

How to Upload Documents in MyPortal

Follow these instructions to submit documents through your MyPortal account.

Why is this important?

Families applying to the ESA+ program have three weeks and **three tries** to upload the correct document after they submit their application.

Read carefully to make sure that your document loads successfully.

1. Save your document on your computer or phone as a **Word or Adobe PDF file**.

- Save the pages of the document as **ONE** file. If you try to submit each page separately, you will not be successful. MyPortal will only accept one file.

2. Find Your To-Do List in MyPortal

Welcome to MyPortal

Use My Portal to manage your college financial aid and K12 grants and scholarships for K12 dependents.

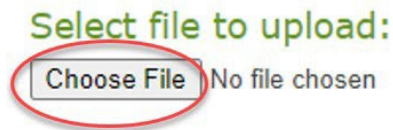
There are new items on your To Do List.

- ☒ To Do List
- ☐ Applications and Renewals for K-12th Grade
- ☐ Applications and Renewals for College
- ☐ School Choice
- ☐ Eligibility and Award Information
- ☐ Notifications
- ☐ My Contact Information
- ☐ My Profile

3. Find the requested document and due date. Click on the link.

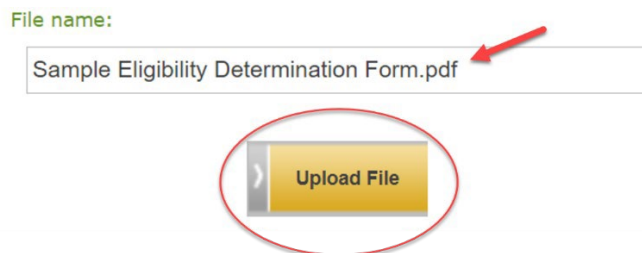
Application or Required Documentation	Receipt Date	Action Items	Due By
☒ Education Student Accounts Renewal	01/30/2023	Renewal Processed	10/01/2023
☐ Eligibility Determination Form		Upload Eligibility Determination Form	03/03/2024

4. Click the button that says “Choose File.”



5. Find where you saved the file on your phone or computer. Click on the file name.

The file name should appear in the MyPortal file name search bar. Click the “Upload File” button.



6. You will receive a message that the file loaded successfully.

Your document has been uploaded successfully.

Why Documents Get Rejected

Below are reasons why documents get rejected by MyPortal and what you can do to correct it.

Why Your Document Was Rejected

Error message: incorrect file format

What To Do Next

MyPortal will only accept files that are saved in Microsoft Word

(.docx) or Adobe PDF (.pdf). Resave your document in Microsoft Word or Adobe PDF and try again (you may need to refresh your browser to get the link to submit again).

Error message: file is too large.

The maximum file size is 10MB. You will need to reduce the size of the file. See [instructions for reducing PDF file size](#). Once you have saved your document in a smaller file size, refresh your browser and submit again.

You uploaded a password-protected document.

The ESA+ program cannot access password-protected documents. You will receive a message from the program team to resubmit the correct document without password protection.

The document you submitted was incorrect.

If you submit the wrong document, you will receive a message from the program team. They will reopen the link for you to submit the correct document. See the limitations noted above regarding the number of submission opportunities.

Incomplete document.

If you did not submit [all the necessary pages](#), you will receive a message from the program team to resubmit the document.

I only have a paper copy. Can I fax or email it to you?

You can only submit documents electronically in MyPortal. If you have a smart phone or tablet, you can follow the instructions below to create an electronic file.

Option #1: Take pictures of the document and save them as one PDF file.

1. Place document on a table or flat surface.
2. Hold your phone or tablet over the document and take a picture of each page.
3. Follow [these instructions](#) to save your images as one PDF file.

Option #2: Download software to scan and save the document.

Download a free tool for mobile phone or desktop computer to photograph the document and save the file.

Option #3: If you have time, ask the public school to send you an electronic copy of the document you need.

Once you have an electronic copy of your document, follow the instructions provided above to submit the document.