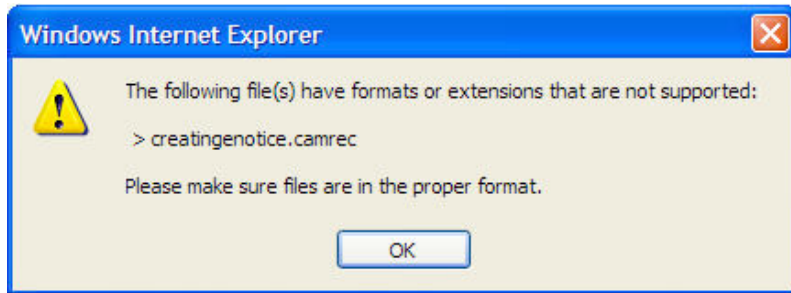


Problem:

When attempting to upload you receive a message saying your file(s) have **formats or extensions that are not supported**.



Solution:

1. Check to make sure you have selected the correct file (e.g. if you have edited a photo in Photoshop make sure you selected the .jpg or .gif and not the .psd file)
2. Check to see if the extension of your file is one of the accepted file extensions listed on the uploader. If it is not, you can:

Convert your file to an accepted format, if possible.

3. Make sure the file name does not contain extra periods such as b.document.doc, where the extra period in b.document.doc causes the file extension to be misinterpreted. A better filename where a prefix is desired would be b\_document.doc. Underscores \_ and dashes - should not present a problem.