## A GUIDE ON HOW TO CHANGE THE FILE FORMAT OR TYPE AND THE FILE SIZE WHEN UPLOADING DURING APPLICATION FOR PRACTICING CERTIFICATE

Question:

Why am I not able to upload the Passport Size Photo and Scanned Deposit Slip?

Answer:

There are two probable issues involved.

- 1. The file type might not be in line with what has been specified (jpg and jpeg).
- 2. The file size might not be according to the specified size (maximum of 25kb).

What must be done:

- 1. Convert the file type to jpg or jpeg.
- 2. Resize the files to the following specifications:
  - a. Passport size photo 10 to 20 kb.
  - b. Signature 3 to 6 kb.
  - c. Deposit slip 20 to 25 kb.

## How to do it:

We recommend that you use Paint Application to convert both file type and size. Paint is recommended because it comes with an operating system.

Steps to follow:

- 1. To change the file type or format, open the file with paint.
- 2. Right click on the file and select open with paint from the popup menu.

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When changing the file format or type in paint do the following:

- 1. Click on file and then select 'save as'
- 2. Select JPEG picture from the popup menu.
- 3. Save the file in the location which will not give you difficulties to locate (Desktop or Pictures).



When changing the file size in paint do the following:

1. Click on Home

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- 2. Look for the tool button named Resize. It is shown by two squires a small squire behind a big squire.
- 3. From the drop down menu select the Pixels radial button.
- 4. In the Horizontal field type (Any figure between 120 and 200).
- 5. Click on OK and save the file.

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\*Did that work?

Don not hesitates to seek for more help.

Thank you!