

Troubleshooting Tips

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

- [Uploading files](#)
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- [System errors](#)

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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
<p>Uploading process takes longer than one hour</p> <p>System times out before upload is complete</p>	<p>Your primary Internet or network connection may be too slow.</p>	<p>Use the free Speed Test Tool to determine your network speed.</p> <p>If your connection is too slow, try using another network or try compressing your file to reduce the size.</p>	<p>See the Using the Speed Test Tool section of this document.</p>
<p>System seems stuck on "processing" after I've uploaded my file</p>	<p>The system does require time to process files: up to 15 minutes for documents and 1 hour for videos. Your files should appear in the "Ready" state after this time.</p>	<p>You can perform other functions in the Pearson ePortfolio system while a file is in the "Processing" state.</p>	<p>See <i>Using the Pearson ePortfolio System—Candidates</i> on the program website for more information.</p>

If you are having problems with File Size:

Symptoms	Likely Causes	What To Do	Where to Find More Information
<p>Uploading process takes longer than one hour</p> <p>System times out before upload is complete</p> <p>Error message indicating that a file size is too large</p>	<p>Your video file is too large—over 500 MB (the recommended file size is 200 MB to 300 MB).</p>	<p>Use a video conversion tool to reduce the size of your video file.</p> <p>Note that you may continue working on other areas of your assessment while a file is being processed by the system.</p>	<p>Video Compression Guide for PC Users</p> <p>Video Compression Guide for Mac Users</p> <p>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.</p>

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 one of the acceptable formats: .asf, .qt, .mov, .mpg, .mpeg, .avi, .wmv, .mp4, or .m4v	Use a video conversion tool to convert your video file into one of the acceptable formats.	Video Compression Guide for PC Users Video Compression Guide for Mac Users 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.
The system won't accept my image file	Image 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 save it using the "File/Save" or "File/Save As..." features in those applications.	See your edTPA Assessment Handbook and templates for a list of accepted file formats for each Part.
I can't choose the file I want to upload	Your file is not in one of the accepted file formats.	Refer to the Part template for complete information regarding the acceptable file formats for each Part.	See your edTPA Assessment Handbook and templates for a list of accepted file formats for each Part.

Using the Speed Test Tool

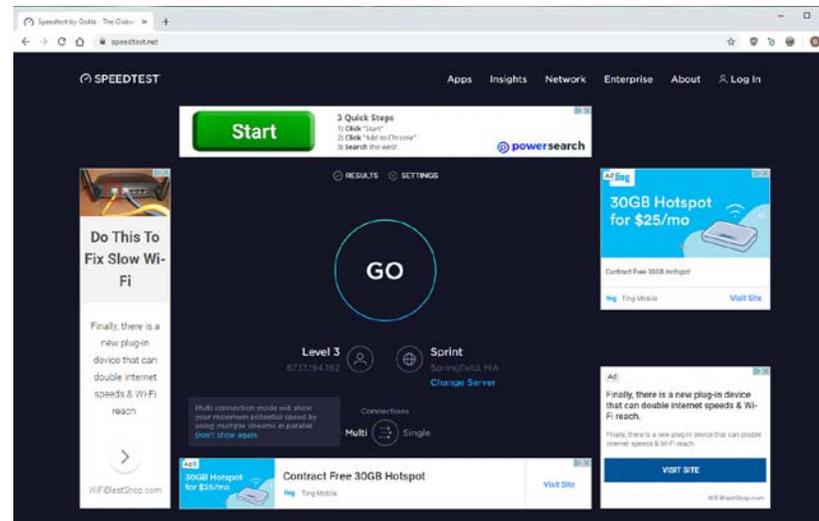
To determine the network upload and download speeds for the Internet connection you are using to access the Pearson ePortfolio system, follow the instructions below.

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

<http://www.speedtest.net>

2. Click "Go."

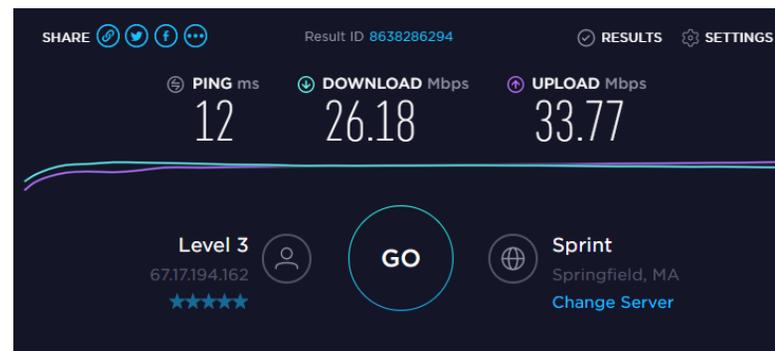
(Do **not** click "Start" or on any other ad on the page.)



- 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 you continue to experience difficulties, contact [Customer Support](#).

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	Convert 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	Convert your video to a smaller file size.

* Video files must be in one of the following video file formats: .asf, .qt, .mov, .mpg, .mpeg, .avi, .wmv, .mp4, or .m4v. If it is not, try to convert your video to the appropriate format using the software for your digital video camera. Compression and conversion instructions are also available for both PC and Mac computers along with other helpful information on the Prepare: Online Learning for Pearson ePortfolio Users webpage.

System Errors

Symptoms	Likely Causes	What To Do	Where To Find More Information
File was uploaded, but cannot be viewed in the Pearson ePortfolio system	The file may still be uploading, or the system may be processing your file.	Wait for the system to display the "Ready" status. If the "Ready" status is displayed and you can't view your file, you may need to update your web browser.	See the System Requirements provided in the Frequently Asked Questions About the Pearson ePortfolio System on the program website, as well as additional information found within the FAQs.
File was uploaded, but the system will not accept a request for faculty feedback	The file may still be uploading, or the system may be processing your file.	Wait for the system to display the "Ready" status.	
Files have been uploaded but the Task Part cannot be marked Ready to Submit	The system may be processing your file, or the minimum file requirement has not been met for the Part. You have not reviewed the file.	Make sure each Task Part displays a "Ready to Submit" status on the Portfolio Summary page. Review each file you upload. You must review every file before marking a Task Part Ready to Submit.	Refer to <i>Using the Pearson ePortfolio System—Candidates</i> and the video tutorials available on the Prepare: Online Learning for Pearson ePortfolio Users webpage for additional information and step-by-step instructions.
Files have been uploaded but portfolio cannot be submitted for scoring	Not all Task Parts have been marked Ready to Submit.	Make sure each Task displays a complete "Ready to Submit" status on the Portfolio Summary page.	

For Additional Support

Please refer to the Prepare: Online Learning for Pearson ePortfolio Users webpage for additional information and instructions on using the Pearson ePortfolio system, including video tutorials.

If after reviewing the information provided here, you require additional assistance, please refer to Contact Us on the program website for Customer Support information.