. Click "Go."



- Speedtest.net will test your download speed and then your upload speed.
- A "speedometer" will appear as the website tests your network connection.
- While the "speedometer" is moving, the site is still determining your connection speed. Please do not close your browser.



- At the conclusion of the speed test, your results are displayed. The download and upload speeds are provided in Mbps (Megabits per second).
- Please note the "Download Speed" and "Upload Speed" values and provide them to Customer Support, if you were asked to do so.
- You may now close your browser.



If Your Internet Connection Is Too Slow

Use the following chart to help identify steps you can take to ensure your video uploads successfully.

If Your Upload Speed Is:	And Your File Size Is*:	Please Try the Following:
Less than 1.5 Mbps	Less than 200 MB	Try to upload on your institution network or another broadband network.
	200 MB or greater	Compress your video to a smaller file size.
1.5 Mbps or greater	Less than 200 MB	Try to upload again on your primary network connection, possibly at a different time of day. Try to upload on your institution network or another broadband network.
	200 MB or greater	Compress your video to a smaller file size.

* Video files must be in .mp4 video file format. If it is not, convert your video to the appropriate format using video conversion software or software for your digital video camera.

Additional Resources

Compression and conversion instructions are available for both PC and Mac computers along with other helpful information on the National Board website. Please visit www.nbpts.org/national-board-certification/candidate-center/eportfolio-submission for other helpful resources, including technical guides, video tutorials, and Frequently Asked Questions.