



Early Learning
Coalition of the
Big Bend Region

Provider Document Uploads

Frequently Asked Questions

Q: How do I upload files to a folder?

A: Click 'Upload New File' button which will open a dialog box.

Q: What format does a document have to be in to be uploaded?

A: Any of the following are permitted: .tiff, .pdf, .jpg, .gif, .png, .doc, .docx, .txt

Q: Is there a size limit on the documents to be uploaded?

A: A file's size cannot exceed 2MB.

Q: How can I reduce the size of my document?

A: To reduce the size of a PDF, print the file using Adobe PDF as the printer, select the smallest file size option under the Default Settings menu and click OK on all open dialog boxes. The PDF is then converted to a smaller file. Upon completion, save the new file.

Q: I get an error that says "invalid file extension" when I try to upload a file. What do I do?

A: This error occurs when the file is saved after scanning and typically the default is to a PDF. The file extension is not seen until you upload the file and you will notice it in all CAPS, (ex.Attendance.PDF) The portal will only allow lowercase file extensions.

To correct this error, follow these steps:

- Open the file.
- Next, you will want to save the file again. This time, putting the filename in quotes including the file extension, (Ex. "Attendance.pdf").
- Then, upload this file to the portal.

When saving scanned file as PDF its too large

Below are the most common causes for a scanned document to be too big in size when saved as a PDF file. Most users will notice the PDF is too large when they try sending the PDF in e-mail and realize it exceeds the allowable size. Most e-mail services don't allow attached files larger than 3 to 5 MB.

DPI

The Dots Per Inch (DPI) of the scanned image is often the primary cause of a large PDF file. By default, most scanners will scan images at 300 DPI, which is the minimum DPI for any image that is printed after scanned. However, for a PDF that is for screen reading the DPI should be 72. Try reducing the quality/ DPI to 150.

Saving as color

Because most scanned objects are text-only documents, they do not need to be in color. Make sure that your images or text are saved as greyscale or are black and white and NOT color.

Color settings

Even after setting your scanner to black and white some scanner software may keep other color settings enabled. After setting the image to black and white make sure that any color settings such as "Color Depth" are also decreased.



PDF convert

If the above suggestions have been done, and the image size is small, but the PDF is still large, the culprit may be the PDF software performing the conversion. Make sure the settings within the software that converts the PDF are properly set. Again, we suggest making sure the PDF Resolution is **72 DPI**. PDF programs may also have different ways to save a PDF. For example, in PrimoPDF you can save the PDF as "Screen," "eBook," "Print," and "Prepress." For most users the PDF file needs to be viewed on the screen, so the "Screen" setting could be used.

Adobe Acrobat Pro

If you have the non-free version of Adobe Acrobat Pro, this program can also shrink the PDF by using the **Reduced in size** option under **Document**. Alternatively, you can use the **PDF Optimizer** within **Advanced**.

Other e-mail suggestions

If you've tried the above suggestions and the file size is still too big for e-mail, consider the suggestions below.

- » Compress the file - Compressing the file as a .zip or other file compression makes the file smaller in size.
- » Google Drive - Google Drive, specifically Google Docs, is free and offers 5 GB of storage and allows PDF and other document files to be uploaded and shared.
- » Use other online service - There are also other online services that allow you to send and store large files.