

Having trouble uploading documents?

If your files are too large to upload please see our tips below for reducing the file size. The ISD Online Portal only accepts PDF or JPEG files up to **5MB** in size.

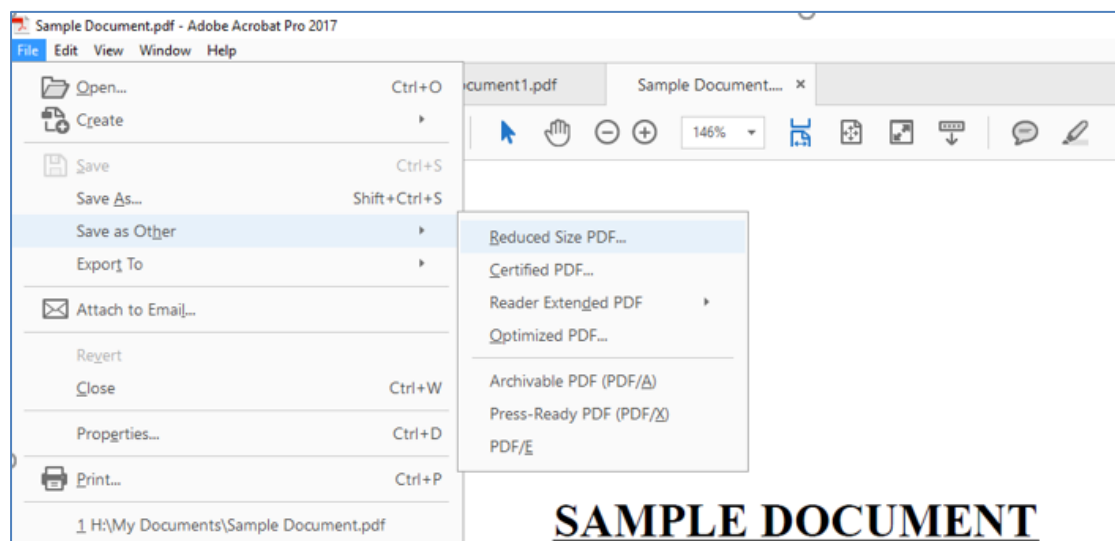
Reducing the size of PDF documents

How can I save a PDF file to a smaller file size?

Steps:

- On your device, open Adobe Acrobat.
- Open your document you are trying to upload.
- Click on 'File'.
- Select 'Save as Other'.
- Choose 'Reduce Size PDF'.

See screenshot below.



Photos and JPEGs

If you can't upload your JPEG file due to it being too large please try one of these solutions:

- Reduce the resolution on your phone's camera from the options menu and re-take the picture.
- There are many third-party apps available, on the internet or through your phone's app store, to help reduce the size of your photos and JPEG images.

- For best guidance, please check the help section on your phone manufacturer's website.

Before attempting to upload your files again please ensure that they are under the 5MB limit