Resizing Documents for Upload in Parent Portal or Provider Portal

The file size limit for uploading documents and photos to the portal system is 3MB. Most photos generated by cameras and scanners are larger than this file size limit. To avoid issues with uploading to the portal system, please see the following step by step instructions on how to reduce document and photo sizes from different devices. There are many editing tools that can be used to reduce file size before uploading to the portal system

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iOS: iPhone Photos

iPhone Photos allows for resizing images by cropping. Taking a picture from a distance of 3-5 feet or 1 to 1.5 meters away and leaving room around the document will help get the picture under the file size limit. UI elements may vary in their location depending on software version. If the image is still too large and has been cropped as closely as possible, you may need to try taking the photo again from farther away so that it can be reduced more.

Open the "Photos" app and navigate to the image of the document that needs to be resized. Tap "Edit" to change to editing mode.	
To crop the image, tap the "Crop" icon.	
Drag border of picture to frame only part needed and select done to save the picture	

The image size can be verified by tapping the "Info" or "Blue I" icon. Most file sizes are reported in larger units. In this example, 468 KB is about 0.4 MB and is therefore less than the 3 MB file size limit.

Android: Google Photos

Google Photos has tools for cropping and rotating photos. These can be used to reduce your document's size for uploading. Taking a picture from a distance of 3-5 feet or 1 to 1.5 meters away and leaving room around the document will help get the picture under the file size limit. UI elements may vary in their location depending on software version.

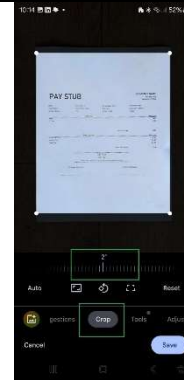|	
Open the Google Photos app on your device and navigate to the photo of the document that needs to be resized.	
You can check the existing size of a photo by clicking or tapping the "Three Dots" menu and scrolling down. In this example, the image is 5.2 MB and will not fit under the 3 MB file size limit.	
The editing tools can be accessed by tapping "Edit " Swipe left or right on the toolbar to access the editing options. Select "Crop" to access the crop and rotate tools.	

The crop tool displays a preview overlay highlighting the part of the photo you would like to keep. Resize the selection box to match your document. TIP: If the document is at an angle that does not match the box, the degree rotation tool can be used to slightly rotate the photo. This is used by tapping and dragging on the scrolling tool below the photo. When you are satisfied with the changes made, tap "Save" to save your changes .	
The photo size is reduced. In this example, the photo size is now 142 KB, which is under the 3 MB limit.	

Android: Samsung Gallery

You can use the default Gallery app on Samsung Galaxy phones to resize photos of documents. Taking a picture from a distance of 3-5 feet or 1 to 1.5 meters away and leaving room around the document will help get the picture under the file size limit. UI elements may vary in their location depending on software version.

Open the Gallery app on your Samsung phone and open the relevant photo.	
The current photo size can be viewed by tapping the "Three-Dot" menu and then tapping "Details".	
The file size is highlighted, in this example the image is 5.17 MB which is over the 3 MB file size limit. Tap the "Back" button to return to the photo when done, or swipe down on the Details Pane that appears .	

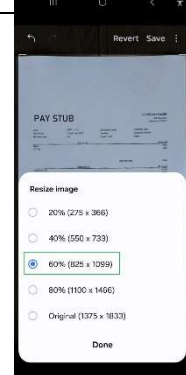|	
To resize the photo, tap the Pencil to open the photo editor .	
Tap the "Three Dots" menu to access the Resize tool.	
Tap "Resize" to open the Resize tool	
Select a size from the presets. Tap "Done" when finished to save the changes.	

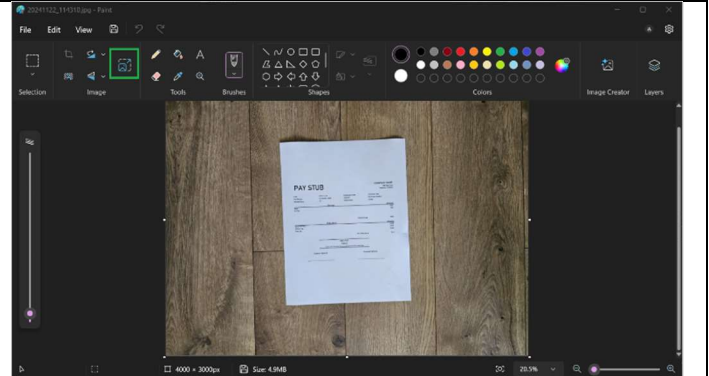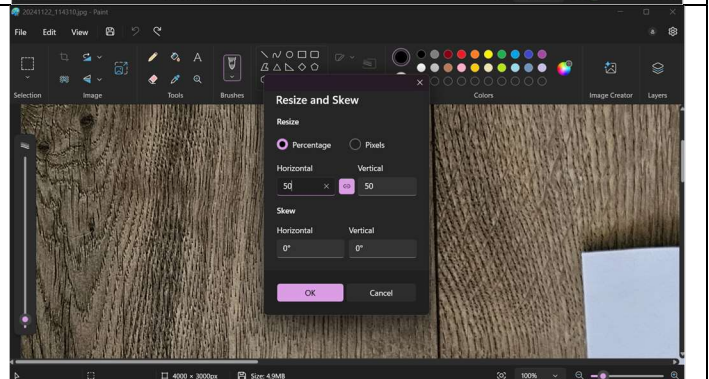|		
Tap on Save in the top-right corner to confirm your changes and save the reduced photo on your Samsung phone.		
Or if you would like to save a copy, use the "Three-Dot" menu and tap "Save copy".		

Windows PC: Microsoft Paint

If you are using a physical scanner or are editing your photo from your camera or camera phone on a Windows computer, it's possible to resize the photo using the Windows Paint software.

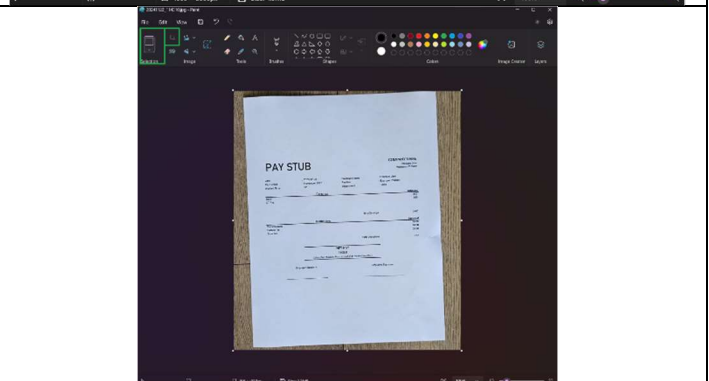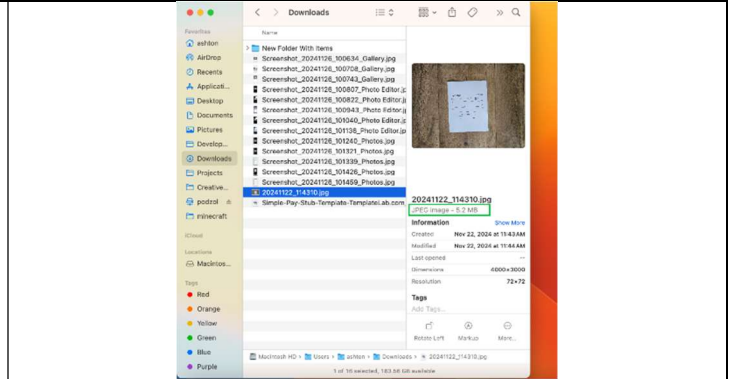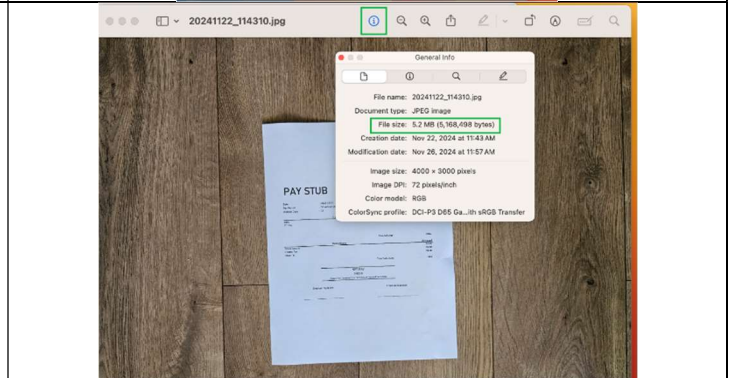|	
Open the photo of the document that needs to be uploaded in Paint by right-clicking the file and choosing "Open With…" and Paint. Click the "Resize" tool in the ribbon.	
The resize tool opens. Type in "50" with "Percentage" selected to resize the photo to half its original size .	
The photo can also be cropped in Paint to reduce file size. Use the selection tool to draw a box around the document, and then click the crop tool to remove the remaining portion of the photo . TIP: The file size is shown at the bottom of the window. In this example, once resized the image is 1.2 MB and under the 3 MB file size limit.	

Mac: Preview App

If you are using a physical scanner or are editing your photo from your camera or camera phone on a Mac computer, it's possible to resize the photo using the Preview software.

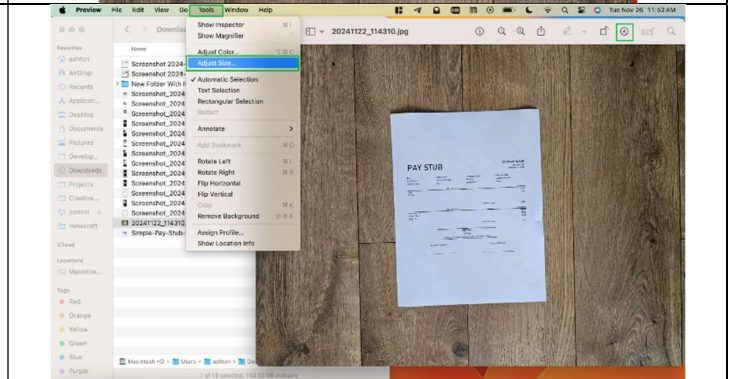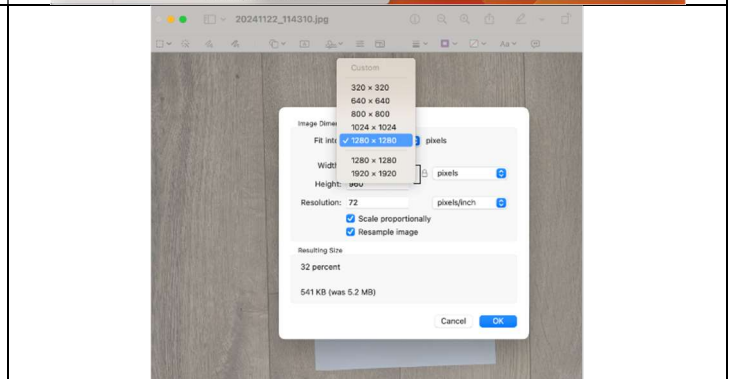|	
Navigate to the document you would like to resize in Finder. You can see the file size if the Preview pane is turned on, or you can see the file size in Preview later. In this example, the file size is highlighted and listed as 5.2 MB, which is over the 3 MB file size limit.	
Click the "Info" icon next to the zoom tools to view the photo's current size .	
The "Resize" tool can be accessed from the "Tools" menu and then "Adjust Size"; or by opening the "Markup Toolbar" by clicking the pen icon and choosing "Adjust Size" from the toolbar.	
Enter in a new value or choose from the presets. Preview will estimate the reduced file size for you. The Resulting Size estimate is that the photo will be reduced by 32 percent in this case, and file size will go down to 541 KB from 5.2 MB. This is about 0.5 MB and will be under the 3 MB file size limit.	

| 1.   The file size is now reduced. Click "File" and "Save" to save your changes . | |