Questions matter

Digital Media Submissions Portal for Examined Components

Guidance for Centre Users

Version number: v1.5 June 2024

Contents

Overview

The AQA Digital Media Submissions Portal was designed to allow schools and colleges to submit audio files electronically for components where a recording is required as part of the assessment. Supporting documentation should also be uploaded to the portal (e.g. candidate record forms, centre declaration forms and attendance registers).

System improvements
In 2024 you will be able to upload 50 files at a time and by following the naming convention in the guidance below, all candidates will be automatically tagged.

You will not receive a yellow NLL label to dispatch any material for components on the Digital Media Portal list (page 3). All recordings and paperwork for these components will need to be uploaded and submitted using the Digital Media Portal.

For each candidate you may need to upload:
- Audio recording
- Digital copy of the Candidate Record Form (for relevant components)
- Any other supporting documentation relevant to the component (e.g. music score)

Before submitting, you will also have the opportunity to upload:
- Digital copy of the attendance register.
- Digital copy of the centre declaration form (for relevant components).

Please refer to subject specifications on our website for each component's documentation requirements. There are no new submission requirements – you'll only need to send us the same documentation as in previous years.

Centre-level documentation, such as attendance registers, should be uploaded on the "Final Submission" screen.

Please keep copies of all the files you upload to the Digital Media Submissions Portal. We will not be able to return recordings and documentation once it's been submitted.

Candidate entries are made in the usual way. → Audio files and accompanying documentation uploaded to the portal → Any candidates without a submission are recorded on the portal → Once all candidates are accounted for, the work is 'final submitted' to AQA.

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2 of 26

List of Digital Media Submissions Portal Components

Below is a list of components that will need to be submitted using the Digital Media Portal. Any components not listed below will be submitted in the same way as previous years.

Components with Media Submissions			
Subject Name	**Component Code**	**Level**	**Submission Type**
French	7651/3T	AS	Audio
French	7652/3T	A-level	Audio
German	7661/3T	AS	Audio
German	7662/3T	A-level	Audio
Spanish	7691/3T	AS	Audio
Spanish	7692/3T	A-level	Audio
Italian	8633/SF	GCSE	Audio
Italian	8633/SH	GCSE	Audio
Bengali	8638/SF	GCSE	Audio
Bengali	8638/SH	GCSE	Audio
Urdu	8648/SF	GCSE	Audio
Urdu	8648/SH	GCSE	Audio
French	8658/SF	GCSE	Audio
French	8658/SH	GCSE	Audio
German	8668/SF	GCSE	Audio
German	8668/SH	GCSE	Audio
Chinese (Mandarin)	8673/SF	GCSE	Audio
Chinese (Mandarin)	8673/SH	GCSE	Audio
Modern Hebrew	8678/SF	GCSE	Audio
Modern Hebrew	8678/SH	GCSE	Audio
Panjabi	8683/SF	GCSE	Audio
Panjabi	8683/SH	GCSE	Audio
Polish	8688/SF	GCSE	Audio
Polish	8688/SH	GCSE	Audio
Spanish	8698/SF	GCSE	Audio
Spanish	8698/SH	GCSE	Audio
Music	7272/C	A-level	Audio
Music	7272/P	A-level	Audio

Logging in to Centre Services

1. To log into Centre Services, navigate to <u>https://onlineservices.aqa.org.uk/</u>. You'll need to enter the following details:
   - Email address
   - Password

   Click **Sign in**

2. Next you'll need to verify your account by requesting a verification code to your contact number via SMS or a call.

3. Type the verification code in the field. Once the code is entered, the next page will load automatically.

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4 of 26

We need to verify who you are

We need to send a code via SMS or phone to confirm this is you. We have the below telephone number on record for you, if this is no longer your telephone number, contact us. If you choose the 'Call me' option, please wait a few moments for the call then press the # key on your phone when prompted.

Phone Number
XXX-XXX-51556
Code sent! Please check your inbox and enter the code below.

Send a new code

Cancel

Help?

Instructions on how to verify who you are

4. If you have entered the verification code correctly, you'll be taken directly to the Centre Services homepage.

Pre-exams   Exams   Post-exams   Resources   Key information

Welcome

Welcome to Centre Services. Here you'll be able to view results and use our post-results services.

Accessing results
To access results, select Post-exams --> Results --> Download Results in the dropdown menu.

Scheduled maintenance 24-25 November
Centre Services will be unavailable between 7pm (GMT) Thursday 24 November and 5am (GMT) Friday 25 November while we make updates. We're sorry for any inconvenience.

News

Accessing the Digital Media Submissions Portal

1. From the Centre Services home page, the **Exams** tab on the top left.

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Pre-exams   Exams   Post-exams   Resources   Key information

Welcome

Welcome to Centre Services. Here you'll be able to view results and use our post-results services.

Accessing results
To access results, select Post-exams --> Results --> Download Results in the dropdown menu.

Scheduled maintenance 24-25 March
Centre Services will be unavailable between 5pm (GMT) on 24 March and 7am (GMT) on 25 March while we make updates. We're sorry for any inconvenience.

News

New to Centre Services? E-learning available

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5 of 26

2. Select **Digital Media Submissions Portal**, then **Media Submission Dashboard**.
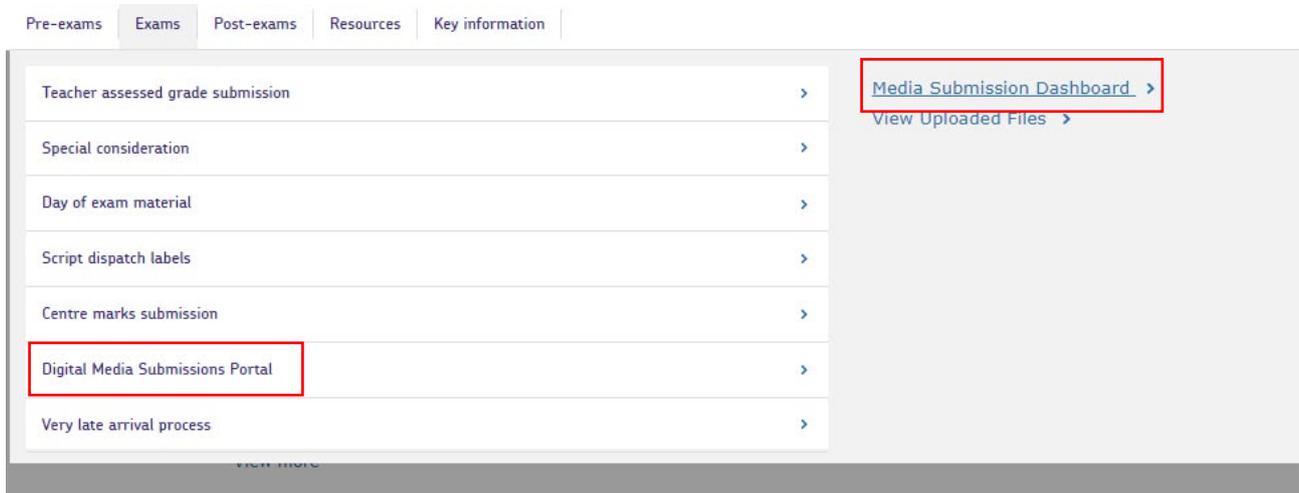
3. When the dashboard loads, select a session from the **Session** dropdown.
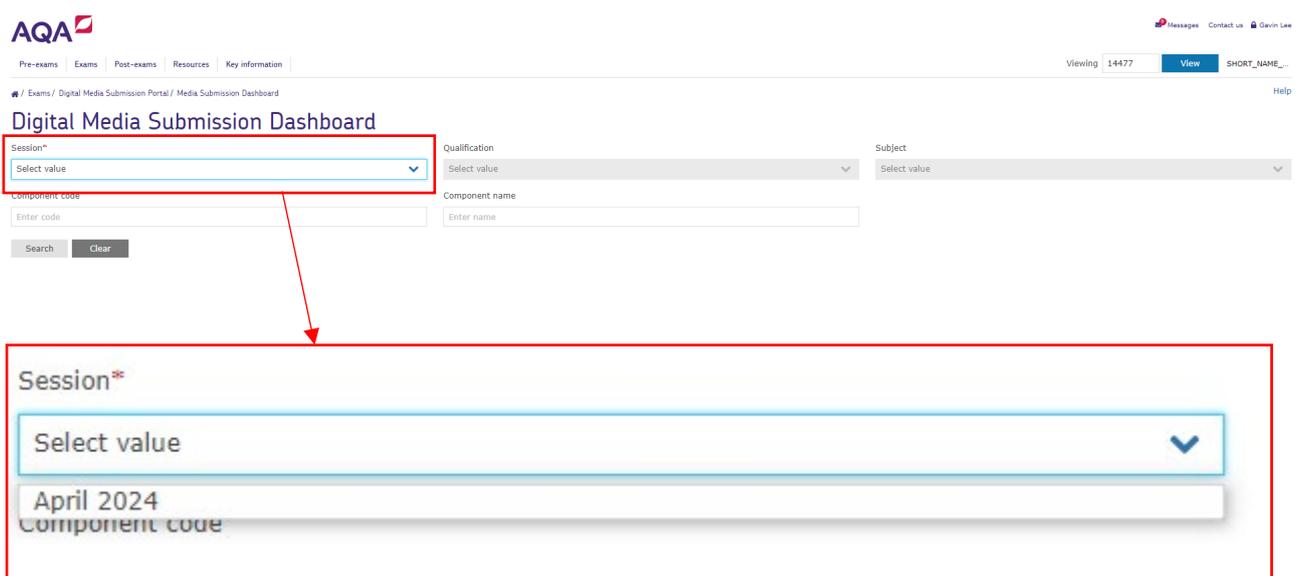
4. You can select **Search** to see all portal submission components for your school/college. Or, you can refine the search by entering other criteria, such as **qualification**, **subject**, **component code** or **component name** before pressing **Search**.

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6 of 26
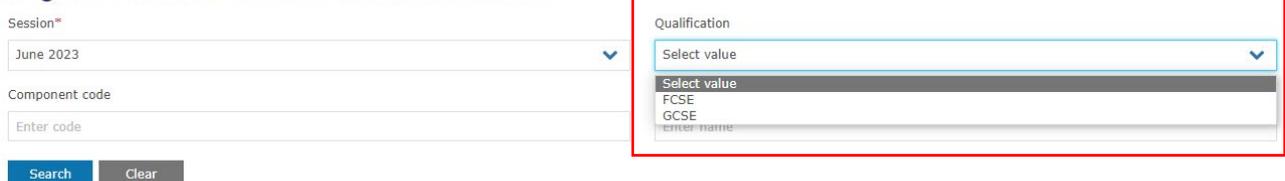
5. A table will appear below the dashboard, displaying the components relevant to your search.

   Tip: *the status column will display the number of students files have been uploaded for (non-submission candidates are included in this count), and how many students do not have a file uploaded.*

   In the below example, the top row shows that 22 students have a file or non-submission recorded against them, and 43 are awaiting a submission.

Submission Dashboard

	Qualification		Subject
⌄	Select value ⌄		Select value
	Component name		
	Enter name		

ct	Component Code	Component Name	Status		
ali	8638/SF	BENGALI SPEAKING TEST TIER F	22 Uploaded 43 Remaining		Upload File
ali	8638/SH	BENGALI SPEAKING TEST TIER H	5 Uploaded 0 Remaining		Upload File

6. The **Action** column will give you three options:

Action		
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission
Upload File	Record Non Submission	Final Submission

The following sections of the guidance will explain next steps for each of these actions.

Upload File – audio recording, candidate record form, supporting documents

1. Select the **Upload File** option in the row relevant to component you want to upload files for.

2. The **Upload Files** screen will display.

You can upload new files, edit which candidates are tagged to previously uploaded files, and delete a file which has already been uploaded.

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8 of 26

3. Clicking **Browse** will give you access to the drives and files on your PC
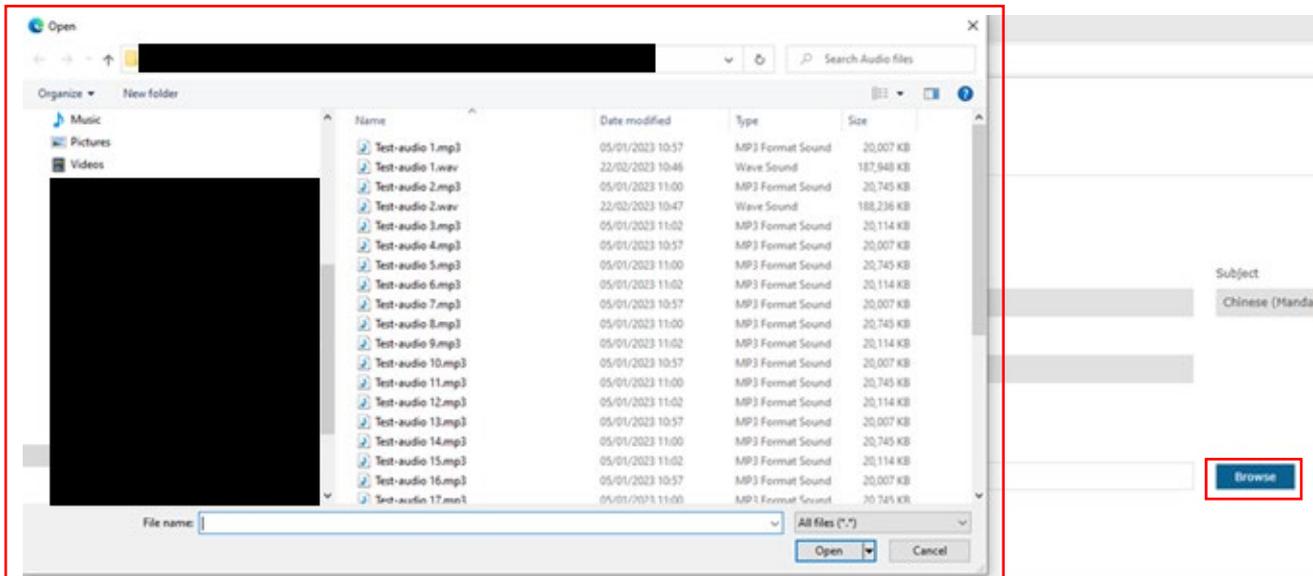
4. Navigate to the location where the files are saved, select files to upload and click **Open**

Due to improvements made for 2024, you are now able to upload **50 files at a time** and as long as you follow the naming convention below, your file will **automatically tag to the correct candidate**.

All files created in your centre should be labelled with the following naming convention – **centre number_component-code_candidate number**

MFL example 16677_8698-SF_0001.MP3
Music example 16677_7272-P_0001 Performance 1.MP3

Please note the **underscores after the centre number and component**, also note that there is now a **hyphen** between the numbers and letters of the component code.

For music components where a performance description is required just add a space after your candidate number and type your performance description if required.

Please keep checking throughout the uploading process to make sure that files are tagged to the correct candidates. **Using the correct naming convention will ensure the correct candidates are tagged automatically.**

5. The files you selected in the previous step will appear in the field next to the **Browse** button. You can use the scroll bar at the side of the **Browse** field to check selected files if there are more than 10.

Upload file (Maximum 50 files can be uploaded at a time)

| 28551_8633-SF_0001.dotx ✖ | 28551_8633-SF_0001.mp3 ✖ | 28551_8633-SF_0002.dotx ✖ | 28551_8633-SF_0002.mp3 ✖ | 28551_8633-SF_0003.dotx ✖ | | Browse |
| 28551_8633-SF_0003.mp3 ✖ | 28551_8633-SF_0004.dotx ✖ | 28551_8633-SF_0004.mp3 ✖ | 28551_8633-SF_0005.dotx ✖ | 28551_8633-SF_0005.mp3 ✖ | | |
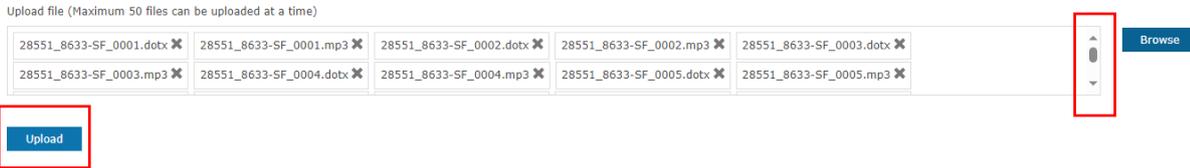
Upload

Click **Upload**.

You should upload an audio file and any accompanying documentation for individual candidates at this stage.

6. If you attempt to upload a file that is a duplicate of one previously uploaded, the following banner will appear:

You have selected duplicate/previously uploaded files to upload (listed here) if these files are different, please rename and try again (28551_8633-SF_0001.

At this point you should delete the files listed in order to continue uploading, you can delete from both the **Browse** field by clicking the **X** next to the file and previously uploaded files in the **Action** column by clicking **Delete File**.

Upload file (Maximum 50 files can be uploaded at a time)

| 28551_8633-SF_0001.dotx ✖ | 28551_8633-SF_0001.mp3 ✖ | 28551_8633-SF_0002.dotx ✖ | 28551_8633-SF_0002.mp3 ✖ | 28551_8633-SF_0003.dotx ✖ | | Browse |
| 28551_8633-SF_0003.mp3 ✖ | 28551_8633-SF_0004.dotx ✖ | 28551_8633-SF_0004.mp3 ✖ | 28551_8633-SF_0005.dotx ✖ | 28551_8633-SF_0005.mp3 ✖ | | |

Upload

Action	
Edit Candidates	Delete File
Edit Candidates	Delete File
Edit Candidates	Delete File

7. After clicking **Upload** a table will appear showing the files in progress, you will also see a banner at the top of the screen with a warning regarding file upload:

While upload is in progress please do not duplicate tab, refresh page or navigate away from the upload screen, this will cause the file upload to fail.

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10 of 26

Uploaded File Link ⇕	Associated Candidates ⌃	Upload Status ⇕	Upload Status Description	Action	
28551_8633-SF_0001.dotx	0001	Uploading	File upload is in progress 100%	Edit Candidates	Delete File
28551_8633-SF_0001.mp3	0001	Uploading	File upload is in progress	Edit Candidates	Delete File
28551_8633-SF_0002.dotx	0002	Uploading	File upload is in progress	Edit Candidates	Delete File
28551_8633-SF_0002.mp3	0002	Uploading	File upload is in progress	Edit Candidates	Delete File
28551_8633-SF_0003.dotx	0003	Uploading	File upload is in progress	Edit Candidates	Delete File

8. At this point, files will pass through several stages:

Stage 1 "Uploading"

Do not duplicate the browser tab, refresh page or navigate away from the upload screen at this point, this will cause the file upload to fail. Once the progress bar closes for all your files you can navigate away. You are able to **Browse** for more files while the progress bar is on screen.

Uploading	File upload is in progress
	96%

Stage 2 "Preparing for Scan"

This stage scans for potential virus threats.

Upload Status ⇕	Upload Status Description
Preparing for Scan	File is uploaded to server and virus scanning is initiated

Stage 3 "Preparing for Final Upload"

Transcoding converts the file for use in the system

Upload Status ⌃	Upload Status Description
Preparing for Final Upload	Transcoding in progress

Stage 4 "In Queue"

Files upload in batches of 5 and until the previous files reach stage 2, they will have the upload status "In Queue".

Upload Status ⌃	Upload Status Description
In Queue	File upload is in queue

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11 of 26

Stage 5 "Uploaded"

"Uploaded" means that your file has progressed through all the stages and is now complete.

Upload Status ⌃	Upload Status Description
Uploaded	Media file is successfully uploaded

Please be aware that it may take some time for files to complete uploading.

9. When all your files are uploaded, the correct candidate will be listed in the **Associated Candidates** column of the table

Uploaded File Link ⇕	Associated Candidates ⇕	
28551_8633-SF_0001.dotx	0001	
28551_8633-SF_0001.mp3	0001	
28551_8633-SF_0002.dotx	0002	
28551_8633-SF_0002.mp3	0002	

10. Where candidates weren't tagged automatically, we have kept the option for you to be able to manually tag a candidate where necessary. To do this click **Edit Candidates** in the action column

Uploaded File Link ⇕	Associated Candidates ⌄	Upload Status ⇕	Upload Status Description	Action	
28551_8633-SF_.dotx	No Candidates Tagged	Uploaded	Media file is successfully uploaded	Edit Candidates	Delete File

11. The table will be populated with a list of candidates that have been entered for the selected component.

Select Candidates

Candidate Number	Surname	Forename
Select Candidate Number ⌄	Enter Surname	Enter Forename

Filter   Clear

Showing 1-10 of 10 results   Show 20 ⌄

■	Candidate Number ⇕	Surname ⇕	Forename ⇕
☐	0001	YELLOW	FIVE
☐	0002	JOHN	KEIRA
☐	0003	STEELE	ABIGAIL
☐	0004	FACTOR	REGINALD
☐	0005	JONES	MIKE
☐	0006	MAY	JODIE
☐	0007	THOMSON	BEN
☐	0008	HARDIN	HAROLD
☐	0009	STEPHENSON	HAROLD
☐	0010	KELLY	FIONA

Page 1

Save

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12 of 26

12. Select a candidate by clicking on the checkbox next to their name in the table.

    Tip: A 'greyed out' checkbox represents that a candidate has been flagged as not having a submission.

    Non-submissions are covered in the **Recording a non-submission** section.

13. After selecting the associated candidate(s), a second table will appear to show which candidate(s) will be associated, or 'tagged', to the file.

    You can remove an incorrect candidate tag by clicking **Remove** in the **Action** column or by deselecting the checkbox next to the candidate in the upper table.

14. When removing a tagged candidate you will be presented with a warning to confirm removal.

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13 of 26

15. Click **Save** when the correct candidate(s) have been tagged.

Candidates Selected			
Candidate Number	Surname	Forename	Action
0002	STEVENSON	ALICIA	Remove

Save

16. The **Select Candidates** screen will close and the previous screen will display

    Tip*: if you need to change the candidate tagged to a file, use the "Edit Candidates" button. This will display the screen shown in step 12*

Action	
Edit Candidates	Delete File

Deleting a file

1. To delete an unwanted file, select **Delete File** from the **Action** column

Action	
Edit Candidates	Delete File

2. A message will ask you to confirm the file deletion.

Are you sure you want to delete this file?   ✖

Yes   No

3. Click Yes and the file will be removed from the list of previously uploaded files. A banner message will display confirming the deletion.

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Deleted record successfully.

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14 of 26

Recording a Non-Submission

If no files are being submitted for an entered candidate, you will need to record the reason in the Digital Media Submissions Portal. This could be due to the candidate being absent from the exam, for example.

You will be unable to final submit files to AQA unless all entered candidates for the component have either had a file uploaded against them or have been recorded as a non-submission.

To record a non-submission or change a non-submission reason:

1. Navigate to the Media Submission Dashboard and select **Record Non Submission** from the **Action** column.

2. The Record Non Submission screen will display

3. Tick the button against the candidate you'd like to record as a non-submission.

You'll only be able to record a candidate as a non-submission if they're not already tagged to an uploaded file.

Tip: you can check the status column to see how many files the candidate has been tagged to.

Forename ⌄	Status	No Submission	No Submission Reason
EVE		☐	Please Select...
TAMARA	9 Uploaded	☐	Please Select...

4. Select a **No Submission Reason** from the dropdown then click **Save** at the bottom of the page.

Saved changes will be confirmed by a green banner message.

As well as recording non-submissions in the Digital Media Portal, please make sure that the special consideration process is also followed in the usual way.

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16 of 26

Submitting centre files to AQA – attendance register, centre declaration sheet

Once all candidates in a cohort have either been tagged to at least one file, or recorded as a 'non-submission', you will be able to final submit the files to us for marking.

We'll ask you to confirm that all files have been uploaded and tagged correctly before the files are submitted.

It is at this stage that we ask you to upload centre forms relevant to the component. For example, attendance registers, centre declaration sheets etc.

Once a final submission is made you will no longer be able to upload or retag files.

To final submit files for marking:

1. Navigate to the Digital Media Submission **Dashboard** and select **Final Submission** in the **Action** column

2. The **Final Submission** screen will load. If any documents were uploaded on this screen previously, they will appear in a table.

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17 of 26

3. Click the **Browse** button to access the drives and files on your PC.
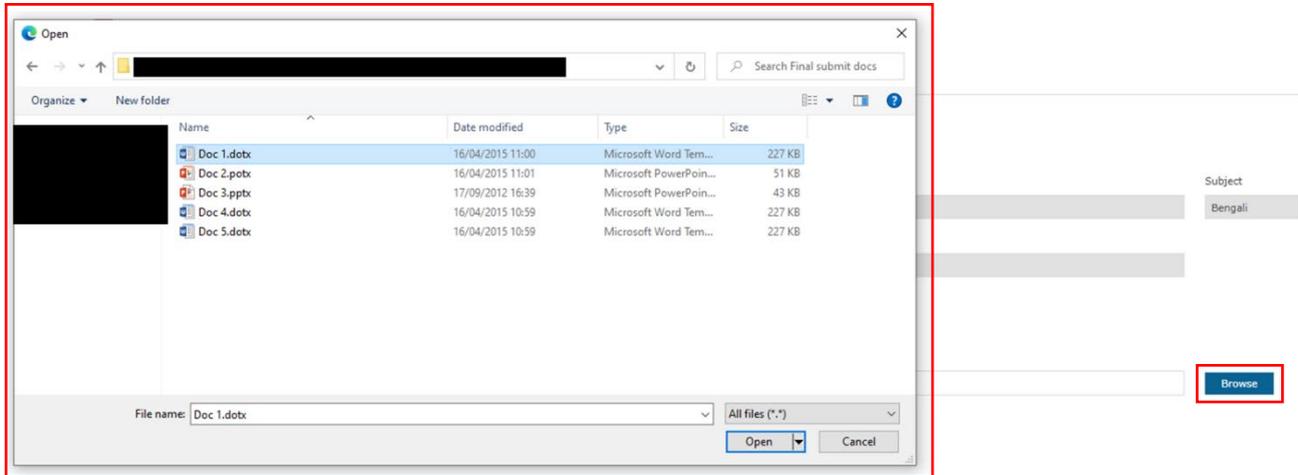
4. The selected file will appear in the Browse field. The X can be used to remove a file if selected in error.

   Tip: a maximum of 5 files can be uploaded at one time. Files names can be a maximum of 50 characters.

5. Click Upload Document

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18 of 26

6. The file will appear as **File upload in progress** in the **Upload Status Description** column

Uploaded File Link	Upload Status	Upload Status Description	Action
Doc 5.dotx	Uploading	File upload is in progress	Delete File
		100%	
Doc 4.dotx	Uploaded	Media file is successfully uploaded	Delete File
Doc 3.pptx	Uploaded	Media file is successfully uploaded	Delete File
Test-audio 10.mp3	Uploaded	Media file is successfully uploaded	Delete File

Page : 1

7. Once all the correct documentation is uploaded, click the checkbox below the table to confirm.

   Click "**Submit**".

☑ I confirm that all the files for this component are uploaded.

Submit

If the criteria for final submission are not met, a red banner message will display.

Files can only be submitted to AQA if:

- All file uploads are complete. If you've uploaded a file recently, the system may still be processing the file in the background. Please allow 15 minutes for this to complete before trying again.
- All candidates in the cohort are either tagged to at least 1 file, or recorded as not having a submission.

Record cannot be submitted as some of the candidates for the selected component are either not tagged to an uploaded file, not recorded as a non submission, or an upload is still being processed.

8. On clicking **Submit** the following pop up warning will appear to confirm whether the user would like to complete the submission.

After making a final submission, you will not be able to make changes. Are you sure you want to complete this submission?

Yes   No

9. If any previous uploads failed, you will be notified at this stage and asked to check that no files are outstanding.

   You can proceed with the submission by clicking **Yes**

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19 of 26
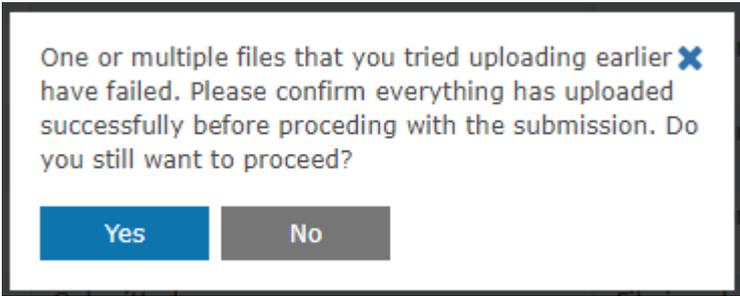
10. If you're unsure which files failed previously, please close the reminder and navigate to the **Upload File** screen. Check the **Upload Status** column to see which files were not uploaded successfully.

    Please make sure that you reattempt any previously failed uploads

Upload Status	Upload Status Description	Action		
Upload Failed	Upload failed with network error or page got refreshed	Edit Candidates	Delete File	Resume Upload

Viewing Previously Submitted Files

The 'View Uploaded Files' screen allows you to view any files that have been uploaded and submitted previously.

This can be useful to go back and double check that files have been uploaded and tagged correctly.

To view previously submitted files:

1. From the welcome screen click on the **Exams** tab and select **Digital Media Submissions Portal** – **View Uploaded Files**.

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20 of 26
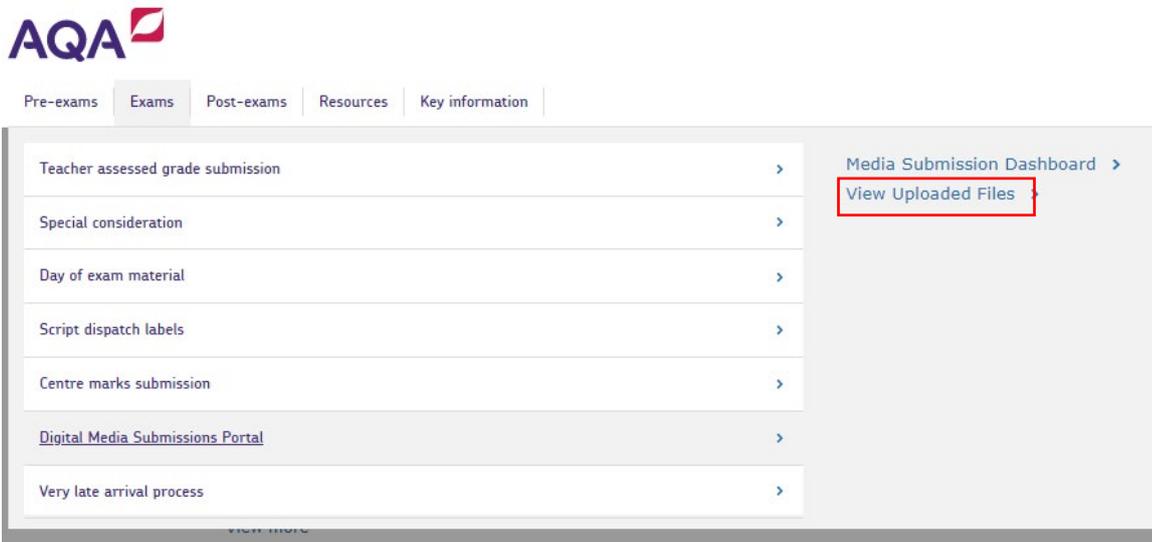
2. Select a **Session** from the dropdown.

    You can refine your search further by entering Qualification, Subject, Component or Candidate details.

    Tip: Searching only by Session can produce a large number of results. It's a good idea to enter another search parameter when possible.
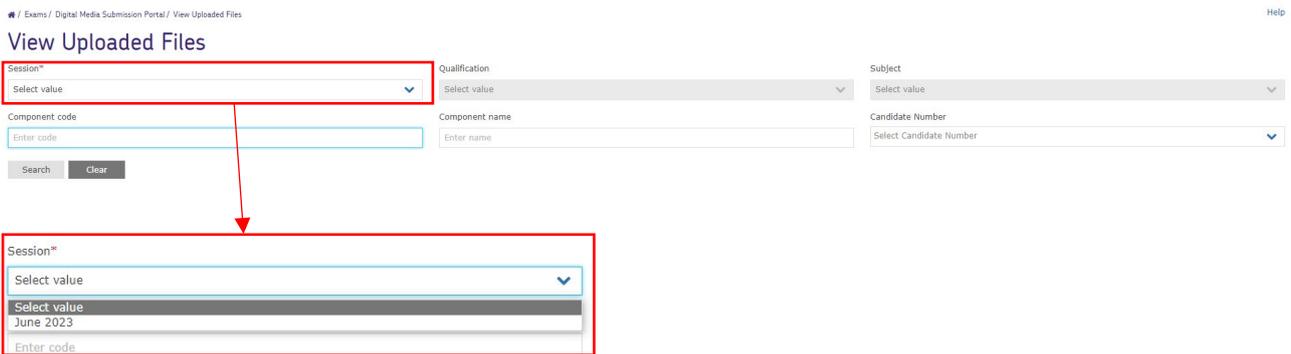
3. Click **Search**

4. The table will display showing the results of your search. To view a file, click the link in the **Uploaded File Link** column.

    The candidates tagged to the file are visible in the **Associated Candidates** column.

Subject	Component Code	Associated Candidates	Upload Status	Uploaded File Link
Bengali	8638/SF	View Associated Candidates	Submitted	Test-audio 1.mp3
Bengali	8638/SF	View Associated Candidates	Submitted	Test-audio 2.mp3
Bengali	8638/SF	0003	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 3.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 4.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 5.mp3
Bengali	8638/SF	0014	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0013	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0021	Uploaded	Candidate duplication video (2).pptx
Bengali	8638/SF	0021	Uploaded	TOLS MOLS Flow Chart v1.jpg

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21 of 26

5. Recordings and audio files will open in a media player in a new tab. Document files will be downloaded onto your device to view in the relevant application.

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22 of 26

Troubleshooting and FAQs

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

Email: eos@aqa.org.uk
Phone: 0800 197 7162

2. How many files should I upload at once?

You can select up to 50 files to upload at a time, but please make sure that all files created in your centre are labelled with the following naming convention – **centre number_component-code_candidate number**.

MFL example 16677_8698-SF_0001.MP3
Music example 16677_7272-P_0001 Performance 1.MP3

By following this example all files will automatically tag the candidate, you may want to select a candidate record form and an audio recording for the same candidate to upload simultaneously.

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 to AQA 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 to AQA using the 'Final Submission' screen (page 17-20).

If you notice an error with the submission after work has been 'final submitted', AQA will need to authorise any amendments to the submission.

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23 of 26

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

You'll only be able to tag candidates 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 candidate as 'non-submission' on the Digital Media Portal. Do I still need to apply for special considerations?**

Recording a candidate 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 hasn't 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 nine 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 a 18 mb/s upload speed, although the time it takes to upload a file to the Digital Media Portal is ultimately dictated by the quality and speed of your internet connection.

If using Wi-Fi, make sure you're 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.

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24 of 26

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

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

2. All ongoing file uploads must complete. 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'.

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25 of 26

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 candidates 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 17-20.

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've 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 candidate files you have submitted using the "View Uploaded Files" screen (pages 21-22) of this guide.

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

Please refer to subject specifications on our website for each component's documentation requirements.