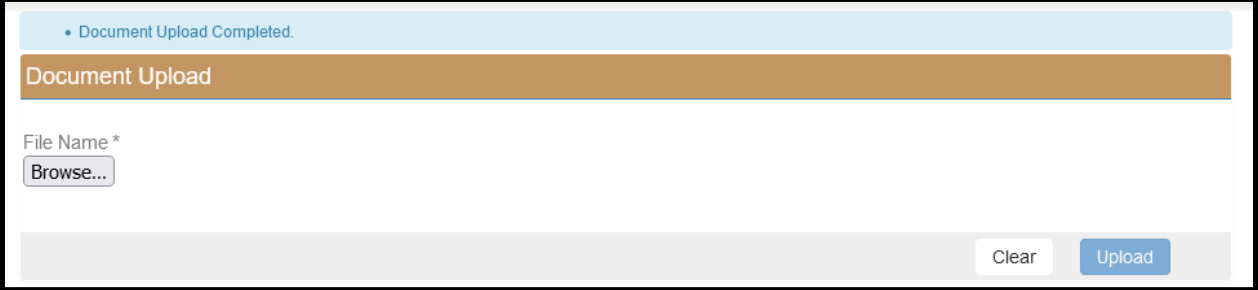


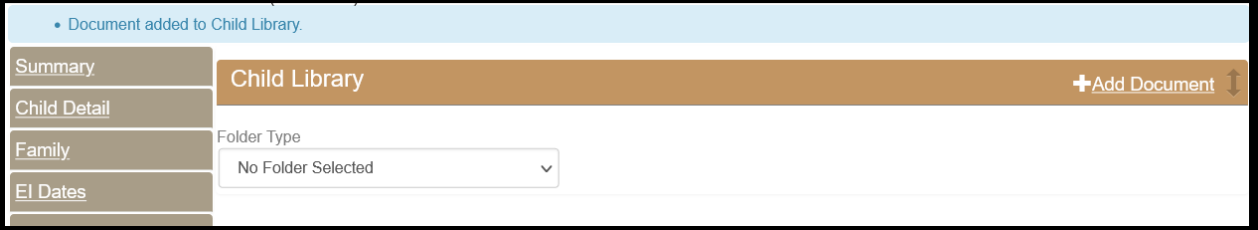
BTT Online Document Upload Error Messages

There are currently two ways to upload documents to a child's library. Through the home page using the upload documents screen (Bulk Upload) or through the child library of a child's online record (Manual Upload). This document will provide explanations and next steps for error messages generated by both the Bulk Upload and Manual Upload process.

Document Upload Complete or Document Added to Child Library



A screenshot of a web interface showing a success message. At the top, a light blue banner contains the text "• Document Upload Completed." Below this is a brown header bar with the text "Document Upload". The main area is white and contains a label "File Name *" followed by a "Browse..." button. At the bottom right, there are two buttons: "Clear" and "Upload".

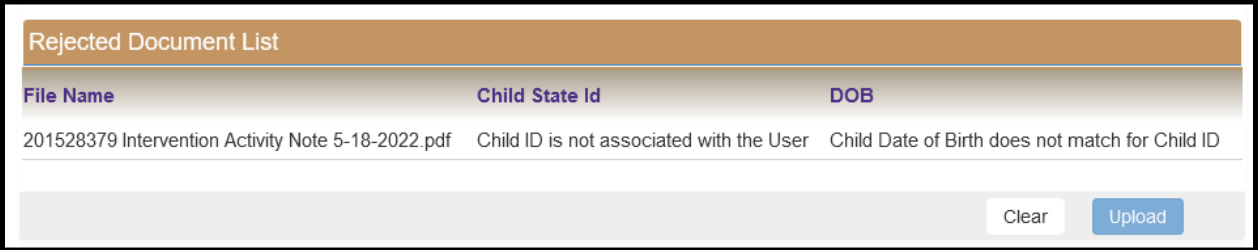


A screenshot of a web interface showing a success message. At the top, a light blue banner contains the text "• Document added to Child Library." Below this is a brown header bar with the text "Child Library" and a "+ Add Document" button with an up/down arrow. On the left, there is a sidebar with links: "Summary", "Child Detail", "Family", and "EI Dates". To the right of the sidebar is a "Folder Type" dropdown menu with the text "No Folder Selected" and a downward arrow.

This message indicates your document(s) were uploaded successfully to the database using the bulk upload process or manual upload process.

No further action is needed.

Child ID is not associated with the User



A screenshot of a web interface showing a "Rejected Document List" message. The title "Rejected Document List" is in a brown header bar. Below it is a table with three columns: "File Name", "Child State Id", and "DOB". The table contains one row with the following data: "201528379 Intervention Activity Note 5-18-2022.pdf", "Child ID is not associated with the User", and "Child Date of Birth does not match for Child ID". At the bottom right, there are two buttons: "Clear" and "Upload".

File Name	Child State Id	DOB
201528379 Intervention Activity Note 5-18-2022.pdf	Child ID is not associated with the User	Child Date of Birth does not match for Child ID

BULK UPLOAD ERROR ONLY

This message indicates that you do not have access to this child's online record. Possible errors to check for:

1. There is a mistake on the document and the child ID is typed incorrectly.
2. Your online access to this child's record has ended and you no longer have permission to upload documents to the online record.
3. If you believe you should have access to an online record and you get this error message, you should contact the RAU or your Technical Assistance specialist immediately.

Child ID is Required

Rejected Document List		
File Name	Child State Id	DOB
201528379 Intervention Activity Note 5-18-2022.pdf	Child ID is required	05/22/2019
		<input type="button" value="Clear"/> <input type="button" value="Upload"/>

BULK UPLOAD ERROR ONLY

The Child ID is missing in the document header. Make corrections to the document by filling in the missing child ID in document header.

Child Date of Birth does not match for Child ID

Rejected Document List		
File Name	Child State Id	DOB
201545172 Intervention Activity Note 5-14-2022.pdf	201545172	Child Date of Birth does not match for Child ID
		<input type="button" value="Clear"/> <input type="button" value="Upload"/>

BULK UPLOAD ERROR ONLY

This message indicates that the Date of Birth on this document did not match the Date of Birth in the data system for this Child ID.

Locate the document on your device and check that the date of birth and child ID in the document header are correct. You could have the date of birth or child ID incorrect. Make corrections as needed on your document and try the upload process again.

Date of Birth is Required

Rejected Document List		
File Name	Child State Id	DOB
201528379 Intervention Activity Note 5-18-2022.pdf	201528379	Date of Birth is required
		<input type="button" value="Clear"/> <input type="button" value="Upload"/>

BULK UPLOAD ERROR ONLY

The document is missing the date of birth in the document's header. Make corrections to the document and fill in the missing date of birth.

Date is Required

BULK UPLOAD ERROR ONLY

The date field in the document header is blank. Make corrections to your document and fill in the missing date in the document header. The document will not upload without a date in the header.

Invalid Date Format

BULK UPLOAD ERROR ONLY

If the error is listed under DOB – the date of birth date format is incorrect. Make corrections to the date of birth field in the document header.

If the error is listed under Date – the date field in the document header is in an incorrect format. Make corrections to the date field in the document header.

Document already exists in the list

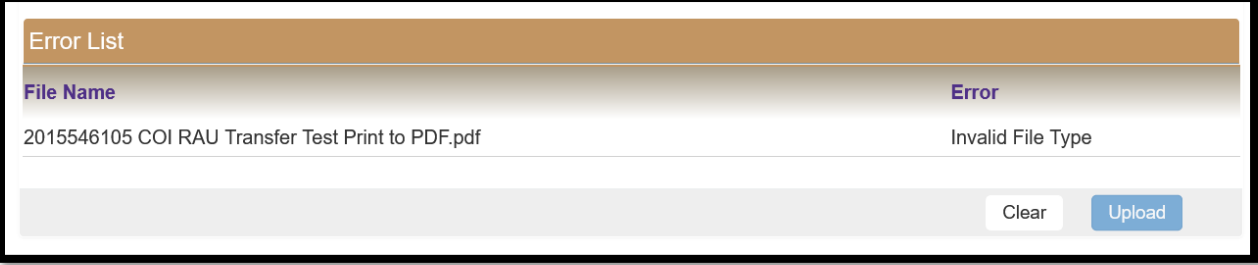
Rejected Document List		
File Name	Child State Id	DOB
201530817 SC Activity Note 5-17-2022.pdf	Document already exists in the list	
		<input type="button" value="Clear"/> <input type="button" value="Upload"/>

BULK UPLOAD ERROR ONLY

You have tried to upload document(s) that have already been uploaded to the data system or a file that is named the same as another file in the data system.

1. Check the child's library to see if the document has already been uploaded.
2. Check to see if you have other files named the same as the one you are trying to upload. Files on your personal device should have unique file names. Try adding another descriptive factor to your file name to make it different from others you have named the same.

Invalid File Type




The screenshot shows a web interface with an 'Error List' table. The table has two columns: 'File Name' and 'Error'. A single row is visible with the file name '2015546105 COI RAU Transfer Test Print to PDF.pdf' and the error message 'Invalid File Type'. Below the table, there are 'Clear' and 'Upload' buttons.

File Name	Error
2015546105 COI RAU Transfer Test Print to PDF.pdf	Invalid File Type

BULK UPLOAD ERROR ONLY

The file you are trying to upload is not a supported file type for the bulk upload function. Files must be up to date WVBTT Standard Documents in the original electronic fillable pdf. Any alteration to the file type such as print to pdf, printed and scanned pdfs, or word documents will not be able to be bulk uploaded. Please see protocol for uploading the document manually.

Critical Error Message



The screenshot shows a red-bordered box with the text 'Error.' in large red font, followed by 'An error occurred while processing your request.' in a smaller red font. Below this text is a purple button with the text 'Please log back in'.

A system error has occurred. This can happen during the Bulk or Manual Upload process.

You have tried to upload a file with illegal characters in the file name. The data system cannot accept files with illegal characters in the file name. These illegal characters include:

\ / : * ? " < > | ~ # % & + { } -

1. Rename your file on your personal device making sure to not include any of the characters above.

If you need further assistance, you can contact your [Regional TA Specialist](#) or the [BTT Online Helpdesk](#).