



Student Troubleshooting Guide: Uploading Written Answers for Tests or Exams

This resource is **ONLY** for students who submit images of their written answers to a dropbox for some or all of their exam. It is **NOT** for short answer (typed) questions in an exam.

Contact servicedesk@dc-uoit.ca for help if you get stuck.

What You Will Need

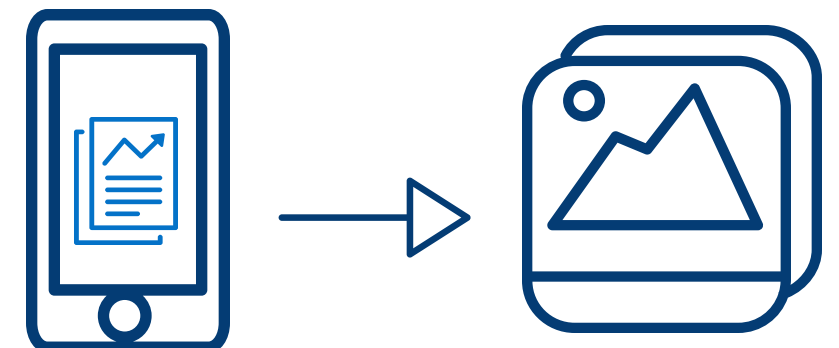
- A device with an Internet connection, that you will use to take the test or exam
- A phone or other device that can take pictures, also connected to the Internet
- Your written work - ask your professor for specific formats and tools you are allowed to use

Practice these steps BEFORE your test or exam!

1 Write your solutions on paper



2 Take a picture of each page of your solutions with your phone



★ Make sure the file type is one of the following:

- jpeg • tiff • bmp
- gif • png

! For iPhone 11 users, the default image type is heic. [Please see this resource](#) for converting heic files.

3 Email each image to yourself

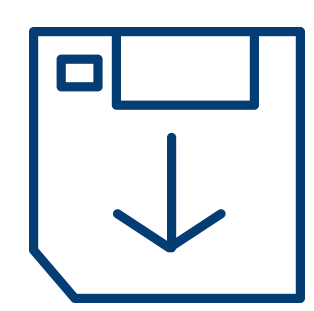
OR

Save your images to the cloud



★ Check the size of each image file. Putting more than 5-10 Megabytes of files in a single email is too large - send each image in a separate email, or use the cloud.

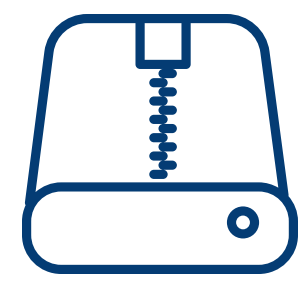
4 Save each image to the device you are using to take the test/exam



★ You might want to create a dedicated folder on your desktop so you can find the pictures easily.

Rename the pictures to something you can understand so you know how they are being used (see Step 5).

5 Compress your images (try this resource here)



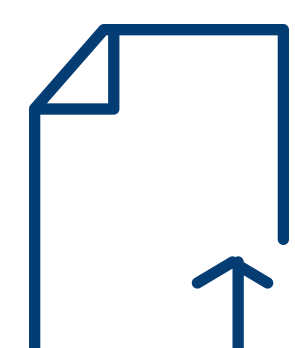
Why should I compress images?

★ You can only store 100 MB of files in Canvas. If you've added pictures before for assignments, you might have many old files taking up space. **If you are close to your storage limit, you will not be able to upload your answers.**

To **check your storage limit or delete old files**, go to Canvas, click on Account (top left), then Files.

- **DO NOT** delete files for assignments that have not been graded yet.
- **DO NOT** delete files for other quizzes or exams from this semester.
- **ONLY** delete files that are not currently in use.
- **Use a good file-naming system** so you can remember which pictures are being used.

6 Upload your images in the appropriate Assignment Dropbox or Question in the exam



Troubleshooting

I can't email my photos

Check the file size. Try [compressing](#) or [zipping](#) the images.

My images won't upload to the dropbox or question entry box

Make sure you create your file in a compatible program. Check your Internet connection.

HEIC files will give an error. See Step 2 in this document.

If you are unable to upload (you get an error), check your file storage in Step 5.

I am stuck!

Go to the Google Meet support room, provided by your instructor. Make a note of the time when you tried to upload or email the files.