

## DOCUMENT UPLOAD FREQUENTLY ASKED QUESTIONS

**Q. *How do I upload a document for my Student Financial Assistance Application?***

**A.** From the [studentaid.gnb.ca](http://studentaid.gnb.ca) website you can select "Upload a Document". Enter your SIN to create or login to your internet application profile. Once you've reached the Welcome page you can select "Upload Document". From here you can upload a document.

**Q. *Can I upload a document at any point while completing my online application?***

**A.** Yes. You have to return to the Welcome page to upload a document. This can be done by selecting "Exit Application" in the top right of the screen. It is recommended that you hit "Next" or "Previous" within the application before exiting so that all your information is saved. When you continue your application, it will bring you back to the beginning. You will have to select "Next" to reach the point where you left off, but all your information will have been saved up to that point.

**Q. *What type of file can I upload?***

**A.** You can upload a file in PDF format.

**Q. *How do I know if my file is in the correct format?***

**A.** The file format is shown at the end of the file name.

Example: Information\_Guide.pdf would be in PDF format.

You may also save documents as a PDF if they're not already in that format. Do this by selecting "Save As" and choosing the correct document type from the drop down located below or beside the document name (depending on your computer system).

**Q. *Is there a size limit to the file I upload?***

**A.** Yes. The file must be smaller than 4MB.

**Q. *How do I know if my file is less than 4MB?***

**A.** You can check the size of your file by going into the file properties.

**Q.** *The document I want to upload is multiple pages, should I upload each page individually?*

**A.** No. If your document is multiple pages, please upload it as **one** file, however, each **different** document type should be uploaded separately. For example, a "[Medical Assessment Form](#)" should be uploaded separately from a "[Request for Program Information](#)" form. Not following these guidelines can result in delays in processing your application.

**Q.** *How do I make my document that has multiple pages one file?*

**A.** Here are some options for combining multiple pages into one file.

**Windows 10:** Upload images of each page of the document using a camera or scanner. Open File Explorer and find the folder with the image files. Select all the images that you want combined into a PDF. Right-click the selected images and select "Print." In the Print Pictures dialog box, there is a "Microsoft Print to PDF" option under Printer. Select this option. When you select "Print" at the bottom of the dialog box, a new dialog box will appear that asks you what to call and where to save your PDF.

*Earlier versions of Windows require third-party applications to combine images into a PDF.*

**Mac:** Upload images of each page of the document using a camera or scanner. Open Finder and locate the image files. Select all the images that you want combined into a PDF. Right-click (or Ctrl-click) the selected images and select "Open With" → "Preview". Once in the Preview, go to "File" → "Print". In the Print dialog box, there is a PDF drop-down menu in the lower left. Select "Save as PDF" from this drop-down. A Save dialog box will appear that asks you what to call and where to save your PDF.

**With an iPhone:** Open the Notes app. In a new note tap on the camera icon and select "Scan Documents." Continue scanning the pages. Once all images have been captured, select "Save." Select the scanned documents and from there you can share them via email.

*There are other third-party apps that can be downloaded.*

**With an Android:** Open the Google Drive app. Using the "+" button you are able to scan a document using your phone's camera. After the first photo is taken, you can select the "+" button to add more. Once all the photos have been taken you can tap Done (checkmark image). From here you can send the finished PDF document in an email.

*There are other third-party apps that can be downloaded.*

**Q.** *My file exceeds the size limit, is there a way to make it smaller?*

**A.** Yes. One way to reduce the size of your file is to compress it. Files can be compressed following the below instructions depending on your computer system:

**Windows:** Find the file you want to compress in Windows Explorer. Right-click the file and hover the cursor over "Send To". From there, select "Compressed Folder". This will create a ZIP folder with the same name as your file that will appear in the same location as the file you compressed or on your desktop. Within this ZIP folder will be a compressed version of your document.

**Mac:** Find your folder in the Finder. Right-click or control-click on the file to bring up the pop-up menu. Select the "Compress *filename*". This will create a file that ends in **.zip** next to the file you selected. The compressed file will be located in that file.

**Q.** *I see the error "This page cannot be displayed" when I try to upload a document. What should I do?*

**A.** This error may appear due to your computer's security settings. You will have to fax or mail your document.

Fax: 506-444-4333

Mail: Student Financial Services  
Post-Secondary Education, Training and Labour  
Beaverbrook Building  
P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1

**Q.** *Who do I contact if I'm having trouble uploading a document?*

**A.** Please contact Student Financial Services if you're having issues uploading a document.

Toll-free number: 1-800-667-5626

Outside toll-free zone: 506-453-2577

Hours of service:

Monday to Friday, 8:00 a.m. to 7:30 p.m. AST

Saturday, 9:00 a.m. to 1:00 p.m. AST