

PORTAL TROUBLESHOOTING

The Australian Tourism Industry Council have provided the following advice regarding the Tourism Awards portal.

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 Wi-Fi access point; and this is particularly true of accommodation establishments where Wi-Fi 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 Wi-Fi, especially when that Wi-Fi 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), then it won't get uploaded.
 - Resizing images to a modest size before uploading is recommended. Also, it is recommended to wait until an image has finished uploading before starting on the next one.
- Pasting
 - We know that most entrants work on their submission offline (on a Word doc), to then copy and paste the answers into the portal. This is actually a good thing – but there can be problems with the amount of content you are pasting at once. So:
 - 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.
 - Do not copy text along with images.
 - Pasting content from websites can often incur 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.

Do not leave to the last minute! This is a national portal used by all States and Territories. You may find that uploading your answers and images on the last day/hours will take much longer than if done before - everyone will be using the portal at the same time. Avoid the stress if you can.