



Large File Guidance

Given the bandwidths associated with the current technology, there are rarely problems transferring large files. Occasionally, there might be a challenge associated with sending files via email (i.e., some email protocols limit transfer of files larger than 25MB).

To address the occasional challenge of uploading data files to Grants Online, try the following:

- Convert the file(s) to PDF format
- If Adobe Acrobat Professional (or the equivalent) is available
 - With the file open, from the File Menu, select **Save as Other**
 - From the subsequent dropdown menu, select **Reduced Size PDF**
- Split the file into multiple parts. Upload Filename, part 1; Filename, part 2; etc.
- Zip the file
- Contact the Grants Online Help Desk (301.444.2112 or 1.877.662.2478). The hours of operation are Monday – Friday (non-Federal holidays) 8:00 a.m. to 6:00 p.m. (EST)

To ensure the contents of a file is transferred or uploaded in its entirety, check the file size before and after data is transferred.