AP® Digital Audio Submission (DAS) Portal Help

Effective April 2021

The DAS portal is used for submitting audio files for AP French, German, Italian, and Spanish Language and Culture Exams, and AP Music Theory. This document provides instructions on how to use the DAS portal: technical requirements, setting up accounts, uploading and submitting files, and troubleshooting tips.

Contents

Section 1: Accessing the AP DAS Portal	3
Hardware/Software Requirements	
File Type Requirements	3
Section 2: Creating a DAS Portal Account	4
Setting Up Access–AP Coordinator	4
Initial Login and Accessing User Information	8
Setting Up Access–School Staff	11
Initial Login and Accessing User Information	14
Section 3: Uploading and Submitting Files after the Administration	17
Selecting the Exam and Form	17
Uploading and Managing Files	19
Error Messages	
Submitting Files	22
Files Sent to Scoring System	26
Additional Help	26
Frequently Asked Questions (FAQs)	27
DAS Portal Access	27
DAS Portal Usage	28
DAS Portal Processing Problems and Error Messages	30

Section 1: Accessing the AP DAS Portal

Access the DAS portal: apaudio.ets.org

Hardware/Software Requirements

- A computer (Mac[®] or PC) with access to the internet
- Computer access to the student response files recorded for the AP Exam
- Minimum supported web browsers:
 - Firefox 84
 - Google Chrome 88
 - Internet Explorer 11
 - Safari 14

File Type Requirements

- File format: All files recorded using a digital language lab, handheld digital recorder, or computer must be saved in MP3 file format.
- File naming convention: The student's eight-character AP ID, underscore, and exam form letter. An example of a correctly named file is WXYZ1234_O. Do not include any additional information on the student's file or in the file name. The exam form can be found on the front cover of the Section II orange booklet in the lower right corner.

Note: The Digital Audio Capture (DAC) app directly names students' recorded response files. The DAC app for iPad uses the M4A file format, which is acceptable for these files. The DAC app for Chromebook uses the MP3 file format. Do **not** change DAC app file names.

FILE SUBMISSION DEADLINE: All files must be uploaded and submitted as soon as possible, preferably directly following the exam, but no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period. **Submitting files after this point could result in score delays.**

Section 2: Creating a DAS Portal Account

This section explains the process of setting up a DAS portal account for AP coordinators and school staff. AP coordinators are required to have a DAS portal account if their school is administering AP French, German, Italian, or Spanish Language and Culture Exams, or AP Music Theory Exams. AP coordinators must have an account set up even if they plan to delegate file upload and submission to a designated staff member. This is because a coordinator account must be set up to get the **Coordinator Key**; the **Coordinator Key** must be provided to other school staff who need to set up a DAS portal account (see page 7).

School staff accounts are optional, depending on whether the AP coordinator requires assistance. (**Important**: See page 11 for information about eligibility requirements for designated staff.)

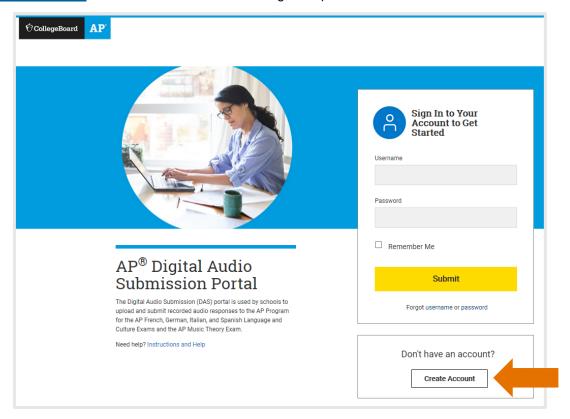
AP coordinators and designated school staff must have DAS portal accounts before the exam administration. No other login information may be used to access the DAS portal (i.e., login used to order AP Exams or AP Art and Design login).

Setting Up Access—AP Coordinator

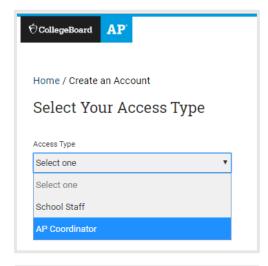
AP coordinators who created a DAS portal account in 2019 and are at the same school can use the account they established in 2019 and don't need a new account. Log in with the existing account information and jump to <u>page 8</u>.

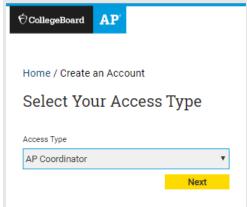
New AP coordinators or AP coordinators who moved to a different school need to create a new DAS portal account using their **six-digit school code** and **AP Registration and Ordering access code**. (These are included in an email sent to the AP coordinator in April about the DAS portal.)

1. With the school code and AP Registration and Ordering access code, AP coordinators go to apaudio.ets.org and click Create Account to begin the process.

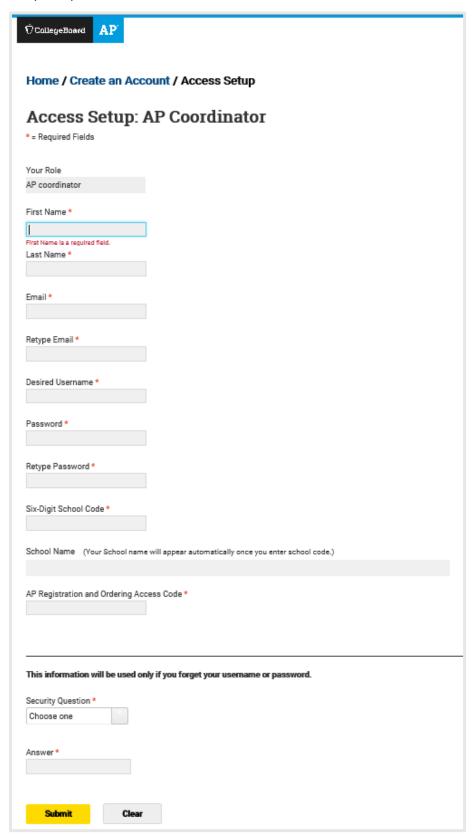


2. On the **Select Your Access Type** page, select **AP Coordinator** from the drop-down menu and then click **Next**. This launches the **Access Setup** page.

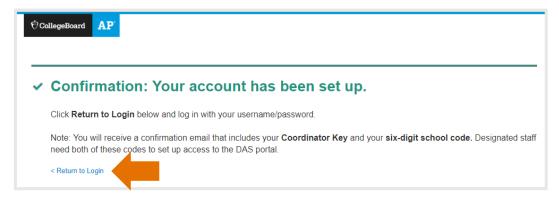




3. Complete all required fields on the Access Setup: AP Coordinator page, then click Submit to create an AP coordinator account. Note: Passwords must be eight or more characters and contain a combination of letters (upper and lower case), numbers, and special characters (all characters on a standard keyboard are acceptable).

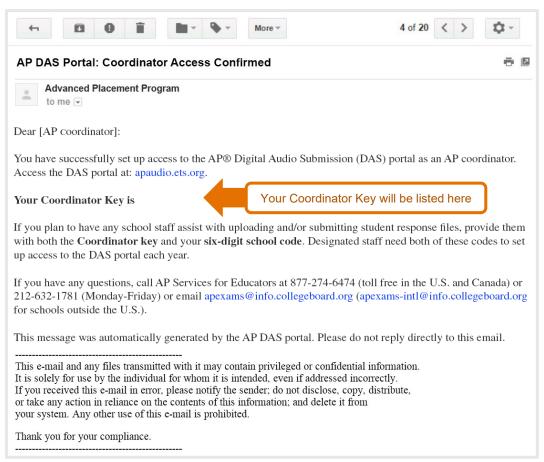


4. After setting up your account, you'll see the confirmation page. The account setup process is complete. You may click **Return to Login** to return to the home page (see page 8), or you may simply close the portal if you don't want to make any further changes at this time.



After the account setup is complete, check for a confirmation email. It's important to keep this email for your records.

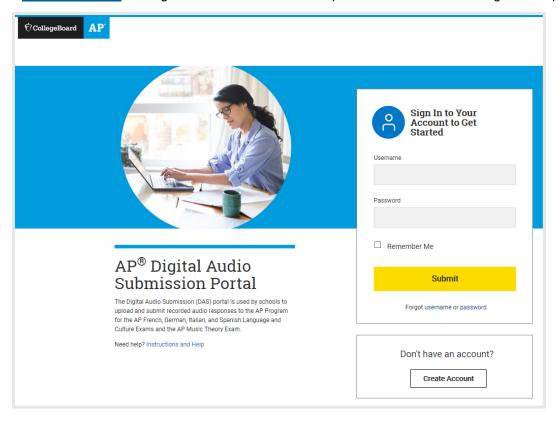
IMPORTANT: The email will contain a unique alphanumeric code called a Coordinator Key. The Coordinator Key and the six-digit school code must be shared with any school staff who need to create an account to upload and/or submit files. The AP coordinator must set up DAS portal access and obtain the Coordinator Key before any other school staff can set up access. AP coordinators with existing accounts can obtain their Coordinator Key by accessing their View/Update User Information page (see page 10).



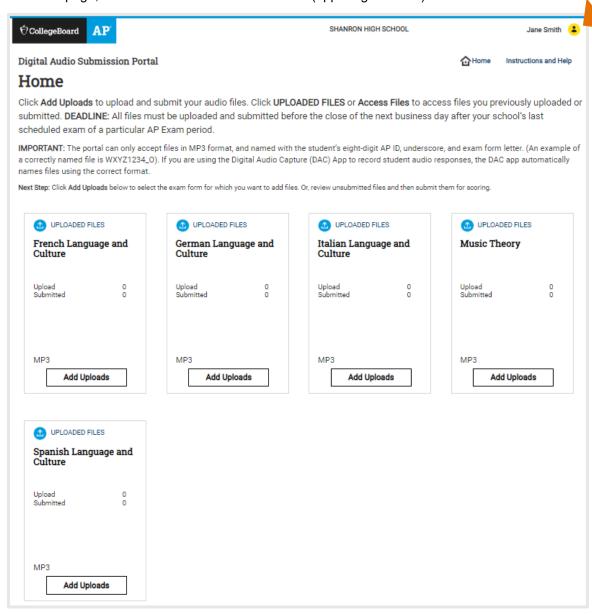
Initial Login and Accessing User Information

Setting up access is now complete. There is no further action to take with the DAS portal until after the exam administration. However, AP coordinators may log in to view or change account information.

5. Go to apaudio.ets.org and sign in with the username and password established during the setup process.



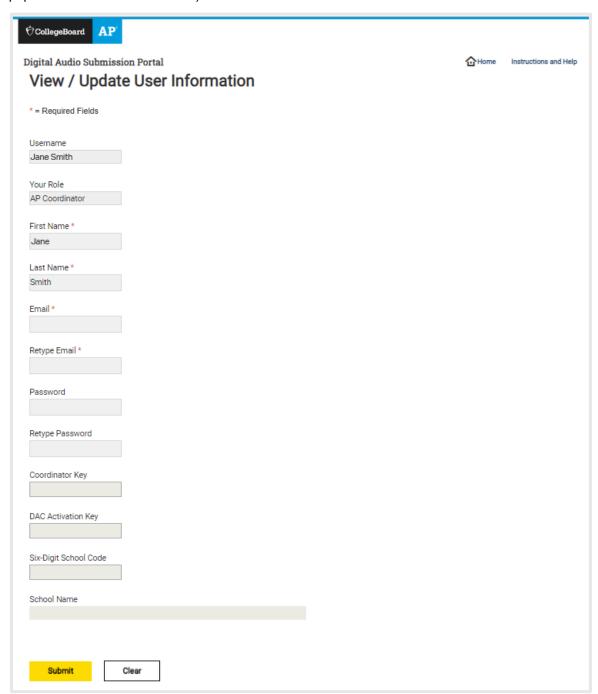
6. On the Home page, click the icon next to the username (upper right corner).



7. Select View/Update User Information from the pop-up window.



The **View/Update User Information** page is displayed. View or make any changes to account information here. (The **Coordinator Key**, **DAC Activation Key**, and **Six-Digit School Code** fields will be populated but cannot be edited.)



Return to Contents

Setting Up Access—School Staff

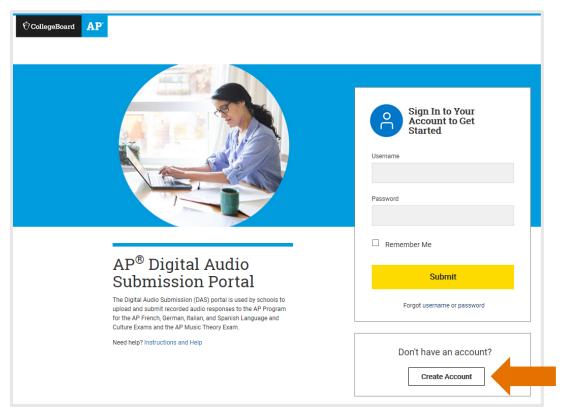
The AP coordinator may choose to delegate the tasks of uploading and submitting files to school staff. In this case, staff members must also create their own DAS portal accounts.

Important: Because AP French, German, Italian, and Spanish Language and Culture teachers and AP Music Theory teachers **cannot** have any access to student recordings, these teachers are **not permitted** to have DAS portal accounts or any access to the DAS portal. Teachers can still serve as proctors for exams in a subject area other than the one in which they teach or have taught. (See pages 26 and 130 in **Part 2** of the **2020-21 AP Coordinator's Manual**.)

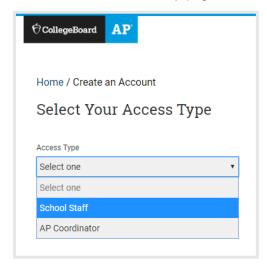
Before staff accounts can be created, the AP coordinator must have created an account and received a school-specific **Coordinator Key**, or accessed an existing account to view the **Coordinator Key** on the **View/Update Information** page. Account setup for school staff requires the **six-digit school code** and the **Coordinator Key**. Staff should contact their school's AP coordinator to receive these codes.

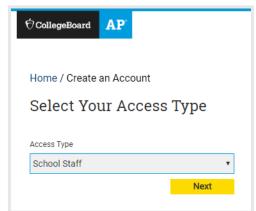
Note: School staff must set up a new account, even if they had an account in 2019.

 With the school code and Coordinator Key, school staff go to <u>apaudio.ets.org</u> and click Create Account to begin the process.

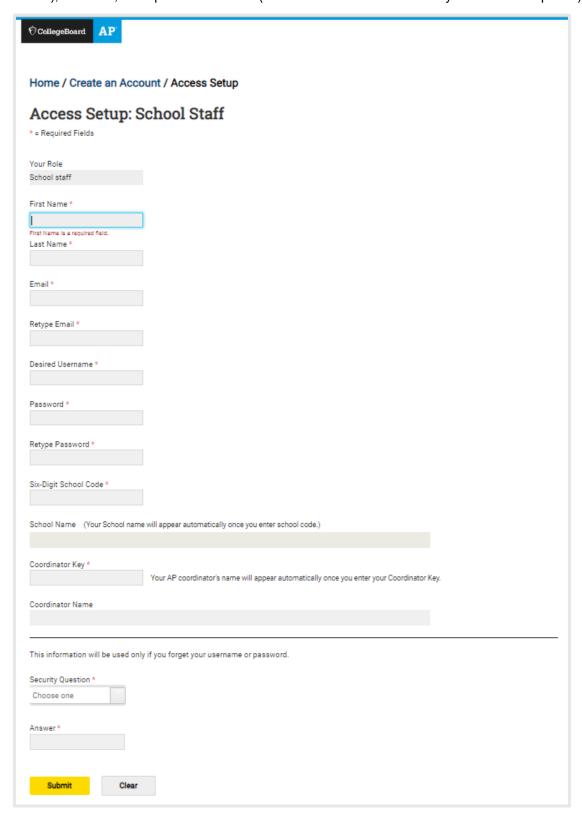


2. On the **Select Your Access Type** page, select **School Staff** from the drop-down menu and then click **Next**. This launches the **Access Setup** page.

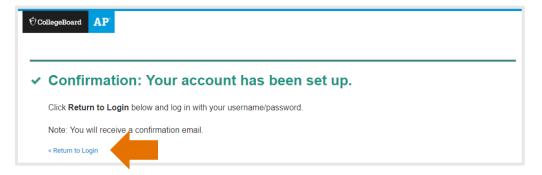




3. Complete all required fields on the **Access Setup: School Staff** page, then click **Submit** to create a staff account. **Note:** Passwords must be eight or more characters and contain a combination of letters (upper and lower case), numbers, and special characters (all characters on a standard keyboard are acceptable).



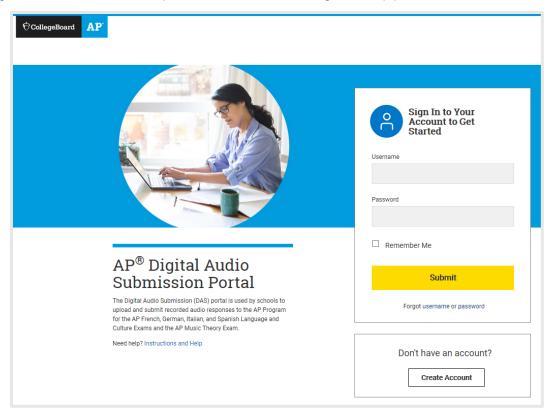
4. After setting up your account, you'll see the confirmation page. The account set up process is complete. You may click **Return to Login** to return to the home page (see below), or you may simply close the portal if you don't want to make any further changes at this time.



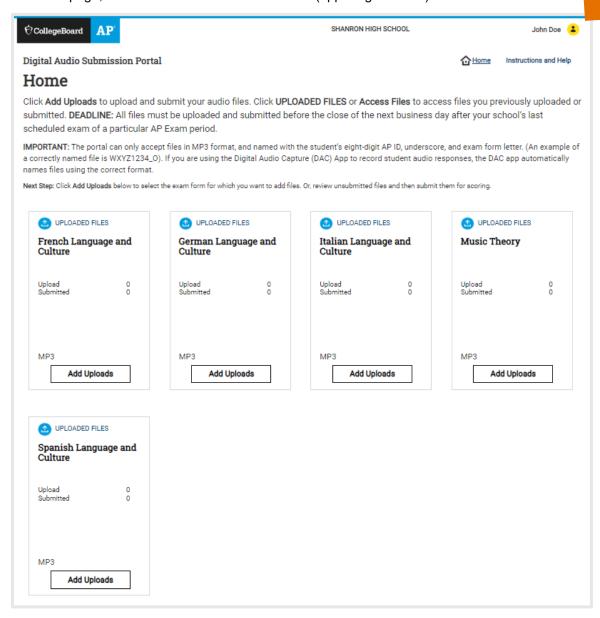
Initial Login and Accessing User Information

Setting up access is now complete. There is no further action to take with the DAS portal until after the exam administration. However, school staff may log in to view or change account information.

5. Log in with the username and password established during the setup process.



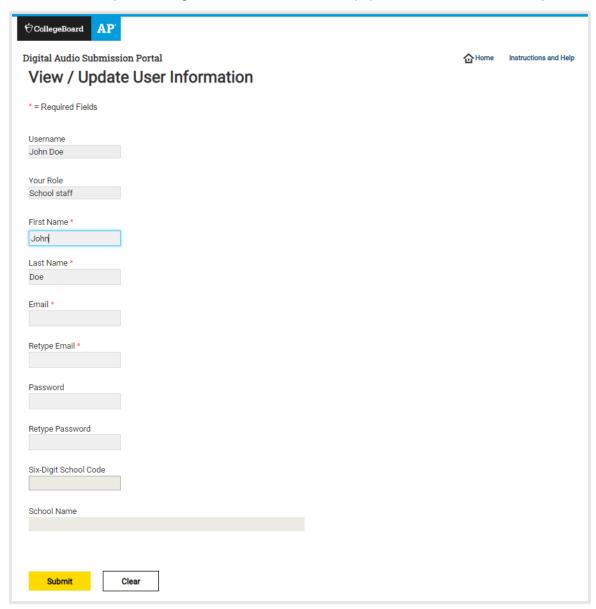
6. On the Home page, click the icon next to the username (upper right corner).



7. Select View/Update User Information from the pop-up window.



The **View/Update User Information** page is displayed. View or make any changes to account information here. (The **Six-Digit School Code** field will be populated but cannot be edited.)



Return to Contents

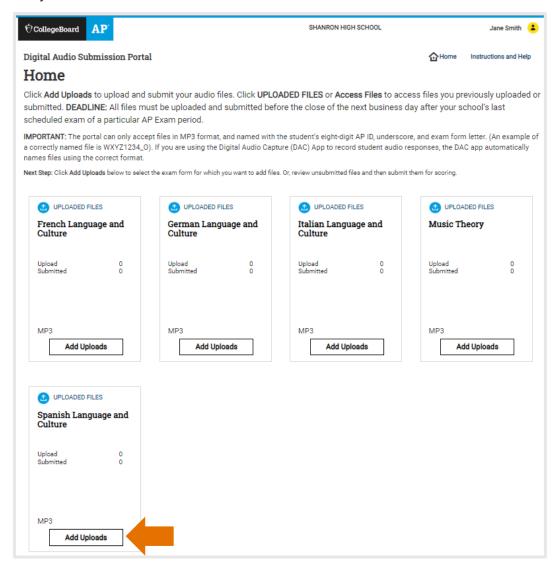
Section 3: Uploading and Submitting Files after the Administration

This section explains the process of uploading, managing, and submitting students' recorded response files in the DAS portal. Delete all old audio files from computers before this year's AP Exam administration.

Selecting the Exam and Form

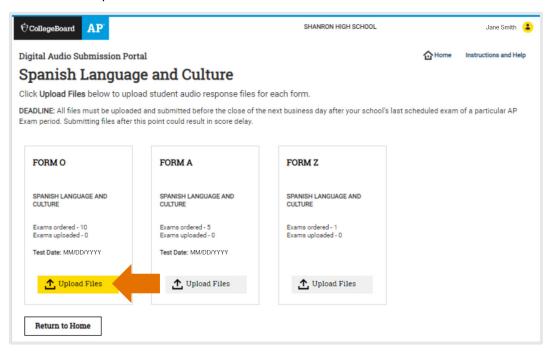
Log in to the DAS portal (apaudio.ets.org) after the exam has been administered and you're ready to upload students' responses. You will be taken to the **Home** page. The **Home** page will show only the 2021 AP Exam subjects (French, German, Italian, and/or Spanish Language and Culture, and/or Music Theory) that your school ordered. (**Note**: If students recorded their responses using a digital language lab, handheld digital recorder, or computer, you'll need students' orange booklets from the exam to confirm student permissions to use recorded responses for research purposes. See page 20.)

 Click Add Uploads in the subject for which you are uploading audio files. If you're uploading files for more than one subject, complete the following steps for one subject, and then return to this page and repeat for each subject.



2. You will now be on the subject's page. Exam information (Exams ordered, Exams uploaded, and Test date) for each form is displayed in its respective frame. If multiple forms are listed, be sure to upload response files to the correct form (the form letter is listed on the bottom right corner of students' orange booklets). If you have a student who took a braille exam, see page 29, question 13 for form letter information. If you try to upload files to the wrong form, you will receive an upload error message and your files will not be uploaded.

To begin the upload process, select the form by clicking **Upload Files**. If you are giving exams during more than one testing administration (i.e., Administration 1, 2, or 3), log in to the DAS portal to upload files after each administration period.

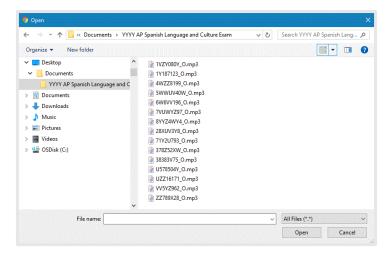


The **Exams ordered** field displays the number of exams your school has ordered for each form. The number of files you can upload cannot exceed the number of exams ordered for each form.

Uploading and Managing Files

3. After clicking **Upload Files**, a search window pops up. Navigate to the file location on your computer or external drive, select the files for upload, and click **Open**. You may select one or more files to upload at a time.

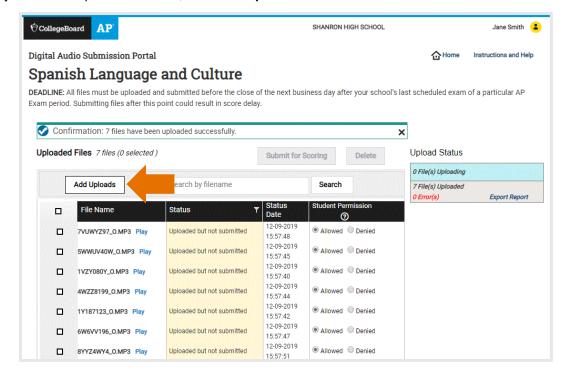
Important: Make sure all files have an eight-character AP ID, underscore, and form letter. Also make sure that all files have been saved in MP3 file format (the files should end with ".mp3"). If there are any incorrectly named files or files with a file format other than MP3 spotted at this step, correct the file names or convert the files to the MP3 format before attempting to upload. If your recordings are in a different format (.wav, .acc, .wma, .aiff), use file conversion software to convert the file to MP3. Please consult with your IT staff for assistance. You must not simply rename the file name extension to .mp3.



After files have been uploaded to the DAS portal, you will see the **Status** page. The **Status** page displays **File Name**, **Status**, **Status Date**, and **Student Permission** for any uploaded and/or submitted student response audio files for your school. As files are uploading, the status column will show the progress.

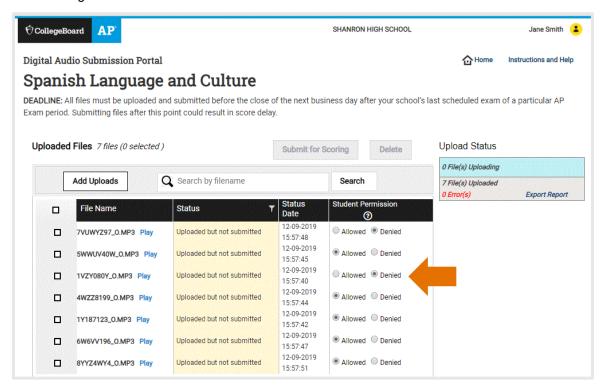
When the upload is complete, the Status column will display Uploaded but not submitted.

If you need to upload more files, click Add Uploads.



4. Select **Denied** for any students who did not grant permission.

Before submitting the files for scoring, identify any students who did not grant permission to College Board to use their recorded responses for research purposes (that is, the student wrote "No" on their orange booklet). **Student Permissions** must be set for students who recorded using digital language lab, handheld recorder, or computer, but not for students who recorded using the DAC app. The DAC app captures permissions at the time of recording.

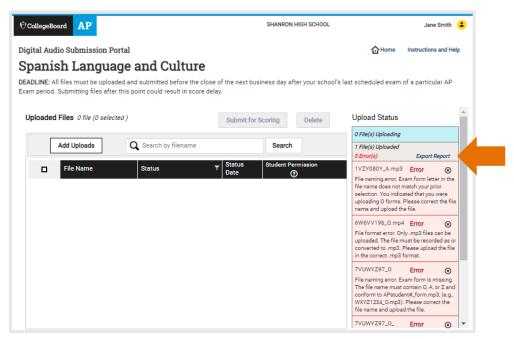


Error Messages

If an error occurs during upload, a message will display. Files with errors will **not** be uploaded. File naming errors must be corrected on your computer and then the correctly named files should be uploaded. The error log in the right pane will list the files with errors and the action needed to correct them.

IMPORTANT: The error log is available only when you are on the **Status** page and during your current session. Errors will disappear after you log out, leave this page, or go back to perform additional uploads. Export the error log before leaving this page.

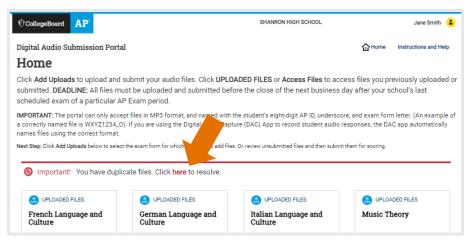
5. Click Export Report to save your error log in Excel format.



6. After correcting errors, click **Add Uploads** to return to the exam subject's main page. On the main page, click **Upload Files** again.

If duplicate files were uploaded from the DAC app, the DAS portal will display a duplicate files warning message on the **Home** page. This message will only appear on the **Home** page and will remain there until the duplicate files have been resolved.

7. If you see the duplicate files message, click "here" in the message. You will be taken to the DAC File Troubleshooting Site to resolve duplicate files. You must then return to the DAS portal to submit those files.

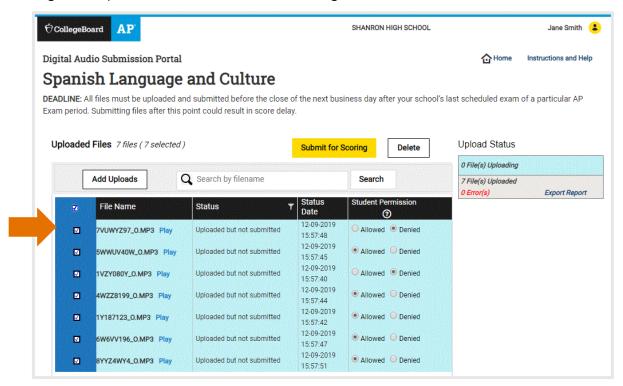


Submitting Files

After files are uploaded and student permissions are set, the files are ready for the final step in the process: submission to the AP Program for scoring.

DEADLINE: All files must be uploaded and submitted as soon as possible. Submission **must** be no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period. **Submitting files after this point could result in score delays.**

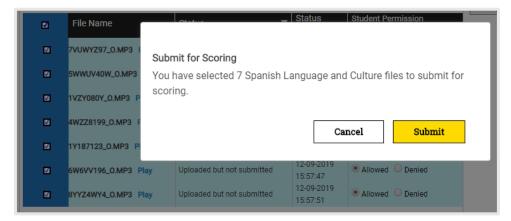
8. On the **Status** page, check the box(es) of the uploaded file(s) you would like to submit and click **Submit for Scoring** at the top of the table. The **Submit for Scoring** button will become active when files are selected.



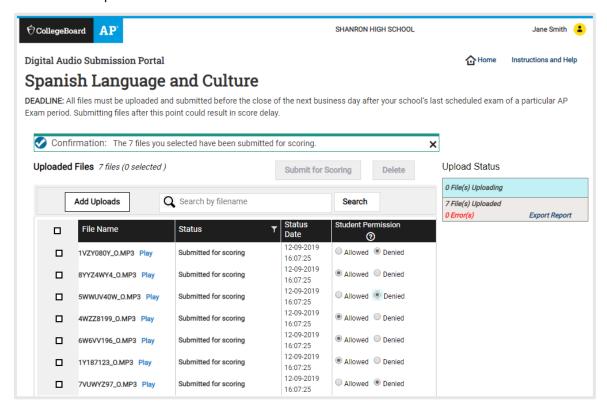
Note the following:

- You can select all files at once by checking the box at the top of the first column.
- Delete allows you to delete selected uploaded and/or submitted files.
- File Name, Status, Status Date, and Student Permission allow you to sort or filter files.
- **Search** allows you to search for an individual file. The **Search** field has searches on partial terms built in so if you enter a string of numbers, such as 123, it will display every file that contains that string starting in any position.
 - Enter the form letter into the search field to see how many files have been uploaded for each form.

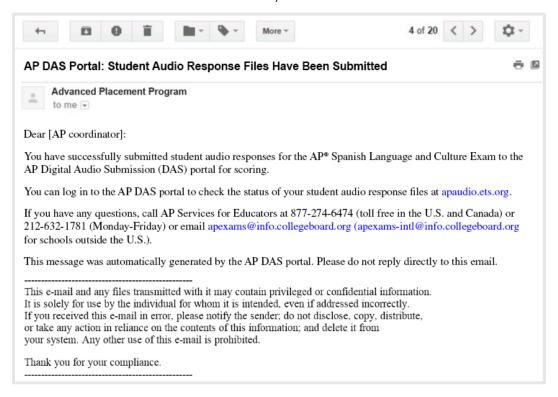
9. After you click **Submit for Scoring**, a confirmation window will appear indicating the number of files you have selected for submission. Click **Submit** to submit the selected file(s) for scoring.



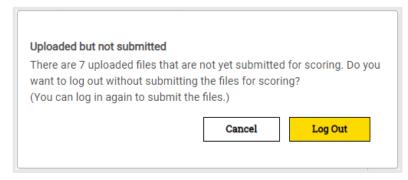
The **Status** field for the file(s) you submitted for scoring will update from **Uploaded but not submitted** to **Submitted for scoring**, confirming that submission was successful. Any files with boxes that were not checked will remain in the **Uploaded but not submitted** status. The **Status Date** field always displays the date of the last completed action.



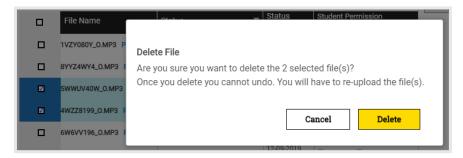
After files have been successfully submitted, the AP coordinator will receive a confirmation email. (**Note:** A confirmation email is sent every time files are submitted. If, for example, files are submitted one at a time, the AP coordinator will receive an email for **each** file.)



If you choose to log out without submitting files, you will receive a pop-up confirmation message before logging out. You will be able to log back in and resume the submission process.

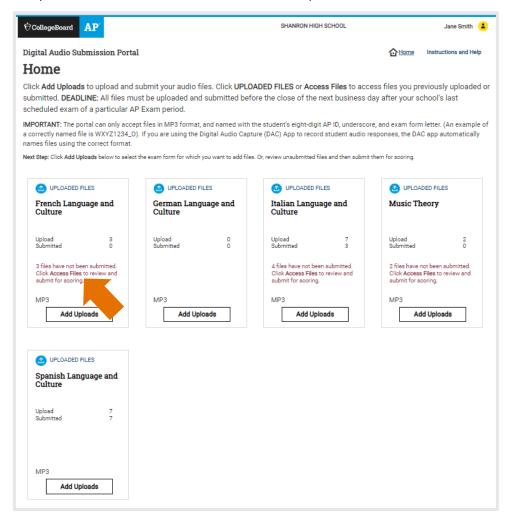


If you need to delete files for any reason, you may do so when files are in the **Uploaded but not submitted** or **Submitted for scoring** status. Files in **Submitted for scoring** status are in a queue waiting to be sent to the scoring application. They are still in the DAS portal and can be deleted and re-uploaded if necessary. If you delete files, you will receive a message to confirm the deletion.



At any time you may log back in to the DAS portal to review the files you submitted. After the initial login, the **Home** page displays the total number of files across all forms and the number of files in an **Uploaded but not submitted** status.

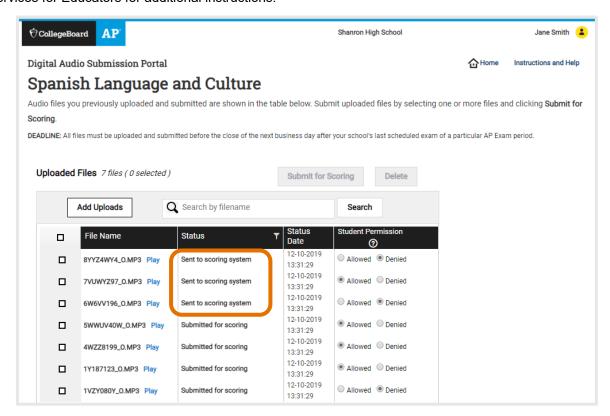
The **Access Files** link is now available for you to continue working on previously submitted files. You can continue to upload and submit files until submission is complete.



Files Sent to Scoring System

On a date sometime after your files have been submitted, the AP Program will transfer your submitted files into a scoring application. When this happens, the status of your files will change to **Sent to scoring system**. Once files are in this status, you can no longer delete them or change student permissions.

If you need to make any changes to a file that is in **Sent to scoring system** status, please contact AP Services for Educators for additional instructions.



Additional Help

If you have any questions about the DAS portal access, upload, or submission process, call AP Services for Educators (Monday–Friday) at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781.

Return to Contents

Frequently Asked Questions (FAQs)

DAS Portal Access

For AP Coordinators:

1. I'm my school's AP coordinator. How do I gain access to the AP Digital Audio Submission (DAS) portal?

If you created a DAS portal account in 2019 and are still at the same school, you don't need to set up a new account. Log in with your existing account information (update your password, if prompted). However, if you set up an account last year but changed schools, then you must set up a new account this year. New AP coordinators must also create an account.

To create a new DAS portal account, you need your **six-digit school code** and **AP Registration and Ordering access code**. These codes were included in the email sent to AP coordinators in April announcing that the DAS portal is available. (The AP Registration and Ordering access code is the same code AP coordinators used to first access AP Registration and Ordering. Your AP Registration and Ordering access code will also be displayed on the homepage after the you sign in to myap.collegeboard.org.)

With the six-digit school code and AP Registration and Ordering access code, go to <u>apaudio.ets.org</u> and click Create an Account to begin the process.

For more information about setting up AP coordinator access to the portal, see pages 4–10 of this *Help* document.

2. I'm an AP coordinator and I did not receive an email about the DAS portal. How should I proceed?

You can proceed without the email. Go to <u>apaudio.ets.org</u> to access the DAS portal and follow the steps on pages 4–10 of this *Help* document. To create an account, you need your **six-digit school code** and **AP Registration and Ordering access code**.

Your AP Registration and Ordering access code is the code you used to initially sign in to AP Registration and Ordering, and was emailed to you and your school's principal in August. It will also be displayed on the homepage after you sign in to myap.collegeboard.org.

You may find your school code by going to collegereadiness.collegeboard.org/k-12-school-code-search.

If you are unable to determine any of this information, contact AP Services for Educators.

3. I'm an AP coordinator and I'm using my DAS portal account from 2019. Will I use the same Coordinator Key from 2019 to create new school staff accounts or will I be issued a new one?

If using your DAS portal account from 2019, you will be automatically assigned a new Coordinator Key. After logging in to the DAS portal, your new Coordinator Key will be on the **View/Update User Information** page, displayed in the **Coordinator Key** field (see page 10). Your new Coordinator Key will be a unique alphanumeric code.

4. I'm an AP coordinator for multiple schools. Can I log in using the same DAS portal account for each school?

No. If you are an AP coordinator for multiple schools, you need to create separate DAS portal accounts for **each** school at which you serve as AP coordinator.

For Staff:

5. I'm a school or district staff person. How do I gain access to the AP Digital Audio Submission (DAS) portal?

If you have been designated by your school's AP coordinator to upload and submit files through the DAS portal, the AP coordinator must provide you with a school-specific alphanumeric **Coordinator Key** and **six-digit school code** to create an account (contact your AP coordinator for these codes).

Note: All designated staff must create a new DAS portal account in 2021.

With the six-digit school code and the Coordinator Key, staff should go to <u>apaudio.ets.org</u> and click Create an Account to begin the process.

For more information about setting up staff access to the portal, see pages 11-16 of this Help document.

Reminder, as noted on pages 26 and 130 of **Part 2** of the <u>2020-21 AP Coordinator's Manual</u>, Because AP French, German, Italian, and Spanish Language and Culture teachers and AP Music Theory teachers **cannot** have any access to student recordings, these teachers are **not permitted** to have DAS portal accounts or any access to the DAS portal. Teachers can still serve as proctors for exams in a subject area other than the one in which they teach or have taught. See page 49 in **Part 2** of the <u>2020-21 AP Coordinator's Manual</u> for AP subject areas for assigning proctors.

For Everyone:

6. I created a DAS portal account in 2019 to upload and submit student audio files. Do I need to set up a new account this year?

If you are an AP coordinator at the same school, you don't need to create a new account. However, DAS portal accounts are tied to specific schools, so if you changed schools, you need to create a new account using your current school's information.

All designated staff must create a new DAS portal account each year. (See question 1 for AP coordinators or question 5 for staff.)

7. I have a username and password for other College Board websites (AP Registration and Ordering, AP Course Audit, Education Professionals, etc.). Can I use this login to access the AP DAS portal?

No. The usernames and passwords you use to access other College Board websites will not work with the AP DAS portal. You need to set up a new user account (username and password) on the **Access Setup** page in the DAS portal.

8. I've forgotten my DAS portal username or password.

If you already have an account and have forgotten your username or password, go to <u>apaudio.ets.org</u> and select the "Forgot Username" or "Forgot Password" link on the **Login** page.

9. Do students need an account on the DAS portal in order to record?

No. Recording and uploading are separate actions. Students record during the exam administration using acceptable digital recording technology. Each student's recording is saved as a file. After the exam administration, only the AP coordinator or designated school staff may upload files to the DAS portal. Students should **never** have access to the DAS portal.

DAS Portal Usage

10. When and how do I upload and submit student response files to the DAS portal?

Uploading and submitting are two separate steps. First, files must be **uploaded** to the DAS portal. Then they must be **submitted** in the DAS portal.

Deadline: All files must be uploaded and submitted as soon as possible, preferably directly following the exam, but no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period (i.e., Administration 1, 2, or 3). **Submitting files after this point could result in score delays.**

Instructions are in the "Saving, Naming, Uploading, and Submitting" section for the subject you're administering in the <u>2020-21 AP Exam Instructions</u>; "Using the DAS Portal to Upload and Submit Files to the AP Program" on pages 130–131 in **Part 2** of the <u>2020-21 AP Coordinator's Manual</u>; and this *Help* document.

Note: If your school is using the DAC app to record students' responses, the app directly uploads files to the DAS portal. After the exam administration, the AP coordinator or other designated staff member must log in to the DAS portal to **submit** those files for scoring. See the *Digital Audio Capture (DAC) App Overview* available at **collegeboard.org/ap-dac** for details about the DAC app.

11. I'm using one of the supported browsers listed, but I'm still getting a warning when I go to the DAS portal. What should I do?

Verify that the browser is one of the minimum supported browsers for 2021, as listed on page 3 of this *Help* document:

- Firefox 84
- Google Chrome 88
- Internet Explorer 11
- Safari 14

If you're using one of these supported browsers, click "Continue anyway."

12. Are a school's AP teachers for AP French, German, Italian, and Spanish Language and Culture Exams, and AP Music Theory permitted to upload and/or submit students' recorded files through the DAS portal?

No. See pages 26 and 130 in **Part 2** of the <u>2020-21 AP Coordinator's Manual</u>. Because AP French, German, Italian, and Spanish Language and Culture teachers and AP Music Theory teachers **cannot** have access to student recordings, these teachers are **not permitted** to have DAS portal accounts or any access to the DAS portal. Teachers can still serve as proctors for exams in a subject area other than the one in which they teach or have taught. See page 49 in **Part 2** of the <u>2020-21 AP Coordinator's Manual</u> for AP subject areas for assigning proctors.

13. Is there a file naming convention I need to follow to save student response files?

Yes. See page 130 in **Part 2** of the <u>2020-21 AP Coordinator's Manual</u> and the "Saving, Naming, Uploading, and Submitting" directions for the appropriate subject in the <u>2020-21 AP Exam Instructions</u>.

If your school recorded student responses using a computer, digital language lab, or handheld recorder, you must save files in MP3 file format. You must name each student's file with:

The student's eight-character AP ID (found on the student's orange booklet, or by playing the beginning of their recording, if necessary), followed by an underscore, followed by the exam form letter—for example, "O" (found at the bottom right corner of the orange booklet).

For example, if a student's AP ID is WXYZ1234, and the exam form is "O," that student's digital file must be named as WXYZ1234_O and saved in MP3 file format. (See the chapter for your specific subject in the 2020-21 AP Exam Instructions book.)

Do not include any additional information on the student's file or in the file name.

If files are not named with the correct naming convention, they will not upload and you'll receive an error message after attempting to upload in the DAS portal.

Note: Files recorded using the Digital Audio Capture (DAC) app running on iPad use the M4A audio file format instead of MP3. This is correct for DAC app running on iPad and you should proceed with submitting the M4A files. Files uploaded via DAC app running on Chromebook will use the MP3 format. Do **not** change the file name of files uploaded from the DAC app.

If you have a student testing with a braille exam:

The exam form letter "R" must be used at the end of the file name for all braille exams. Each student's response file must be named as the student's unique AP ID, an underscore, and the exam form. (e.g., WXYZ1234_R). For submission through the DAS portal to be successful, each student's file must be named correctly. If "R" is not included in the file name, the file will not upload and will result in an error message. Schools must upload files to the correct exam subject and braille box by clicking the upload files button for that box.

Schools need to save and name student response files if handheld recorders, computers with MP3 recording software, or a digital language lab were used for recording. If the school used the Digital Audio Capture (DAC) app, the app directly names and uploads files to the DAS portal.

14. The "Exams Ordered" displayed on the Status Page in the DAS portal does not match the number of exams ordered by my school. Is this OK?

The **"Exams Ordered"** field will display the current number of exams your school has ordered for that form. You should not have more files than the number of exams listed.

DAS Portal Processing Problems and Error Messages

15. While recording the responses, the student pressed "Stop" rather than "Pause" in between the two responses, thus creating two individual files. How are these two files to be uploaded and submitted?

As stated in **Part 2** of the **2020-21 AP Coordinator's Manual** and the **2020-21 AP Exam Instructions**, each student's responses must be recorded and saved as a single file.

If the student **has not** yet been dismissed, re-administer the speaking section of the language exam or the sight-singing section of the AP Music Theory Exam to the impacted students immediately, saving each student response as a single file. (For world language exams, any impacted students should wait quietly while students whose files were successfully recorded are dismissed.) Make sure students are monitored until testing is complete. Do not dismiss students and have them come back to record their responses at a later time.

If the student has been dismissed, contact AP Services for Educators for instruction.

16. I tried uploading files and received an error message. What should I do to resolve the error?

The following are common errors that may occur when trying to upload files to the DAS portal. If you receive an error message, you must correct the problem with the file(s) on your computer and then try uploading the file(s) again. You cannot correct the files within the DAS portal. (If you've used the DAC app to record students' responses, also refer to the troubleshooting information in the *DAC Overview* document, available on collegeboard.org/ap-dac. There are different processes for correcting upload errors and duplicate files when the DAC app was used for recording.)

Note: The error log is available only when you are on the status page and during your current session (see page 21 of this *Help* document). Errors will disappear after you log out, leave this page, or go back to perform additional uploads. **Click "Export Report" to save the error log as a separate Excel document before leaving the Upload Status page.**

- If you get an error message stating that the <u>student AP ID is invalid</u>, refer to the student AP ID on the orange booklet cover or at the beginning of the student's recording, correct the file name, then upload the corrected file into the DAS portal.
- If you get an error message stating that there is a <u>file format error</u>, you must correct the file format and try re-uploading the files. The DAS portal accepts only MP3 files if students recorded using handheld digital recorder, digital language lab, or computer with MP3 recording software. Before uploading into the DAS portal, ensure the file format is .mp3. If your recordings are in a different format (.wav, .acc, .wma, .aiff), use file conversion software to convert the file to MP3. Please consult with your IT staff for assistance. You must not simply rename the file name extension to .mp3.

Note: Response files recorded using the Digital Audio Capture (DAC) app running on iPad use the M4A audio file format instead of MP3. This is correct for DAC app running on iPad response files and you should proceed with submitting the M4A files. (Files uploaded via DAC app running on Chromebook will use the MP3 format.)

- If you get an error message stating the <u>file size is too large</u>, you will need technical support.
 Contact AP Services for Educators.
- If you get an error message stating there are <u>duplicate files</u>: You need to determine which of the duplicate files has the correct AP ID.
 - If the file being uploaded has the incorrect AP ID, correct the AP ID in the file name, then upload
 and submit the corrected file.
 - If a file has already been uploaded with an incorrect AP ID, delete the incorrect file, re-save the file
 on your computer using the correct AP ID, then re-upload the corrected file.

• If you get an error message that the <u>file name is invalid</u>: Check to be sure that the file is named correctly—student AP ID, underscore, and exam form letter (for example: **WXYZ1234_O**). There should not be any other information in the file name.

Note: If you use Audacity to record the student responses, also refer to the troubleshooting information in the guide available on collegeboard.org/ap-audio-record. Click on the link for "Recording Student Responses Using a Computer."

17. A student chose not to take Section II, Part B (speaking or sight-singing) of the exam. For this reason, I don't have a file to upload for this student. How should I proceed?

The school must fill out an incident report (IR) stating that the student did not take Section II, Part B. See "Student chooses not to record the Speaking part of French, German, Italian, and Spanish Language and Culture, or the Sight-singing part of Music Theory" on page 82 in **Part 2** of the <u>2020-21 AP Coordinators</u> *Manual* for detailed instructions.

About College Board

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