How to upload large files to your Laser

Please be mindful of potential safeguarding issues when recording children or other vulnerable groups as evidence for your portfolio.

Below if a more in-depth explanation of how to ensure you will be able to upload video or audio files to your Laser.

Here is an overview of what you should check:

- Is your internet connection reliable enough to upload a larger file? If your connection is timing out, it may be that the file is too large to be uploaded via your internet connection.
- Can you upload a number of smaller files, rather than one large one? This will be much quicker to upload and can be easier for your assessor to assess as they can easily find the evidence they are looking for.
- Your Laser portfolio is able to accept files up to 57MB. If the file is larger than that it will not upload successfully.

Your internet connection

Increasingly, audio and video files are used as evidence on the Laser portfolio. A successful upload depends upon such things as the speed and reliability of your broadband connection and how busy the receiving server is.

Avoid large files!

Before creating an audio or video file, research the quality settings on your recording device. By changing such settings as image size and bit-rate you can reduce the size of the resulting file without reducing its usefulness as evidence.

A number of short recordings are better than one large one – uploading will be more likely to succeed and, with informative titles, the assessor will be able to find evidence for an area of competence more easily.

The correct way to upload

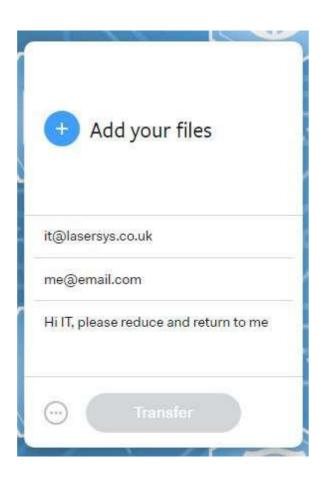On the Upload screen you must take actions in the following order

1. Tick the criteria you want to upload against
2. Click the Choose File button
3. Click the Upload File button

Trouble shooting

Your Laser portfolio is able to accept files up to 57MB, although files half this size are better all round.

If the upload fails, i.e. does not complete in less than an hour and eventually reports an error, usually a "404", you can take the following actions:

1. Clear down your browser's cache file. this takes a minute and instructions are in Appendix 1 of this document
2. Check your broadband speed. There are several on-line speed checking services, search "check my broadband speed" An Upload Speed of less than 10 Mb/s (Mega-bits per second) will probably be too slow. If the broadband connection is poor try from a different location or at a different time.
3. Reduce the size of a video file. You can reduce the file size using a video converter. See Appendix 2 for instructions on how to use Handbrake.
4. If all else fails, send the file to IT Support using WeTransfer https://wetransfer.com/ if necessary, select the free service. Complete as image below and click Transfer.

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Appendix 1 – Clearing down the cache

Clearing down the cache is straightforward, but the method depends upon which browser you use. If you are unsure which browser you use this page will tell you:

http://www.whatsmybrowser.org/

Chrome

1. Click the "hot dog" button at top right (three horizontal lines)
2. Click "History and Recent Tabs" >" History"
3. Click "Clear browsing data"
4. Set "Obliterate the following items from: " to "the beginning of time"
5. Ensure a tick against ONLY "Cached images and files
6. Click "Clear browsing data"

Internet Explorer

1. Press the Alt key – some menus appear
2. Click Tools > "Delete browsing history"
3. Ensure a tick ONLY against "Temporary internet files…"
4. Click Delete

Edge

1. click on the "Hub" (top right, next to favourites)
2. click on History (clock with arrow)
3. click Clear all history
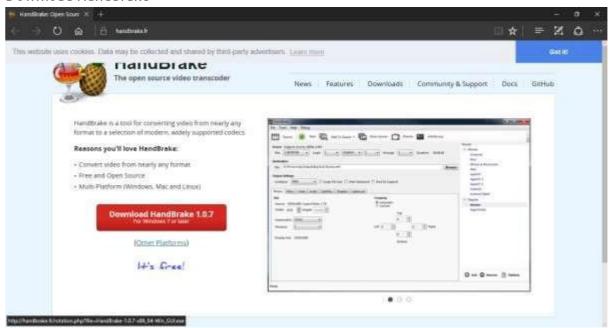4. ensure a tick ONLY against Cached data and files
5. click Clear

Firefox
See https://support.mozilla.org/en-US/kb/how-clear-firefox-cache

Appendix 2 – Using Handbrake to reduce file size

Handbrake can be downloaded and installed free from here: https://handbrake.fr/

1. Download Handbrake

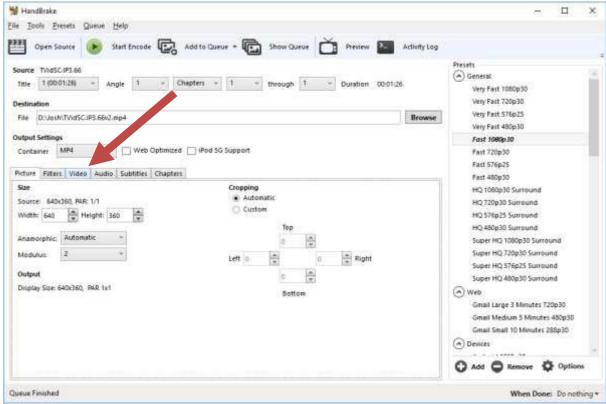2. Run the Installation Program

3. Open the Handbrake program. Then open source or press File (Open a single video file and then select the source i.e. the large audio or video file)
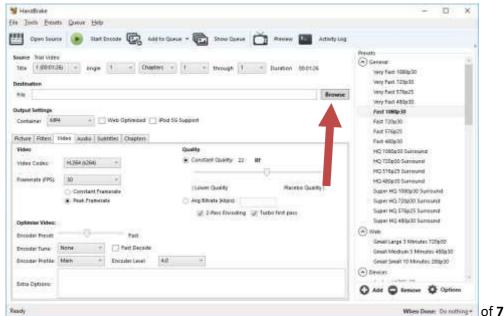
4. Browse for the Source and open

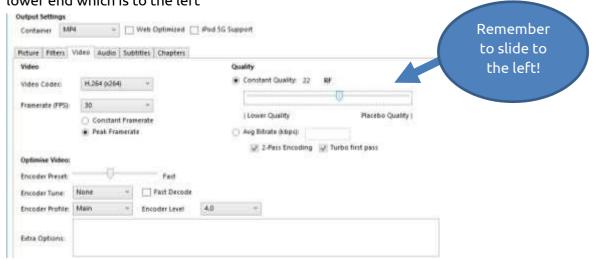5. Then find the Video Tab and press it

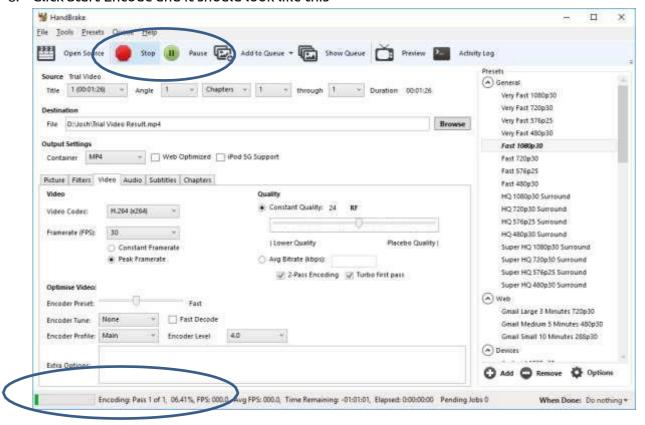6.

Then Find a
Destination
Folder

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7. Change the slider on the Video tab a small amount (it's very sensitive) to the lower end which is to the left

Remember to slide to the left!

8. Click Start Encode and it should look like this

9. Check the file in the Destination folder to ensure it is useable and is now small enough to upload (i.e. less than 57MB). It should be smaller than the original. If successful then upload it to your learners account. If this doesn't work, go back to step 3 or make the constant quality smaller