



Troubleshooting MyISSS Portal E-Form Submission Issues

File Types That Can Be Uploaded in E-Forms

Files uploaded in e-forms must be saved as one of the following file types:

- pdf, tif, tiff, jpg, jpeg, gif, png, bmp, doc, docx, txt, xls, xlsx, msg, ppt, pptx, htm, html

Do not use symbols or special characters in file names.

Keep file names short and simple.

General Issues

If you encounter difficulty submitting an e-form, try the following actions:

- Try different browsers to access the MyISSS portal.
 - Firefox is the preferred browser for the MyISSS portal.
- Clear your browser cache.
- Use a private browser session.
- Try different computers/devices.
- Save draft of the e-form. Log out of the portal. Log in. Access the e-form and submit the saved draft.

Issues with Uploaded Files

If you encounter a file upload error:

- Ensure that the name of any file you upload in the e-form only includes valid alphanumeric characters (e.g. letters and numbers) and does not include symbols or special characters.
 - File names cannot include commas, ampersands, or colons as they can create upload errors.
- Remove uploaded files, save e-form as a draft, open the e-form again, and then upload the files again.
- If you are unsure if you are encountering a file name error, remove the uploaded file from the e-form, rename it with a simple, short file name, and upload it again.

Unable to Resolve Issue

If you are unable to resolve an issue after trying the actions above, [email ISSS](#) for assistance.

- Include a description of the issue.
- Include relevant screenshots that capture the issue.
 - Error messages
 - Fields highlighted red