

# Dropbox Basics – for Students

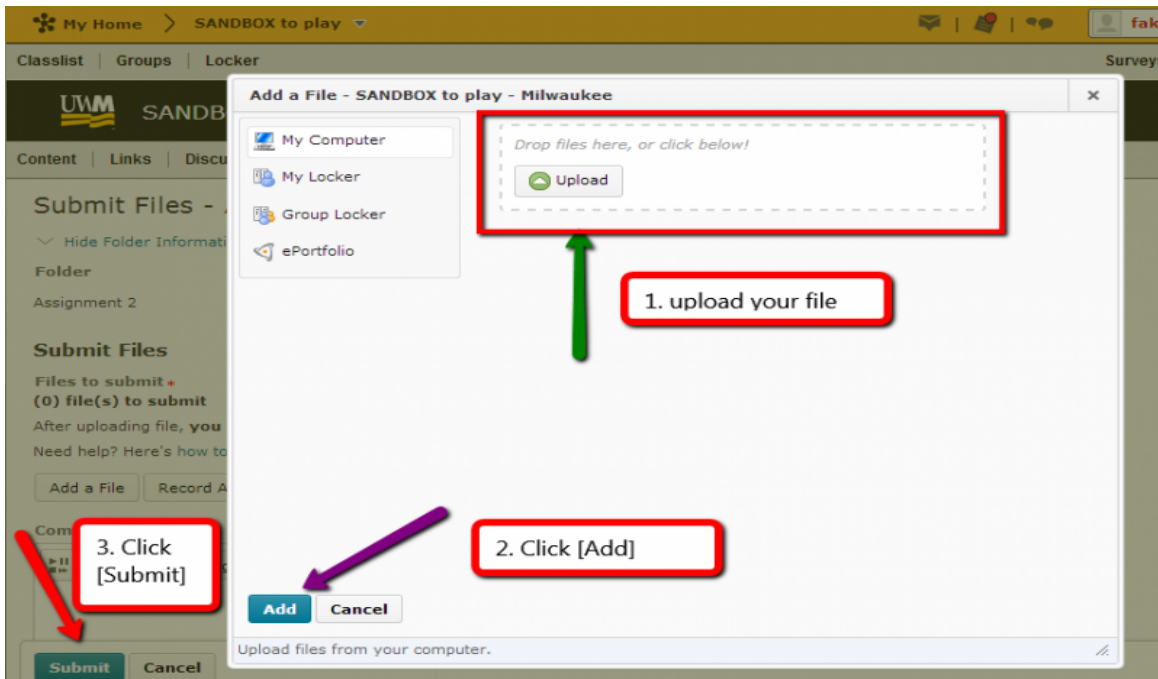
**Submitting a file to a D2L dropbox requires multiple steps.**

The file will not be submitted successfully if all steps are not completed.

1. Click on the title of the desired Dropbox folder, in which you want to add a file.
2. Click **[Add a File]** in the 'Add a File' window.
3. In the popup window, select where your file is stored and one way to submit is:
  - click **[Upload]**
  - browse for the file on your computer
  - double-click to select
  - click **[Add]**
  - and click **[Submit]**
  - click **[Done]** on the following screen.

–or–

- drag a file from your desktop to be uploaded to the 'Drop Files Here' box.
- drop into the area designated by a grey dotted line
- click **[Add]**
- click **[Submit]**
- click **[Done]** on the following screen.



## Confirming your Dropbox submission

Students will receive a **confirmation email** when file has uploaded.

Students may also confirm successful submission in the Dropbox history:

1. Click **[Dropbox]** on the course navigation bar
2. Click **[View History]**
3. Select the desired Dropbox folder in the dropdown menu

## Guidelines for file names

- File names must contain only:
  - the normal letters of the English alphabet
  - numbers
  - dashes or underscores
- Including even a single "illegal" character – e.g., ampersand, apostrophe, pound sign, exclamation mark – in the filename can make it impossible to upload or for your instructor to download.
- File names CANNOT have spaces at the beginning or end of a file name (before the extension)
- Finally, if you will be using periods (.) in your

filename, there must be *only* ONE period (.) in the filename – located between the descriptive text and the file type (e.g., file1.doc).

- Students should use a file format (e.g., Word) that the instructor has specified, so that the instructor can read the submissions after downloading them.

### **Troubleshooting Problems with Submitting to the Dropbox**

There are two issues that could affect some students when attempting to upload files to the dropbox. Both can be addressed by the students, resulting in successful uploads.

- First, it could be their **browser**. If students don't see the proper "buttons" that will allow them to upload files, they should:
  - first, **try expanding the popup window** to see if the button was simply hidden
  - next, **try a different browser** – if they normally use Chrome, try Firefox, Safari, or Internet Explorer 11
  - if that fails, they should **update to the latest version of their chosen browser and Java** – frequent browser updates will often alleviate issues with popups and buttons not properly or fully loading
- If D2L is loading properly, but students are still unable to upload their files to the Dropbox (e.g., they receive an **Internal Error** or the system simply never successfully completes the upload), the students should:
  - **remove any and all punctuation and special characters** from the filename they are attempting to upload – there should be a single period, between the file name and extension (e.g., filename.doc)
  - **SHORTEN the file name** as much as possible.
- If the student requires assistance with these or other D2L-related issues, they should contact the UWM Help

Desk at [GetTechHelp.uwm.edu](http://GetTechHelp.uwm.edu) or 414-229-4040.

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