

Troubleshooting Guide: Document Uploading into PowerSchool

If you are experiencing issues uploading documents into PowerSchool, follow these troubleshooting steps:

Common Upload Issues & Fixes

1. **File Format Not Supported**
 - Ensure your document is in a supported format (PDF, JPG, or PNG).
 - Convert files if necessary, before uploading.
2. **File Size Too Large**
 - Reduce file size by compressing the document.
 - For images, lower the resolution before saving.
 - Use free online tools like TinyPNG (for images) or Smallpdf (for PDFs) to compress files.
 - On Windows, open the image in **Paint**, click **File > Save As**, and choose JPG with a lower quality setting.
 - On Mac, open the image in **Preview**, go to **File > Export**, and adjust the quality slider.
3. **Browser Issues**
 - Use a recommended browser (Google Chrome, Microsoft Edge, or Safari).
 - Clear browser cache and cookies.
 - Disable any browser extensions that may interfere with uploads.
4. **Internet Connection Issues**
 - Ensure you have a stable internet connection.
 - If using Wi-Fi, try switching to a wired connection.
5. **Mobile Upload Issues**
 - Verify your image format is JPG before uploading.
 - Follow the steps below to change your default image format to JPG.

Free and Easy Ways to Convert and Reduce Files

- **Convert HEIC to JPG (iPhone Users)**

Use **heic.online** or **CloudConvert** to convert HEIC images to JPG.
- **Reduce Image File Size**
 - Use **TinyPNG** or **CompressJPEG** to shrink large image files without significant quality loss.
 - Resize images using built-in tools like **Paint** (Windows) or **Preview** (Mac).
- **Compress PDFs**
 - Use **Smallpdf**, **ILovePDF**, or **Adobe's free online tool** to reduce PDF file size.

- If using Microsoft Word, save the document as a **PDF with reduced file size** by selecting **Minimum size** in the export options.
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Changing Default Image Format to JPG on Mobile Devices

For iPhone (iOS 15 and later)

1. Open **Settings**.
2. Scroll down and tap **Camera**.
3. Tap **Formats**.
4. Select **Most Compatible** (this will save images as JPG instead of HEIC).

For Android (Varies by Manufacturer)

1. Open the **Camera** app.
 2. Tap the **Settings** icon (gear icon).
 3. Look for **Picture Format** or **Save Format**.
 4. Select **JPG** instead of HEIC or PNG.
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If you continue experiencing issues after troubleshooting, contact admissions@rr-schools.org for further assistance.