

ePortfolio FAQs

Getting Started

Q: When can I start uploading my portfolio for the 2024-25 assessment cycle?

A: If you are submitting a portfolio during the 2024-25 assessment cycle, you will be able to upload your material for submission through your National Board account beginning mid-day April 1, 2025. After logging in to your account, click the *Complete your ePortfolio Submission* button to get started. Review the [Guide to Electronic Submission](#) for step-by-step instructions.

Q: When is my portfolio due?

A: The deadline to submit your portfolio is **May 17, 2025**, at 11:59 p.m. Central time. Depending on your network and internet speeds, it may take extended periods of time to upload and verify your material. We recommend starting the upload process by **May 10** to allow time for any troubleshooting that may be needed.

Preparing Your Materials

Q: What all do I need to submit? Should my material be in a certain order?

A: Refer to the Electronic Submission at a Glance chart in your component-specific instructions for an overview of what to submit in your portfolio, including:

- The number of files permitted;
- Page allowances (including clarification on what counts towards page totals);
- Acceptable file types; and
- How to organize your material.

Before submitting your portfolio, be sure to ask yourself these questions:

- Have all requested materials been included?
- Have the proper forms been completed and included?
- Are all materials grouped and ordered correctly within the specified number of files?

Q: What cover sheets and forms do I submit, and do I need cover sheets for my instructional materials?

A: Submit the following types of cover sheets and forms:

- Those that require you to enter information about the evidence you are submitting.
- Those that include prompts you must respond to on a separate page.
- Those that identify the evidence attached.

Refer to the Submission at a Glance Chart located in your portfolio instructions for a complete list of evidence, forms and cover sheets to submit electronically.

Q: Is it ok to handwrite on the forms?

A: Yes, we accept handwritten responses on forms. You can also type your responses using single spacing and the default font.

Q: Why is the space for responding on the Contextual Information sheet so limited?

A: You shouldn't need a lot of space. The purpose of this form is for you to **briefly** describe your overall teaching context with a focus on your school/district at large.

Q. My forms are available as Word documents; can I delete the form directions and/or instructions to provide myself more typing space?

A: No, you are not permitted to alter any National Board forms. Your responses should be concise and must fit in the space allotted. The completed form will be submitted as a PDF file.

Q: Can I use the same Contextual Information Sheet for all of my entries?

A: Yes, you may use the same Contextual Information Sheet for all of your entries, if you are using the same class/school.

Q: For Initial Certification Art Candidates Only - May I place a collage of photos on the Photo Storyboard Form?

A: No. You must not include more than one photograph on each Photo Storyboard Form. A form that contains a collage of photographs is not acceptable. Assessors will view each photograph used to create a collaged image as a single photograph that will count toward the 10-photograph limit. Also, **don't** place Assessment Materials on the Photo Storyboard Form.

Q: Where can I find my Candidate ID? What if I forget to include it in my submission?

A: You can find your National Board Candidate ID in your [National Board account](#). Forgetting to include your ID, or including the wrong ID, will not impact the scoring of your submission.

Q: How should I number the pages of my entry?

A: There isn't a wrong way to number your pages; feel free to:

- Number your entire entry's pages sequentially from beginning to end.
- Number each individual part of your entry separately.
- Skip page numbering altogether. Page numbering doesn't impact scoring.

Q: What identifying information should be included in my submission, e.g. names, locations, etc.?

A: The anonymity guidelines are:

- When referencing students, parents, and colleagues, use first names only.
- When referencing your school, school district, or facility, use initials only, do not identify its location.
- Do not identify your city or state by name.
- Do not identify any college or university by name. If the sample includes a company, organization, or university that does not reveal your exact location you do not need to remove the organization name or location. Signatures from those organizations may be left since they are not colleagues. Names of authors or professional presenters do not need to be removed.
- Remove your name from student work and do not include your name in Written Commentaries and/or videos.

Q: What should I do if my video contains identifiable information?

A: If your video contains identifiable information, such as school names or student names, do not edit the video to remove this information. Submit the video as is, and it will not impact the review of your submission.

Formatting and Submitting Your Files

Q: What are the acceptable file formats?

A: All written material must be submitted as PDF. All videos must be submitted as MP4. All files

must be less than 500 MB in size. No other file types will be accepted. Visit our [ePortfolio Submission page](#) for resources that will help you convert your material to the appropriate file type.

Q: My scanner only saves JPG files, what should I do?

A: You will not be able to upload graphic files. You can insert graphic files such as JPGs into a word processing document, and then convert the document to a PDF prior to submission. Visit our [ePortfolio Submission page](#) for tips on scanning and submitting your evidence as PDF files.

Q: How should I name my files?

A: There is no required naming convention for the files you upload to the ePortfolio system. Candidates are encouraged to use a naming convention that will help them easily identify and organize the various parts of your submission. While file names do not impact scoring, to prevent any problems when uploading your files, candidates should avoid using special characters in file names such as !, @, #.

Q: I need help with preparing my video file for submission, what should I do?

A: There are a number of [resources](#) available on our website to help you export, convert and compress your videos to MP4. **Note:** Depending on the software used to create your material, specifically videos, your files may only open/play on the device on which it was created. Please open/play your files on multiple devices before submitting (video files must contain audio and video).

Q: I have multiple documents and pieces of evidence to submit, but it only allows one file per part. What should I do?

A: You may need to combine multiple pieces of evidence into a single file for each part of your portfolio. Refer to the Submission at a Glance chart in your certificate-specific component instructions for detailed information. For more guidance, review the Guide to Electronic Submission at nbpts.org.

Q: For Maintenance of Certification (MOC) Candidates Only - My video has multiple segments; can I upload them separately?

A: Your video segments will need to be uploaded as a single file. Make sure to adhere to the number of segments allowed in the MOC instructions and upload them as a single file. For instructions on converting the multiple files to a single file, review the Video Conversion and Compression Guide found on our [ePortfolio Submission page](#).

Q: For Maintenance of Certification (MOC) Candidates Only - My video is timestamped, and I don't need a Video Recording Date Attestation form; how do I submit?

A: If you are not submitting a Video Recording Date Attestation or Classroom Layout form, simply leave the corresponding file part(s) empty.

Q: What should I do if I encounter technical issues while uploading my files?

A: The most common reason for upload or submission issues is a slow internet connection or network restriction. Many candidates experience problems when using school networks, which often block features of our system. Here are some troubleshooting steps you can try:

1. Check Your Internet Connection: Use a free Speed Test Tool to check your internet speed. If your connection is too slow, try the following:
 - a. Use a different network.
 - b. Switch to a wired internet connection instead of Wi-Fi. Your district technology coordinator might be able to help with this.

2. Optimize Your Browser and Device:
 - a. Clear your browser cache.
 - b. Ensure your browser is the most current version.
 - c. Use a different browser or device.
3. Allow cookies and pop-ups.
4. Reduce File Size: Compress your file to reduce its size if necessary.

Managing Your Submission

Q: I submitted material and need confirmation for my records. What should I do?

A: You can find confirmation of your submission in your National Board account, on your candidate dashboard; use your browser's print feature to print a copy for your records.

Q: How can I access my material after submission?

A: After submission, you will have read-only access to your uploaded files and will be able to view and download the material you submitted for scoring, until score release. You can access the read-only function in your National Board [account](#), on your candidate dashboard.

Q: I submitted my files but found an error; what should I do?

A: If you identify an error after submitting a portfolio component, an exception processing service is available for a fee of \$250 per entry which will allow you to resubmit material.

- This service will only be available for one week after the submission window closes (until May 24, 2025).
- Candidates seeking this exception will be required to attest their material was collected prior to the submission deadline (May 17, 2025).
- This exception service is only available to candidates with a May 17, 2025, submission deadline - candidates who have been granted an extension to the submission deadline are not eligible for this service.

To request this service, log into your National Board [account](#), select *My Journey* from the left-hand navigation menu, then select *ePortfolio Exception* from the *Services* tab.

Q: When will I receive my score results?

A: Scores for candidates who complete components during the 2024-25 assessment cycle will be released on Saturday, **December 6, 2025**. This includes candidates pursuing certification and Maintenance of Certification (MOC).