



GSAS Online Application— Troubleshooting Guide for Uploading Documents

It is simple to add documents to your online application, such as your statement of purpose, writing sample (if required), résumé, academic transcripts and other supporting materials. The purpose of this troubleshooting guide is to outline the process and give you some helpful tips so that you are sure to do this successfully.

To upload a document, first prepare the document on your personal computer and save it. Then, go to the screen in the online application where you want to upload the file and do the following:

- In the box labeled “*Name*,” give the document a unique name to identify it (e.g., NYU Personal Statement, Senior Thesis, Article for Press Citizen, UCLA Transcript, TOEFL Score Report, etc.). Giving your documents names will allow you to manage them with the “*manage documents*” feature.
- Click on the “*browse*” button and search through your personal computer files until you find your file.
- Click on the file on your personal computer, open the file, and then you will see the file name appear in the box to the left of the “*browse*” button.
- Click on the “*upload*” button. Allow a few minutes for the upload to continue (if you are applying close to the application deadline, this may take more than a few minutes; please be patient). However, if your document does not upload within five minutes, the process will time out and you will be asked to upload the document again. Consecutive timeouts could also be the result of an invalid file format (see tips 2 and 3 below).
- When the upload is complete, you will see the statement, “To view your document in PDF format, click the “*preview*” button above.” Click on “*preview*” to see the information you uploaded.
- When your application is complete, go to the section called “Application Inspector.” Once there are no required items left to complete in your application, “Application Inspector” will display a button that says “*preview application*.” This will allow you to see how your entire application looks, and you can confirm all documents are uploaded as you intended. You should print a complete copy for your records.

Problems? These Troubleshooting Tips May Help

1. Each file you upload must be smaller than 100 pages and 2 MB in size (2048 KB).
2. Your file name should not contain any special characters—accents, tildes, symbols, etc. (e.g., è, é, ñ, &, *, #). Also, try not to use non-English characters in the body of your document as doing so may cause conversion errors.
3. The best type of file to upload is a **pdf** or **text** document (e.g., Word, Word Pad, Word Perfect, generic ASCII Text, generic RTF, WordPro 97, Wordstar, Works for Windows, Write for Windows). Please refer to these special notes:
 - **MS Word 2007 file format (.docx)** is **not** a supported file type for upload. If you are using Microsoft Word 2007, please save your documents as Word 97-2003 file format (.doc extension) before you upload your file.
 - **Macintosh software programs** are **not** supported file types for upload. Be sure to save the file as one of the file types listed in item 3. Please refer to the documentation with your software for specific instructions on how to save under different formats.

4. You can upload a **non-text** document (e.g., a copy of a newspaper article, a photograph). To do so, you must convert it into an electronic file by using a scanner. When you scan your image, we suggest saving the document in either a PDF or JPEG format so it is as small as possible. Other non-text file formats that are accepted are GIF, TIFF and Bitmap. Once you have scanned and saved your image, you can upload it using the instructions above.

5. Remember that the file size cannot exceed 2 MB (2048 KB). Refer to your scanner's software documentation for ideas on reducing file size. You may try the following: (1) lower the resolution when initially scanning your document, (2) save in black and white, or remove unnecessary colors, (3) reduce the height and width of the image, (4) save in a high compression format such as .jpg format.

6. After you scan your document, please confirm that it is legible and clearly readable.

7. You are permitted to upload only one document per page of the online application. For this reason, we provide several pages for a writing sample and several pages for additional information. If you want to upload more than one document, simply use these extra pages. Otherwise, skip past them.

8. You must check to be sure that your document looks like you expected and that it was added to your application successfully. To do this, click on the "preview" button. If your file loaded properly, you will be able to view and print the document. Please confirm once again that the document is legible and clearly readable.

9. If you want to modify a document that you uploaded, go to the appropriate page and click on the "delete document" button. Then, upload a different document.

10. After you click on the "upload" button for a **non-text file**, you may get the following message: "*Your document was NOT processed successfully. Please try again. If you are attempting to upload a PDF try recreating your PDF document. If you continue to experience problems, please contact technical support.*" If you get this message, it often means that the upload is simply in progress. Wait several minutes to see if the upload works successfully. If it does not work, then we suggest you do the following instead:

Scan and save your image document. Then, import it into one of the valid text file formats listed above in tip 3. Here is an example of how to copy and paste your image file into a text document using Microsoft Word:

- Locate the image file on your hard drive
- **Open** the image
- Right click the image and select **COPY**
- **Open** Microsoft Word
- Create a new document, click on **Edit** and select **Paste**. You should now see your image pasted into your Word document. Save the Word document and you can now upload it to your online application as you would any other text document.

Still Having Problems?

**Click on the "help" button at the top of any screen.
Go to the tab for "Applicants." If your question is not answered in that section, then go to the link labeled "Ask Us a Question" and you can easily contact technical support.**