# FACTOR

THE FOUNDATION ASSISTING CANADIAN TALENT ON RECORDINGS
WITH SUPPORT FROM CANADA'S PRIVATE RADIO BROADCASTERS

How to Upload Files

WELCOME TO THE NEW FACTOR ONLINE SYSTEM!

Whenever you are required to upload a file, there will be a specific prompt within the form, indicating which document is required. To upload, simply click on the paper clip Attachment Icon beside the prompt.
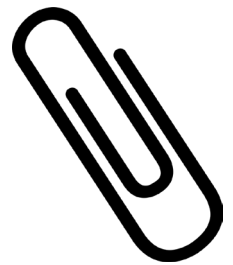
When the File Properties window opens, press Select File to browse your computer for the appropriate document. You may only upload the following file types: PDF, Excel spreadsheet, Word document, JPG, MP3, or a .MOV file. If the file has some other file extension, you will need to convert the file into one of the accepted file types.

FILE SIZE

The system supports files that are 50MB or smaller; do not attempt to upload a document that exceeds this size. The file size limit is extended only for uploading a Video Project in the Completion section of a Video Project Application. If required, you may upload multiple files to each prompt, but only one at a time. For ease of upload, compress your documents into one zip file.

Once the upload process is complete, the window will refresh and a green bar will appear, informing you of the successful upload. The file will be named by default according to the type of file that you are supposed to be uploading, but we recommend that you change the name to something more personalized. If you are uploading more than one file to the same section, be sure to name each file appropriately.

If you would like the document to be confidential and viewed only by those Users who were given access to Confidential Files, you may set it to User Confidential. If you would like the document to be restricted to FACTOR staff only, then select System Confidential. For files that are confidential by nature, however – like Canadian Citizenship documents or Financial Statements, these will be restricted to Project Coordinator Only, without further action from you.

Once you have confirmed the File name, assigned the Security Level, and verified that the file is the correct document, press Save and Close.

If everything was successful, once the page refreshed, the file name will appear beside the paper clip icon. If you ever need to edit the file name or security level, or if you want to view the document, press edit.

YOU'VE SUCCESSFULLY UPLOADED FILES!

If you have any remaining questions, contact FACTOR for more information.