

## School Gardening Awards Troubleshooting Guide

If you're having trouble uploading your School Gardening Awards evidence, please read the following document to see if you can resolve the issue. If you're still having trouble or your issue doesn't appear below then please contact us at [schoolgardening@rhs.org.uk](mailto:schoolgardening@rhs.org.uk).

### Issue:

You are receiving the error message "Please enter text"

### OR

Once you have clicked submit, the loading arrows keep spinning round and round for a long period of time

Have a look at the text evidence that you're submitting. Do the character counters look like either of the following?

Tell us why you decided to undertake this activity in up to 300 characters(approx. 50 words) \*

The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.

300/300 characters left

Where it has disappeared.

Tell us why you decided to undertake this activity in up to 300 characters(approx. 50 words) \*

The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.

300/300 characters left

Where it is saying you have all of the characters left despite there being text in the box.

**Possible solution:** Try removing a few letters, spaces or symbols from the text, until the character counter shows that you have 1 or more characters left.

Tell us why you decided to undertake this activity in up to 300 characters(approx. 50 words) \*

The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.

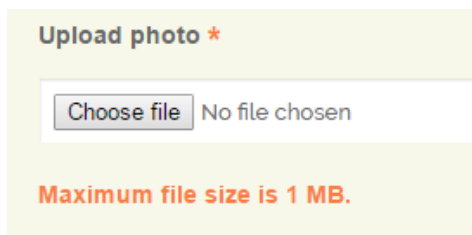
1/300 characters left

**Issue:**

An error message is telling you that the photos are too large

**OR**

An error message is telling you to upload a photo even though you have selected one already



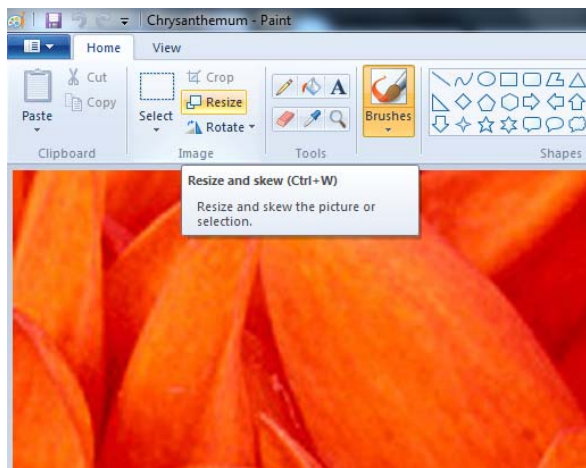
First check the size of your photos. They should be 1MB or under if you want to upload them. Don't worry too much about a loss of quality in your photos – if we're not sure what the photo is showing us, we will be in touch to ask.

If your photos are over 1MB and you're not sure how to resize them, use our simple tips below. If your photos are the correct size then skip to 'Uploading your photos' on page four to see if this helps resolve your issue.

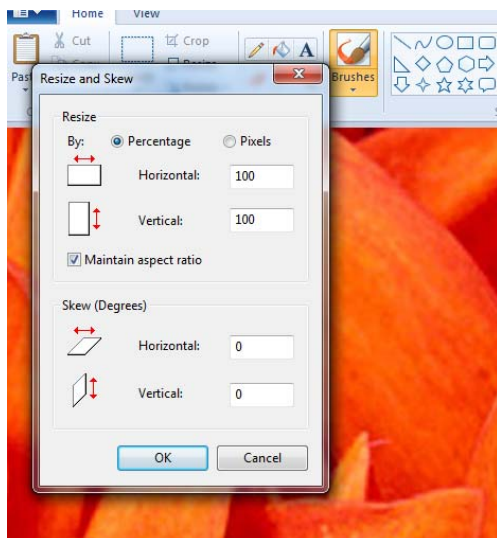
**Resizing your photos**

To resize your photos to make them smaller than 1MB, you can use a simple program like Microsoft Paint. First, make a copy of your photo so that you aren't editing the original version. Then, open the copy of your photo in Paint by right clicking on it and selecting "Open with" then "Paint".

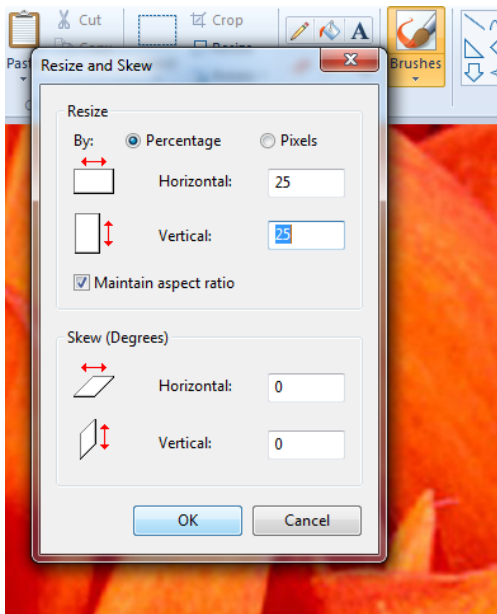
In Paint, click on the "Home" tab then "Resize":



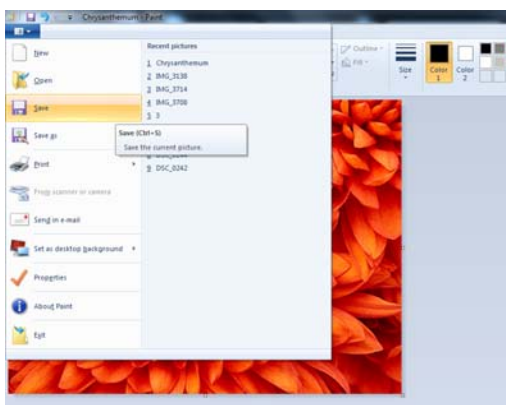
When you have done that, this window should pop up:



Type in a low number like 25 in the “Horizontal” box, then click into the “Vertical” box. Next, click on OK. This will make the photo 25 percent smaller:



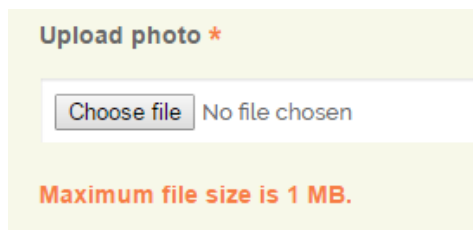
Now you just need to save your file. We would recommend using “Save As” so that you can save a small copy of it, rather than overwriting your original photo:



Now your photos are the correct size, go to the next page to check you are uploading them correctly.

## Uploading your photos

Once you are sure that your photos are the correct size, head to the corresponding submission page and select “Choose file”:

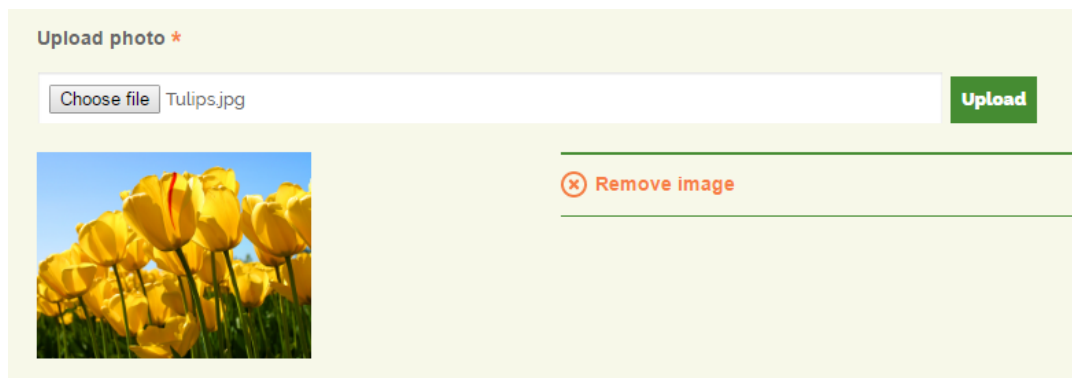


Upload photo \*

Choose file No file chosen


Maximum file size is 1 MB.

Find your image then click on “Open”. Your screen should now look something like this:



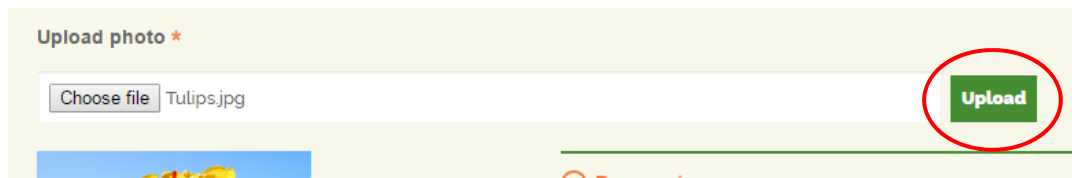
Upload photo \*

Choose file Tulips.jpg Upload




Remove image

To finish uploading your photo, you must click on the “Upload” button:



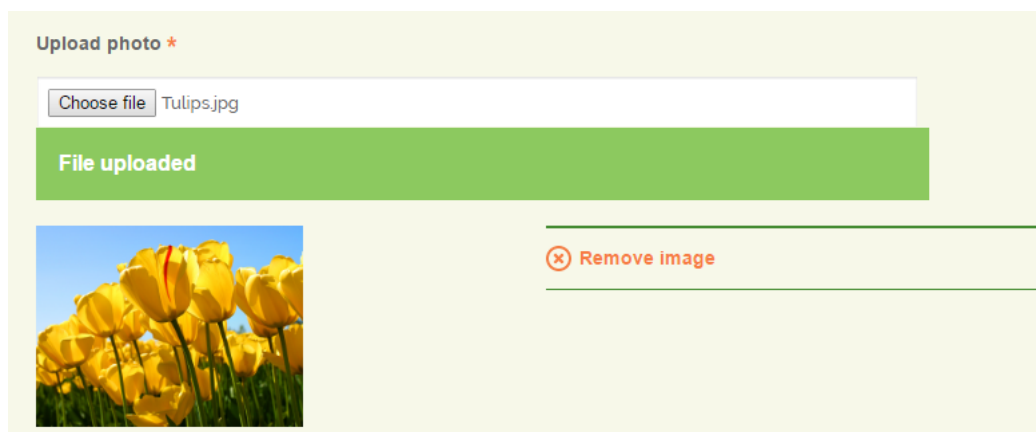
Upload photo \*

Choose file Tulips.jpg Upload



Remove image


The message “File uploaded” should then appear and your screen should look something like this:



Upload photo \*

Choose file Tulips.jpg

File uploaded



Remove image

## Still having trouble?

Sometimes old internet browsers can cause the uploading process to fail. You may want to check you are using an up-to-date browser and if not, download the latest version.

If none of the above suggestions work or your issue hasn't been addressed then please email us at [schoolgardening@rhs.org.uk](mailto:schoolgardening@rhs.org.uk) and we will be happy to help fix it!