

Frequently Asked Questions About the Pearson ePortfolio System

This document provides answers to FAQs about:

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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 Pilot, and then review the information and resources available to you. When you are ready, click "Register Now" and 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 Pilot Task 1 or 2 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 [Pilot Preparation Materials 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 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	Chrome (latest) Firefox (latest) Edge (latest)	High speed	Adobe Reader 10.1.3* or later Microsoft® Word™ 1997-2003 or later, or OpenOffice 3
Mac, OS X v10.9 or later	Safari (latest) Chrome (latest) Firefox (latest)	High speed	Adobe Reader 10.1.3* or later Microsoft® Word™ 1997-2003 or later, or OpenOffice 3

*Adobe Reader is available free of charge <http://get.adobe.com/reader/>.

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.

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 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.

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 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 [Pilot Preparation Materials 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.

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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."

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