

Frequently Asked Questions About the Pearson ePortfolio System

This document provides answers to FAQs about:

- [Getting started](#)
- [System setup](#)
- [Templates](#)
- [Video recordings](#)
- [Submitting your work](#)
- [Troubleshooting tips](#)

Please note that links to third-party software are provided by Pearson as a courtesy, and do not constitute an endorsement of any third-party products or services you may access. If you do access a third-party site and/or software, you do so at your own risk.

Getting Started

As a candidate, how do I access the Pearson ePortfolio system?

To begin, you should register for one or more PAL tasks. From www.ma-pal.nesinc.com, select Candidates, then Registration and Submission. Follow the instructions to create an account and register for PAL. When you finish the registration process, you will be able to begin uploading your files to the Pearson system.

Where do I begin once I sign in?

To begin, you should access the Candidate Assessment Handbook, available through the system Task Summary page, in the Instructions bar on the top left-hand side of the page. Read this document carefully; it contains the content of the assessment as well as other important information about uploading and submitting your work.

You should also review the various resources available to guide you through using the Pearson ePortfolio system. See the [Candidates/Resources page](#) for available materials, including tips for uploading your video files and specific tips for Mac users.

What alternative arrangements are available?

Pearson will work diligently with any candidate requesting special arrangements. For more information please review [Requesting Alternative Arrangements on the PAL website](#) or contact Customer Support (see Contact Us on www.ma-pal.nesinc.com).

System Setup

What are the system requirements to use the Pearson ePortfolio system?

You will need access to a computer with the following minimum specifications:

Operating System	Browsers Supported	Internet Connection	Additional Software Required
Windows 7 or later	Internet Explorer 11 or later Chrome (latest version) Firefox (latest version)	High speed	Adobe Flash Player 10.1* or higher Adobe Reader 10.1.3* or later Microsoft® Word™ 1997-2003 or later, or OpenOffice 3
Mac, OS X v10.9 or later	Safari 9 or later Chrome (latest version) (Firefox users on a Mac may experience known browser issues)	High speed	Adobe Flash Player 10* or higher Adobe Reader 10.1.3* or later Microsoft® Word™ 1997-2003 or later, or OpenOffice 3

*Adobe Flash Player and Reader are available free of charge at <http://get.adobe.com/flashplayer/> and <http://get.adobe.com/reader/>. If you are unable to update to Reader version 10.1.3, you may use version 9.5 as an alternative. Version 10.1.2 may cause unresolved errors when attempting to view embedded documents on the PAL website.

I have an older version of Adobe Flash Player. Will that work?

No, please install the latest version of Adobe software.

I have a 64-bit operating system (Windows or Mac) and use a 64-bit browser. When I try to play a video or provide feedback on a video, I do not see the video player. What is the problem?

Adobe Flash Player 10 is not compatible with 64-bit browsers. If you are using a 64-bit browser on your machine, you must download Adobe Flash Player 11. You will find detailed instructions here:

<http://kb2.adobe.com/cps/000/6b3af6c9.html>.

Templates

How do I download the templates and type in my responses?

From your Task Summary page, click Start to access a page for a particular Part. Download the template using the link in the Instructions bar on the left-hand side of the page. Templates are formatted as word-processing files. Open the template using your word-processing software, and begin typing where you are prompted to record your response(s).

Can I print out the documents with my responses and mail in the completed pages instead?

No, all candidate assessment work must be submitted online.

Can I update my work after I have already uploaded it?

Yes, you may update your work at any time before you submit by changing and re-uploading your original file. You must save your original file, as the system converts your uploaded work to a file that you will not be able to edit. When you re-upload your file, the system will automatically replace your original submission with the new file.

Video Recordings

Where do I obtain a digital camcorder in order to complete my video recording?

If you do not own a digital camcorder, check if your institution has one you can use. You can also check with friends or family members before deciding to purchase your own.

To ensure you use a digital camcorder that meets technical specifications, please review the section *Troubleshooting Tips for the Pearson ePortfolio System*, found later in this document.

What information must be included in my video recording?

The instructions for the Parts related to the videos describe in detail the requirements for the video content. These instructions can be found in the Candidates Assessment Handbook, available through the system Task Summary page, in the Instructions bar on the top left-hand side of the page.

I am unable to obtain releases or appropriate permission to video record. How should I proceed?

Contact Customer Support (see Contact Us on www.ma-pal.nesinc.com), who can direct this issue to a Pearson test coordinator who will contact you.

What kinds of video files can I upload?

The following file formats are acceptable: .flv, .asf, .qt, .mov, .mpg, .mpeg, .avi, .wmv, .mp4, and .m4v.

Is there a limit to the video file size?

We recommend file sizes between 200 and 300 MB; the maximum size that the system accepts is 500 MB.

Why is there a 500 MB limit on file uploads?

The Pearson ePortfolio system has a 500 MB size limit for each uploaded file. There is no limit on the number of megabytes (MB) uploaded for an entire task. A 500 MB limit was set to encourage the compression of large videos before candidates attempt an upload. The success of an upload through any application depends heavily on the type of network, the file size, and the network capacity at upload time.

How do I upload a video file?

Training materials are provided on the [Candidates/Resources page](#) of the PAL website. This page includes a guide to using the Pearson ePortfolio system and additional guides for compressing and uploading video files and tips for Mac users.

My video won't upload. What should I do?

Review the following chart to help identify steps you can take to ensure your video uploads successfully. If you continue to experience difficulties, review the *Troubleshooting Tips* or contact Customer Support (see Contact Us on www.mah-pal.nesinc.com).

*If Your Upload Speed Is:	**And Your File Size Is:	Please Try the Following:
Less than 1.5 Mbps	Less than 200 MB	Try to upload on your institution network or another broadband network.
	200 MB or greater	Convert your video to a smaller file size.
1.5 Mbps or greater	Less than 200 MB	Try to upload again on your primary network connection, possibly at a different time of day. Try to upload on your institution network or another broadband network.
	200 MB or greater	Convert your video to a smaller file size.

* Your upload speed can be determined at www.SpeedTest.net. If you require further instructions, please contact Customer Support. Uploads that take more than an hour may be interrupted by network issues. You should target a file size that can be uploaded in less than an hour.

** Your file must be in one of the following video file formats: .flv, .asf, .qt, .mov, .mpg, .mpeg, .avi, .wmv, .mp4, or .m4v. If it is not, try to convert your video to the appropriate format using the software for your digital camcorder. Compression and conversion instructions are also available for both PC and Mac computers along with other helpful information; see the [Candidates/Resources page](#) on the PAL website.

Video Tips for Popular Cameras

iPhone® and iPad®

If you are planning to use your iPhone® (4 or later), or iPad® (2 or later) mobile digital device to record your video, keep in mind the following:

- The camera on the front is a VGA-quality camera and is much lower resolution than the camera on the back. You may want to consider using this front camera to record your video since the file will be smaller and easier to upload. The resolution should still be adequate for viewing.
- The camera on the rear is high-definition. Using this HD camera to record your video will produce a very large file. In order to upload it to the Pearson ePortfolio system you will need to compress the file before uploading.

Note: iPhone 3G devices only have VGA video recording.

Flip™ UltraHD, MinoHD, SlideHD Cameras

If you use a Flip camera to record high-definition video, the resulting file will be very large. In order to upload it to the Pearson ePortfolio system, you will need to compress the file before uploading. One way to reduce the file size is to use the FlipShare™ software. Instructions can be found at:

http://www6.nohold.net/CiscoFlip/ukp.aspx?vw=1&docid=aed56e324c6d4fe7aaecf50df3c356cd_Making_your_videos_smaller_using_FlipShare.xml

Submitting Your Work

Do I need to complete the entire task before I can submit it for scoring?

All required work must be uploaded and must comply with the requirements in order to submit your task for scoring.

Troubleshooting Tips

When I attempt to upload a video file, the upload takes a very long time and then closes without finishing. What is wrong?

Please review the answer for the question above, "[My video won't upload. What should I do?](#)"

When I uploaded a file, I got a Processing message for a long period of time. Is this normal?

The "Processing" message indicates your file has been uploaded, but more time is needed for the file to be displayed in the Pearson ePortfolio system.

The duration of this process can vary depending on the file size. Documents should appear in the "Ready" state within 15 minutes after an upload has completed; video files may take as long as one hour to appear as "Ready."

You can continue to perform other functions on the Pearson ePortfolio system or sign out while a file upload is in a Processing state.

I received an error stating my video file is too large. My video is the correct length. Why am I getting this error?

Video length is not an accurate measurement of video file size. Videos recorded in high-definition will have large file sizes, despite the short length of the recording.

If you are planning to use your iPhone® (4 or later), or iPad® (2 or later) mobile digital device to record your video, keep in mind the following:

- The camera on the front is a VGA-quality camera and is much lower resolution than the camera on the back. You may want to consider using this front camera to record your video since the file will be smaller and easier to upload. The resolution should still be adequate for viewing.
- The camera on the rear is high-definition. Using this HD camera to record your video will produce a very large file. In order to upload it to the Pearson ePortfolio system, you will need to compress the file before uploading.

Note: iPhone 3G devices only have VGA video recording.

Are there any free tools available for video compression?

Yes. See the [Candidates/Resources page](#) on the PAL website for information about compression tools for PCs and Macs.

I have an image to submit, but the system doesn't allow me to upload it. What should I do?

Image files (e.g., .jpg, .bmp, .gif) are not valid file formats for submission. You can insert the image into a Microsoft Word or OpenOffice Writer document, and save it using the "File/Save" or "File/Save As..." features in those applications.

I'm attempting to upload a file, but the file appears grayed-out and/or doesn't appear in the pop-up window where I choose the file I wish to upload.

The Pearson ePortfolio system is configured to only recognize the acceptable file formats stated in each Part template. Files that are not in an acceptable format will not be available to upload. Please refer to the Part template for complete information regarding the acceptable file formats for each Part.

See the [Candidates/Resources page](#) on the PAL website for guidelines and tutorials for completing the PAL in the Pearson ePortfolio system.

My files are listed as "In Progress," but I uploaded them a week ago. Is something wrong?

On the Part Summary page, any Part that has at least one uploaded file will appear as "In Progress." This means that one or more files in the Part have been

successfully uploaded to the Pearson ePortfolio system, and that work on that Task Part is in progress. It is not an indication of any specific file upload status. When you are ready to submit your materials for scoring, you must "Mark Complete" each individual Part.

See the [Candidates/Resources page](#) on the PAL website guidelines and tutorials for completing the PAL in the Pearson ePortfolio system.

I need to review my updated video, but when I click on the filename nothing displays/only a gray box displays. What does this mean?

This error indicates the Adobe Flash Player is not installed in your web browser, or needs to be updated. You may install or update Adobe Flash Player here: <http://get.adobe.com/flashplayer/>

Mac users. Please refer to [Tips for Mac Users](#) for more information about known errors that may be experienced previewing files in the Pearson ePortfolio system.

I am unable to submit my Task because the system tells me one or more Parts are incomplete, but I have uploaded all of my files. Why can't I submit my Task?

If you receive an error indicating one or more Tasks are incomplete, you have not yet selected "Mark Complete" in one or more Task Parts. Note that you must meet the minimum file requirement indicated in each Part in order to be able to select "Mark Complete."

See the [Candidates/Resources page](#) on the PAL website for guidelines and tutorials for completing the PAL in the Pearson ePortfolio system.