

TROUBLESHOOTING TIPS WHEN UPLOADING YOUR CDA® PROFESSIONAL PORTFOLIO IN YOURCOUNCIL



START HERE | Prepare with confidence by using the Council's E-Portfolio Tool!

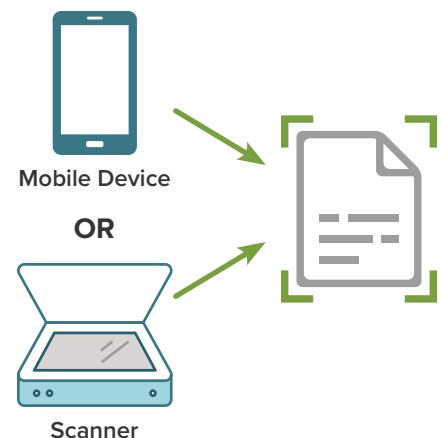
This **optional tool** guides you through the preparation of each section of your *CDA® Professional Portfolio*, and helps you collect and organize all portfolio requirements. Once completed, you will be provided with a **single downloadable file** to upload into your CDA application in *YourCouncil*.

File Preparation

Prepare paper documents for upload by using a scanner, scanner app, or taking a photo with your mobile device.

► When preparing your documents for scanning or photographing:

- Remove documents from plastic sleeves or protectors
- If photographing, lay documents flat on a well-lit surface
- After scanning/photographing, check to make sure all text is clear and readable, and all pages are included.
- If using a mobile device, transfer all digitized files to a computer for uploading to your CDA application.



► When saving your documents:

- Create a file name using letters and numbers only.
We recommend matching the file name to the required items listed on the *My CDA® Professional Portfolio* cover sheet.
- Save using one of the accepted file types.
- Save all documents to one folder for easy access and upload to your CDA application.
- Before continuing, check your file size:

Acceptable File Types:

- **PDF** (preferred)
- JPG
- JPEG
- BMP
- PNG
- TIFF
- WEBP

For a single document, the size must be **100MB or less**.



100MB

For multiple documents, the size per file must be **20MB or less**.



20MB

5MB

350KB

21MB

How to Resolve Common File Preparation and Upload Issues

► Incorrect File Type

If your document is not in one of the accepted file types listed on the previous page, you can use “Save As” to change the file type.

► File Size Too Large

If a file is too large to upload, here are a few options you can try:

- Use Adobe’s free online PDF compressor tool (acrobat.adobe.com/link/acrobat/compress-pdf). Once you create a free online account, you will have the option to drag and drop your PDF documents into the compress tool to easily reduce your file size.
- Rescan the documents. Check to make sure the resolution is not set higher than 300 dpi. Save fewer documents in each file per scan.
- Use Adobe’s free online split PDF tool to split your file into multiple documents (acrobat.adobe.com/link/acrobat/split-pdf). Once you create a free online account, you will have the option to drag and drop your PDF document into the split tool to easily separate multipage files.



Remember to recheck your file size to see if it has been reduced to the required size.

► Internet Browser Issues

If you experience problems uploading files or notice pages not loading correctly, try accessing the application using a different web browser, such as:



Chrome



Edge



Safari



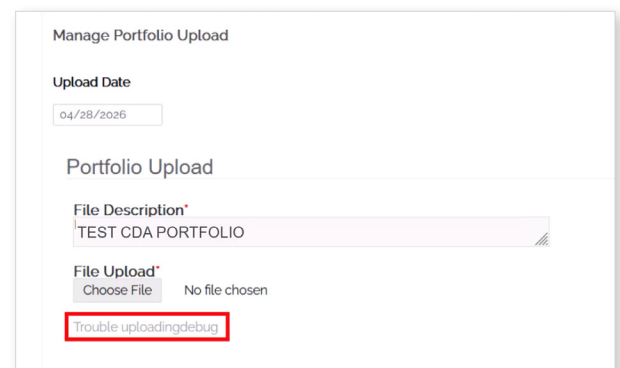
Firefox

► Common Error Messages

Troubleshoot Uploading (Debug) | This message means *YourCouncil* could not process the file.

• Potential causes and solutions:

- ✗ The PDF is corrupted or not saved in a standard PDF format. The PDF may also be password-protected, encrypted, or has upload restrictions.
 - ✓ **Solution:** Re-save your document as a standard PDF that is not password-protected or encrypted.
- ✗ The file name contains special characters or emojis.
 - ✓ **Solution:** Rename the file using letters and numbers only.
- ✗ The file is very large (most common with scanned PDFs).
 - ✓ **Solution:** If it is scanned, reduce the file size using one of the methods we mentioned above.



Troubleshoot Uploading (Debug) | CONTINUED...

✖ There is a browser issue, such as cache, extensions, or an expired login session.

✔ **Solution:**

1. Save the progress in your application, exit your application, then logout of *YourCouncil*.
2. Close your browser completely, login to *YourCouncil*, and try uploading your documents again.
3. If you're still having trouble uploading your documents, try this:
 - ◆ Clear your browser cache.
 - ◆ Use a different browser, such as Chrome, Edge, or Firefox.
 - ◆ Use a different device or WiFi network.

404 Error Message | This message usually means the system couldn't locate the upload destination.

✖ **Potential causes:**

- Your session timed out due to the page being left idle/open for too long.
- You tried uploading from an old tab.
- There was a temporary system or connection issue.



✔ **Solution | Follow these steps in order:**

1. Refresh the page and try uploading your documents again.
2. Save the progress in your application, exit your application, then logout of *YourCouncil*. Then, log back in to reset your session.
3. Open *YourCouncil* in a new tab, navigate back to your portfolio, and try uploading again.
4. Clear your browser cache and/or use a different browser (Chrome, Edge, or Firefox).
5. If the error happens again, wait 10-15 minutes and try again.



If you continue to have issues uploading your documents, please contact our Customer Support team at (800) 424-4310. *Please note: A customer support representative may be able to help review general error messages and confirm next steps. However, they are not able to provide detailed technical guidance.*

Before you call: Take a screenshot of the error message you received. Also, have the file name you are trying to upload, your web browser name and the type of device you are using ready to provide to the customer support agent.