

Webtracker and Reporting Troubleshooting

Q: My receipts file will not upload

A: Check the file name, file size (cannot exceed 4 MB), and resolution.

- **File Name:** Ensure you name the file with upper-case and lower-case letters only e.g., OttawaElementarySchoolOct. No spaces, special characters, or punctuation of any kind.
- **File Size:** If your file exceeds 4MB, you'll need to compress the file. This can be accomplished several ways:
 - o There are websites, such as this one which allow you to upload the original file and download a compressed one: [Compress PDF file size](#)
 - o If you are viewing the PDF in Adobe, go to File > Save As, and choose 'Reduce File Size' before saving the file.



- o Additionally, to reduce the size of the file, the background colour for photocopying receipts should be white rather than dark or textured.

If your file exceeds 4MB, it will crash Webtracker and show a screen like this:

Server Error in '/' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a 'web.config' configuration file located in the root directory of the current web application. This <customErrors> tag should then have its 'mode' attribute set to 'Off'.

```
<!-- Web.Config Configuration File -->

<configuration>
  <system.web>
    <customErrors mode="Off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the 'defaultRedirect' attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->

<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```

If the file name contains punctuation, the report will still save, but the file being uploaded will not. No errors or alerts will be displayed, the file will simply not be uploaded.

Q: How do I create 1 PDF if I have more than 1 receipt?

A: There are several options to accomplish this, based on what methods are available to you.

- The easiest option is to merge PDFs through Adobe. If your school has a paid subscription, this can be done through the 'combine files' option in your Adobe program.
- Alternatively, you can photocopy all receipts and then scan all photocopies to create one file.
- Depending on the make and model of your phone, you can also scan documents using your phone. Please ensure to use a white or light background.
 - o Instructions for iPhone models 8+, click [HERE](#).
 - o Instructions for Android phones, click [HERE](#).

Q: I can't save my Report

A: Usually the save button is located at the top of the page, above the 'Program' and 'Expenses' tab. If there are changes which haven't been saved, these tabs will be yellow, if not, they'll be a faded green.



If these 'Save' or 'Save & Close' buttons are not there, it means that the reporting window for that month has been passed. Generally, reporting is available **from the 1st to the 10th of a given month**. If you can't save your report, please reach out to your CDC for further direction.