Portal Troubleshooting

Australian Tourism Industry Council have provided the following advice regarding Awards Portal Troubleshooting.

Please contact QTIC directly if you are experiencing any difficulties.

Images
- Entrants may at times feel images are blurry. The program will compress images using an industry standard compression tool (which apparently compresses less than social media channels do). However, if you think the image is still blurry:
    - Resize the image when editing in the system
        - However, if the image is a collage of different images there may still be issues on being able to read and view well. The advice is to not put too many images into a collage if there are graphics, such as a chart, that you would like a Judge to view.

Delays/Freezing
If an entrant is experiencing delays or lost data it could be for one of the following reasons:
- Connection speed
    - Connection speed and connection reliability is by far and wide the biggest source of problems in the Awards world. And it has to do with uploading of data. Most internet service providers will give you decent download speeds – so streaming something like Netflix or social media will be fine; but upload speeds tend to be much slower and this is particularly articulated when you're uploading images. It is quite common to throttle upload speeds especially when multiple people are using the same wifi access point; and this is particularly true of accommodation establishments where wifi is often strained when used by multiple staff and/or guests of the establishment.
    - One of the simplest solutions is to plug in a LAN cable into the laptop. A cable is hugely faster than going over wifi, especially when that wifi is already under pressure by multiple people.

- Images may be too large
    - If images are larger than the recommended size (Images must be no bigger than 10MB each in jpeg format - preferably 500dpi files and 1920 x 1080.) then it won't get uploaded.
    - Resizing images to a modest side before uploading is recommended. Also, it is recommended to wait until an image has finished uploading before starting on the next one.

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- Pasting
    - The Portal Developers have noticed entrants tend to put their submission into a Word document, and then copy and paste from the Word document into the submission. This is actually a good thing – but there can be problems with the amount of content you are pasting at once. Please do not copy and paste a page of text, with multiple images all at the same time as the bandwidth can't cope. It's advisable to upload images one at a time. Also please do not copy text along with images. It's quite common for entrants to take a Word copy of their previous year submission and then paste.
    - Pastes from websites are quite common also – and often this has similar issues as there's styling and hidden characters in a website that adds to what is being pasted.
    - **Pasting is fine, when done in moderation. One image at a time, or a piece of text at a time – not multiple elements because unless you have a very good internet connection – it will create problems.**
- Modern operating systems
    - It is advised not to try filling in an Awards submission from a phone. Laptops are the best medium utilising a modern operating system (like Windows 10) with a modern browser e.g. Chrome/Firefox/Edge for best experience.

If you are experiencing issues please contact QTIC at awards@qtic.com.au, providing the following information.
- Business name
- Which submission (if more than one)
- Devise and browser type used
- Specific issues e.g. connection keeps timing out, freezing, loosing information that was saved
- Any images to demonstrate what the issue is