

Troubleshooting and Frequently Asked Questions

1. How can I contact OxfordAQA for support with using the Digital Media Portal?

Email: info@oxfordaqa.com
Phone: +44 (0)161 696 5995

2. How many files should I upload at once?

You can select up to 50 files to upload at a time. All files saved for your centre should be labelled with the following naming convention – **centre number_component-code_candidate number.filetype**

GCSE ESL example *16677_9280-S_0001.MP3*

Using this naming convention will automatically tag the file to the candidate once uploaded.

3. I'm having trouble viewing files in media player.

Media files and recordings will open in a new browser tab and will play in the browser.

If you're experiencing issues with playback, please consider using the Google Chrome browser if possible.

If this is not possible, or you continue to experience problems, please contact us for further guidance.

You will be prompted to download document type files onto your machine, and these can be opened using the relevant application (Word, Adobe Acrobat etc).

4. I've submitted my files but have noticed an error with the submission. How do I fix this?

Files can be deleted, uploaded, or retagged freely until the work is submitted using the 'Final Submission' screen. Detailed steps can be found in the guidance.

If you notice an error with the submission after work has been 'final submitted', we will need to authorise any amendments to the submission. You should [email us](#) the details if changes are needed.

5. A student is missing when uploading and tagging a file.

You will only be able to tag students for which you have made an entry.

If you have made the entry recently, please allow some time for it to appear on the system.

If you wish to query whether an entry has been processed correctly, please contact us.

6. I've recorded a student as 'non-submission' on the Digital Media Portal. Do I still need to apply for special consideration?

Recording a student as 'non-submission' tells the system that no file will be uploaded for this student.

Special consideration should [still be applied for in the usual way](#) if appropriate.

7. A file I tried to upload to the Digital Media Portal has not worked.

A file upload may fail if:

- Your internet connection drops part-way through a file upload
- You refresh or navigate away from the page while the progress bar is visible
- The file is rejected during virus scanning
- The file size is too large
- The file format is not supported by the Digital Media Portal.

In the first instance, please try to upload the file again.

If a file upload fails again, please confirm if any of the restrictions listed above are causing the issue. Acceptable file formats and file sizes are listed under question ten of the FAQs.

If file(s) fail to upload repeatedly, please [contact us](#) for support.

8. It's taking a long time to upload files to the Digital Media Portal.

An audio file of 20 megabytes should take around 10 seconds to upload, assuming an 18 mb/s upload speed, although the time it takes to upload a file to the Digital Media Portal is dependent on the quality and speed of your internet connection.

If using Wi-Fi, make sure you are uploading from a location with a strong Wi-Fi signal.

If your machine is downloading, uploading, or streaming other files, this may also impact the time it takes for files to be uploaded to the portal.

If file uploads are taking considerably longer than expected, please [contact us](#).

9. I'm not able to submit files to AQA using the 'Final Submission' screen.

There are several criteria that must be met before the system will allow you to submit files.

1. All students in the cohort must either be:
 - Tagged to at least 1 uploaded file
 - Recorded as not having a submission

To check which students do not have a file uploaded against them, navigate to the 'Record a Non-Submission' screen and check the 'status' column. If the status is blank the student relevant to that row has not been tagged to an upload.

2. All ongoing file uploads must be completed. This includes the initial upload, as well as the background processes that can take some additional time to complete (transcoding, virus scanning).

If you have recently uploaded a file, please wait 15 minutes before attempting to submit the files to us using the 'final submission' screen.

10. What kind of files can I upload to the AQA Digital Media Portal?

Documents:

CSV, DOC, DOCM, DOCX, DOTX, EML, MSG, ODP, ODS, ODT, PDF, POT, POTM, POTX, PPS, PPSX, PPT, PPTM, PPTX, RTF, TXT, VSD, VSDX, XLS, XLSB, XLSM, XLSX

Images:

AI, ARW, BMP, CR2, EPS, ERF, GIF, ICO, ICON, JPEG, JPG, MRW, NEF, ORF, PICT, PNG, PSD, TIF, TIFF

Video:

FLV, MP4, MXF, GXF, TS, PS, 3GP, 3GPP, MPG, WMV, ASF, AVI, ISMA, ISMV, DVR-MS, MKV, WAV, MOV.

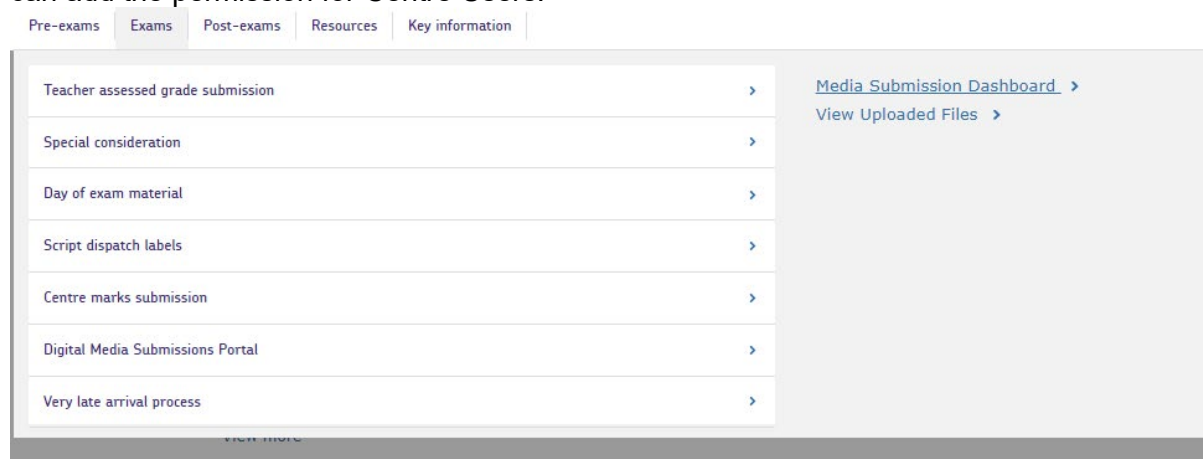
Audio:

AMR, 3GA, M4A, M4B, M4P, M4R, M4V, AAC, MP2, MP3, WMA, WAVE, FLAC, OUS, OGG.

The Digital Media Portal will accept files up to 6GB in size and a total of 50GB for 50 files..

11. Which Centre Services user accounts can access the Digital Media Portal?

The Digital Media Portal is available to 'Centre Admins' and 'Centre Users'. Centre Admins can add the permission for Centre Users.



12. Which browsers work with the Digital Media Portal?

We recommend that you use the below versions of the following internet browsers:

- Google Chrome – version 109 and newer, see how to check your browser version on the Google website
- Microsoft Edge – version 109 and newer, see how to check your browser version on the Microsoft website

If you're using an older browser version, some features may not work as you expect, or at all. We advise you to upgrade to the latest version to make sure you can access the digital media portal.

If you have any issues using the portal using Microsoft Edge or Safari, we suggest using Google Chrome if you can. If you continue to have issues or cannot install Google Chrome, please contact us.

13. Where do I upload my attendance register and centre declaration form?

Your centre-level documents should only be uploaded in the 'Final Submission' screen.

You will not have to tag your students when uploading these, once the files have uploaded and scanned, you can click the declaration check box and submit.

Please be aware that, once a final submission is made, you will no longer be able to upload, delete or retag files.

Guidance on using the 'Final Submission' screen can be found on pages 16-19 of the Digital Media Portal guidance.

14. I can't see my attendance register or other centre-level documents on the "View Uploaded Files" screen.

You will not be able to view any files that were uploaded using the 'Final Submission' screen after you have finalised the submission. This may include your attendance register.

Please check the correct files have been uploaded before using the 'Final Submission' screen.

You will still be able to view the students' files you have submitted using the "View Uploaded Files" screen. Detailed steps can be found on pages 19-21 of the Digital Media Portal guidance.

15. What documents or files do I need to submit?

For OxfordAQA International GCSE English as a Second Language, an audio file is needed per student entered, and the attendance register to cover all students before the final submission.