

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:

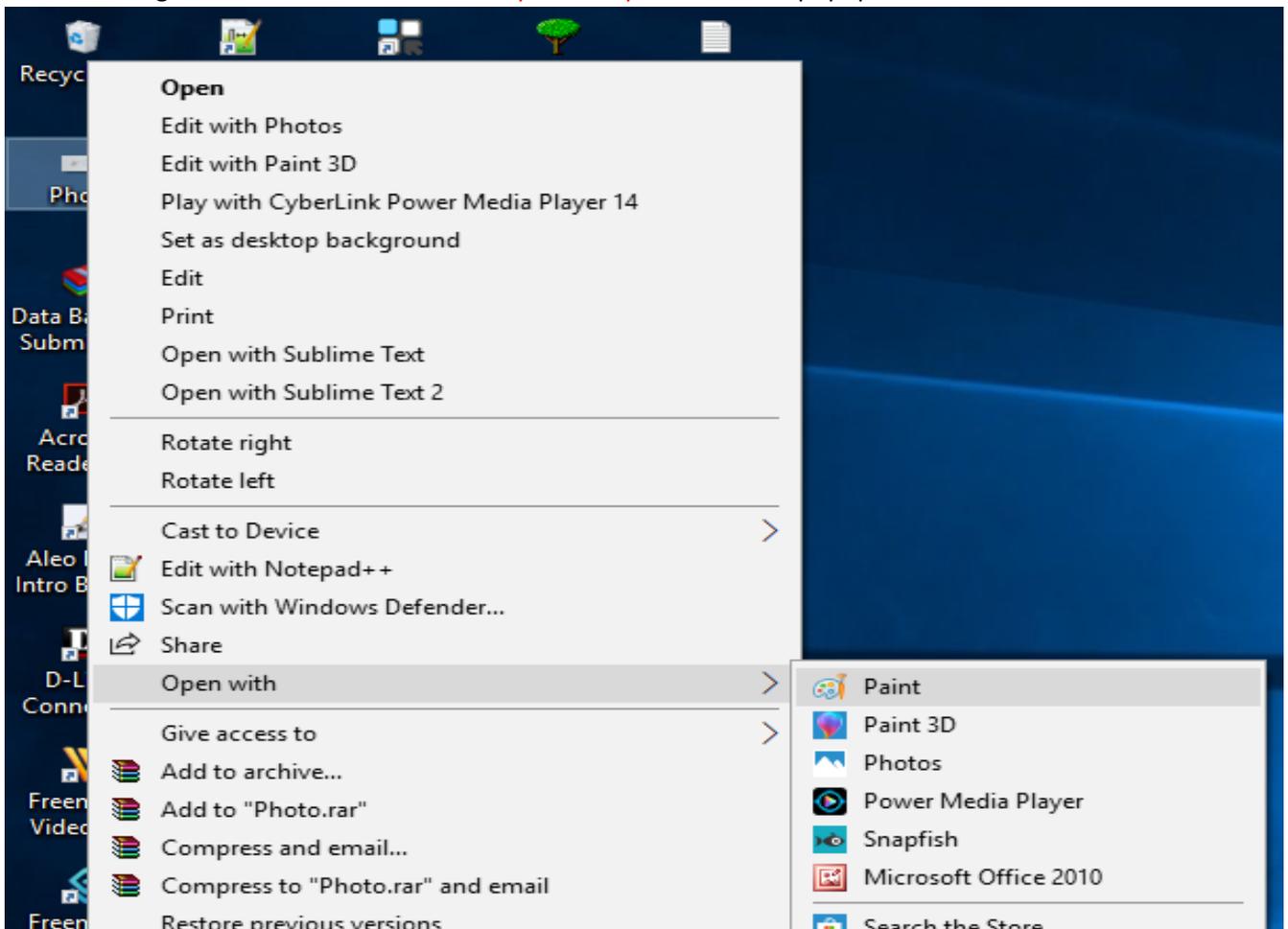
1. Convert the file type to **jpg** or **jpeg**.
2. Resize the files to the following specifications:
 - a. **Passport size photo 10 to 20 kb.**
 - b. **Signature 3 to 6 kb.**
 - c. **Deposit slip 20 to 25 kb.**

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.

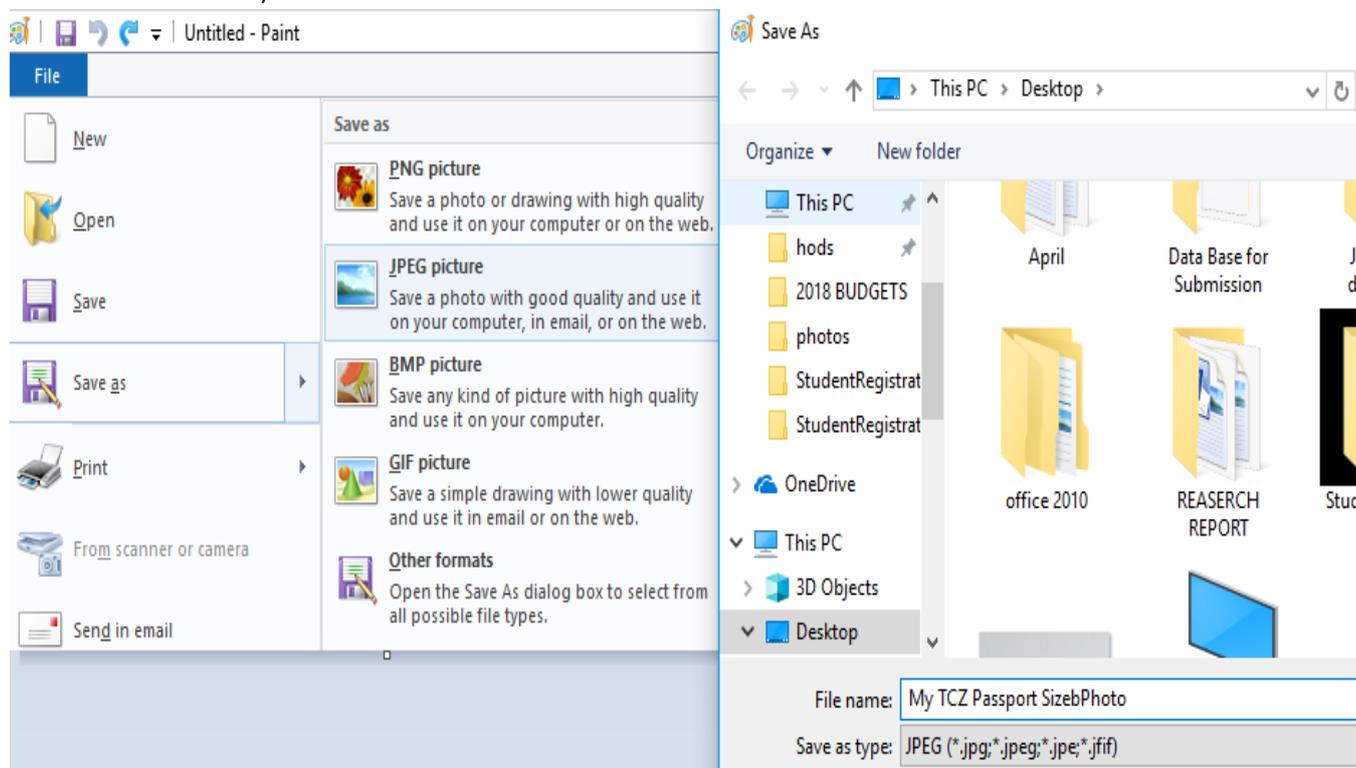
Steps to follow:

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.



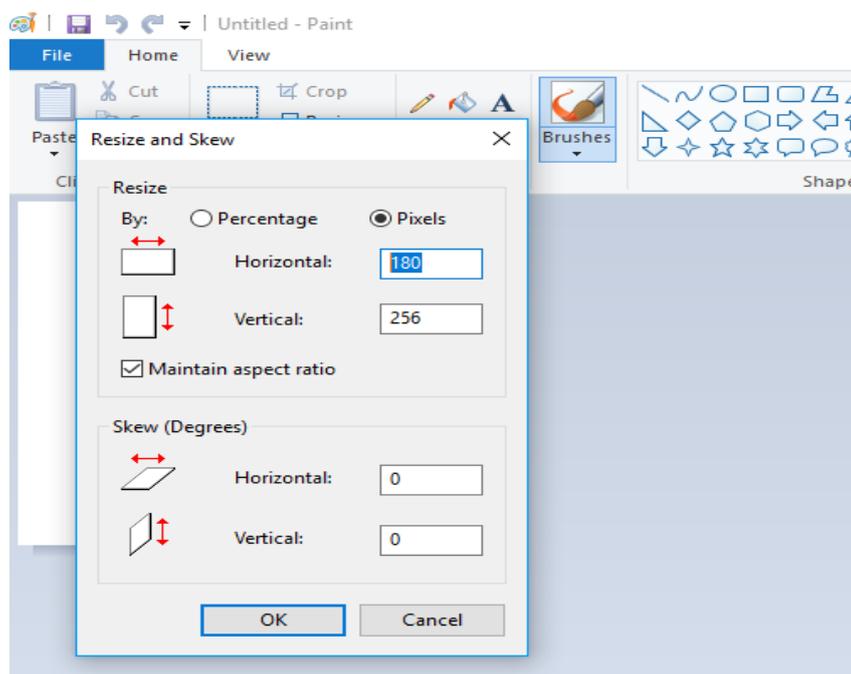
When changing the file format or type in paint do the following:

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
2. Look for the tool button named Resize. It is shown by two squares a small square behind a big square.
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.



6.

*Did that work?

Don not hesitates to seek for more help.

Thank you!