I'm not able to submit my paper to a SafeAssignment. What should I do?

The 3 most common errors for uploading a document to SafeAssign are:

1. **You have cookies blocked**. See Browser Requirement section below for directions to unblock cookies.

2. **There is no file extension on your document** such as .doc or .docx because you are using a Mac and Mac's automatically hide or delete it. If you attempt to upload a document to SafeAssign without a file extension, the following error message will display: **"No file has been specified. Specify a valid file to upload and try again".** In order to resolve this, rename the file to include the extension ".doc" or ".docx" on the end and resubmit the document. Unlike normal Assignments, SafeAssign restricts your submissions to specific file formats such as PDF, DOC, DOCX, ODT, and RTF. You will need to confirm that your document is one of the acceptable file formats listed on the file upload screen. Note: If using the Apple software Pages, the document will need to be exported as a .doc file before uploading to SafeAssign.

3. **You have an illegal character in your filename** such as an accent (especially common in foreign language classes) or a comma, number symbol, backslash, etc. Try ensuring your filename only includes letters and/or numbers and resave the file. Again, make sure it has a file extension displayed and that it is an acceptable file format for SafeAssign (see above).

Required Browser Settings

SafeAssign requires that your browser be set to allow cookies. Follow the directions for your operating system and browser version from the list below.

Mac OS X - Chrome:

1. Go to Chrome Preferences [⌘ ,] and choose *Show Advanced Settings*.
2. Scroll down to the Privacy section
3. Press "Content Settings"
4. UNCHECK "Block third-party cookies and site data".
5. Press Done.
6. Close the Settings tab.

Mac OS X - Firefox:

1. Go to Firefox Preferences [⌘ ,]
2. Go to the Privacy panel.
3. Select Firefox will: *Use custom settings for history*
4. Check the box for Accept cookies from sites
5. And Always for Accept third-party cookies.
6. Close the Preferences window.

Mac OS X - Safari:

1. Go to Safari Preferences [⌘ ,]
2. Go to the Privacy panel.
3. In "Block cookies and other website data", select Never.
4. Close the Preferences window.

Windows - Chrome:

1. Go to Chrome Settings in the Customize and control Google Chrome menu.
2. Click "Show advanced settings…"
3. Scroll down to the Privacy section
4. Press "Content Settings"
5. UNCHECK "Block third-party cookies and site data".
6. Press Done.
7. Close the Settings tab.

Windows - Firefox:

1. At the top of the Firefox window, click on Tools, (If the menu bar is invisible, press ALT.) and then select Options.
2. Go to the Privacy panel.
3. Select Firefox will: *Use custom settings for history*

4. Check the box for Accept cookies from sites

5. And Always for Accept third-party cookies.

6. Press OK to close the Options window.

Windows - Internet Explorer:

1. Go to Internet Options, either through Internet Explorer (Tools–Internet Options) or the Windows Control Panel.

2. Go to the Privacy panel.

3. Press the Advanced button.

4. Check the box for "Override automatic cookie handling".

5. Select "Accept" for Third-party cookies.

6. Press OK.

7. Press OK to close the Internet Options window.