

Troubleshooting Common Issues

Login

Why does my password not work?

Are you using the browser's password storage to store your password? This is not advisable as you may end up saving your security question's answer as the password.

Another reason your password may no longer be working is because it would have expired. Your password is set to expire every 365 days by default. You will therefore need to reset your password. A notification should arrive at your inbox five days prior to your password expiration date.

The third reason you would not be able to log in is if your account is locked. Password resets would also not work during this time.

What is the current password policy?

Please keep the following in mind when setting your password:

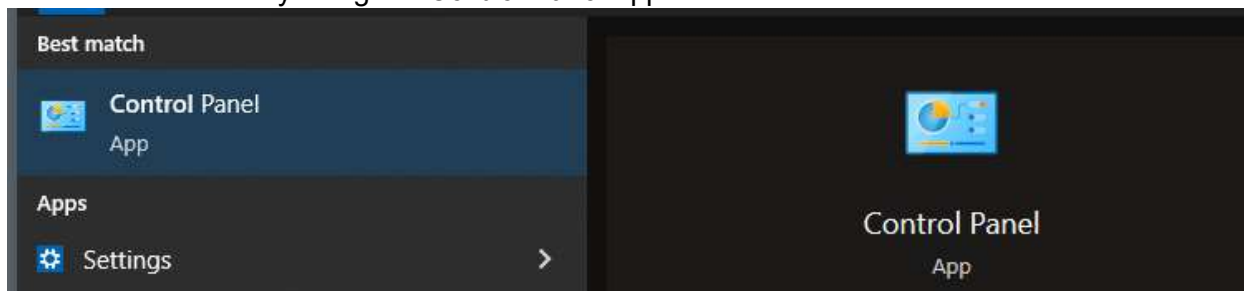
1. At least one lower case letter should be present
2. At least one upper case letter should be present
3. You should include at least one number in your password
4. Your password cannot contain part of your username
5. You cannot use the last 4 passwords you have set
6. Your password will expire 365 days from the day you set your password
7. Your account will be locked out after 5 unsuccessful attempts so type carefully if the login attempt failed a second time or third time.
8. During an account lockout, password resets will not work. The account will automatically unlock after 60 minutes.

Desktop Tools

If you are facing an issue with the tools, try out the following steps:

Do I have the latest tools installed?

You can check this by using the *Control Panel* app.



Go to Programs and Features and scroll till you find YellowFolder in the listing. The current version needs to be 5.1.0. If this is not the case, go the YellowFolder website and download the latest tools to install. Please reach out to your IT Admin in case you are unable to install.

Did I try logging out and back in?

Logging out and in can help refresh the tool.

Have I checked my internet connection speed?

You can test your internet speed on your browser. A website like <https://www.speedtest.net/> would give you the details of your network connection. A slower internet connection means that uploads would appear slower, or the tool would seem sluggish.

Am I uploading too much at a time?

If your files are larger than 200MBs or if you upload over 100 files at a time, chances are you may run into an issue with your upload, or it could get stalled at some point during document processing. If you have many files to upload, try doing so in smaller batches.

Am I uploading files with unsupported file formats?

The following formats are the currently accepted file formats. Any other format would result in the upload failing or remaining stuck in OCR Processing.

- pdf
- tif
- tiff
- jpg
- jpeg
- gif
- bmp

- png
- doc
- docx
- xlsx
- xls
- pptx
- ppt
- rtf
- csv
- txt
- ps

Are my files password protected, encrypted or corrupt?

Password protected or encrypted, corrupt files or zipped files usually fail to get OCR'd and remain stuck in this status. Please make sure to remove all encryption or password protection before you upload a file and ensure that that file is not corrupt.

Have I allowed some time for the batch to be processed?

If everything looks fine and you are still facing an issue, allow a few hours for the system to resolve the batch.

Why can't I find my uploads?

The document listing on the tools shows uploads that were made only in the past 30 days. If you have several pages in the listing, you can scroll through the different pages to see if your uploads are there.

It is also possible that your user session has expired on the tools, and you would need to log out and log back in on the tools.



Why are my uploads duplicated?


This can happen accidentally especially if you are dragging and dropping several files to the same window in droplet. You may end up dragging and dropping the same file into droplet and it would accept it even though there was another file already present there.


Upload Documents
Special Education

Pending
6 files selected

Filename	Size	Progress	Status
PRESC.pdf	59 KB	0%	Pending
Claud.pdf	45 KB	0%	Pending
Parent - Copy.pdf	45 KB	0%	Pending
Parsipan.pdf	45 KB	0%	Pending
Parsipan.pdf	45 KB	0%	Pending
Claud.pdf	45 KB	0%	Pending

Batch Type


Single Person


Multiple Persons

- The documents in this batch must belong to only one person.
- Different document types must be a separate file in order to upload to the correct folder.
- The first page of each document determines the folder it will be filed in.
- The system does not split persons or documents from within a single file.

- The documents in this batch belong to more than one person.
- Each person with different document types must be a separate file to upload into the correct person and folder.
- The system does not split persons or documents from within a single file.

Am I having a Virtual Printer specific issue?

The following could be the reason your printer does not work, and, in some cases, you would need the help of your IT Administrator.

1. You do not have permissions to a folder locally where the printer would stage files to be uploaded
2. The port needed for uploads may not be open
3. You might be printing from a browser. This does not happen often but there are instances where you may not be able to print from a browser. In such cases, save the file locally and then print from there.
4. Your anti-virus software could be blocking it

NOTE: DO NOT delete your local files or shred your documents until the batch has Completed

Please make sure that your files are searchable on YellowFolder before you discard your files locally. If a file has been stalled in an incomplete state for too long you may need to reupload the file.

Scan and Upload

Why can't I find my upload?

1. If you had scanned/added a document to be uploaded and waited a few days to save the batch, the name of the batch you save could reflect the day you scanned/added the document instead of the current date. Therefore, it may appear as an earlier batch instead.
2. It is possible that part of the file may have gotten corrupted during a scan and may need to be scanned in once again.

Checking Documents in and out


Why can't I check out a document?

The following reasons could be why you are not able to check out a document.

1. Somebody else has checked out the document but has not checked it back in
2. Your current permission level does not permit you to do so. An example would be if you have the default Permission Profile of Basic, this is usually a view only profile.

How do I know if a file has been checked out and who checked it out?

To see if a file has been checked out:

1. Navigate to the file location using the file tree
2. In the file listing, if you see this symbol  , it means the file has been checked out. You can see who has checked out the document by looking at the document history. Select the file by clicking the checkbox next to it and click on View Document History

Anytown ES / A / Anderson, Daniel - 1234567899 / CHILD OUTCOME SUMMARY FORMS

Filename	Action	Doc Date
<input checked="" type="checkbox"/> Anytown Transfer Packet_010.pdf	View Download	04/27/2021

Split Document

Share Document

View Document

Download Document

Move Document

Document Metadata

Document File Name: Anytown Transfer Packet_010.pdf

DocID: M_4899220

Document Date: 04/27/2021

Document Type: CHILD OUTCOME SUMMARY FORMS

Scanning: Premium

Box Number: ANTD12012020-3691124

Scanned By: glunsford.dms@yellowfolder.com

Most Recent IEP Date: 01/01/1753

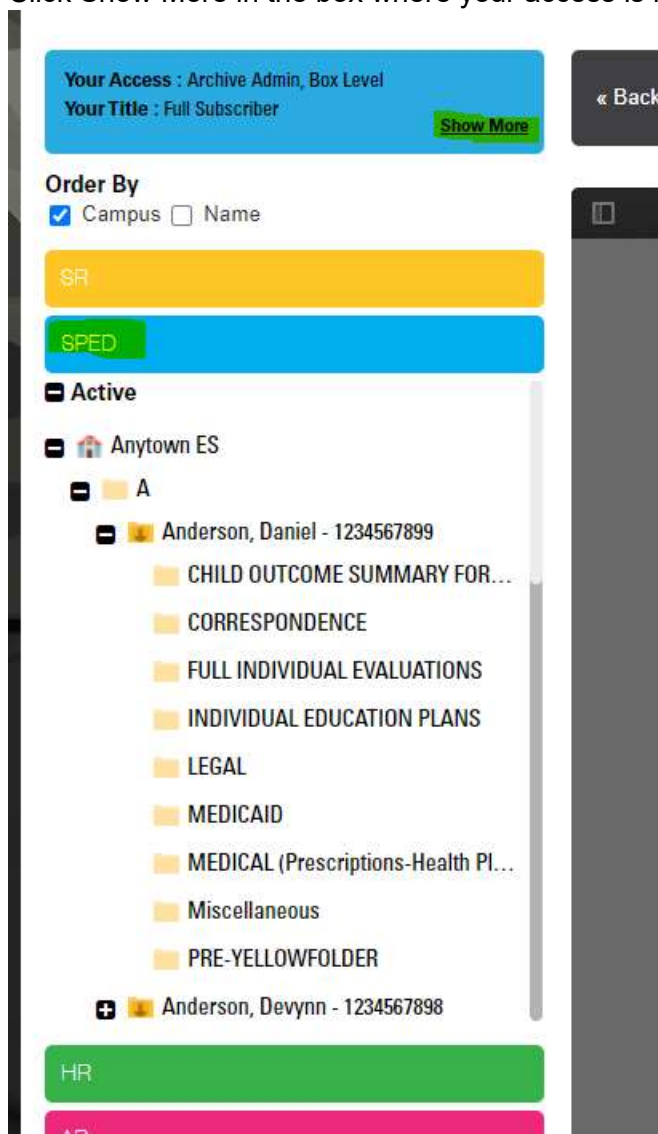
Applicable School Year: 1753

[View Document History](#)

How do I see my permission profile?

Your permission profile may vary with each record series. To see your permission profile:

1. Click the Record Series, for which you want to see your profile, on the Tree View
2. Click Show More in the box where your access is mentioned



How does a checked-out document affect other functions?

If a document has been checked out by anyone, the following functions would not be allowed on that document until it has been checked back in or the checkout has been cancelled

1. Document Splitting
2. File renaming
3. Move Document

Additional Information

You can find additional help on login here: <https://yellowfolder.com/help>

Please visit our resources page as well. You will be able to access it using the menu once you log in



Are you still having issues?

Please raise a ticket with us by chatting  with us on [YellowFolder](#) or emailing us at support@yellowfolder.com.

It will be helpful to us if you include the following information:

1. Are you using Windows or Mac? What version are you on?
2. Which of the following areas are you facing the issue?
 - a. Droplet
 - b. Printer
 - c. Scan and Upload
 - d. Verification Required
 - e. Information Required
 - f. Document File Tree
 - g. Document Listing
 - h. Search
 - i. Share
 - j. Bookmarks
 - k. Split Document
 - l. Viewing Documents
 - m. Downloading Documents
 - n. Box Level Documents
 - o. Other: Please mention
3. What Steps should be taken to reproduce the issue
4. Screen shots of what is happening or even better a video recording.
5. What your current network speed is
6. What browser are you using? What is the current version of it?
7. Do you have any anti-virus software installed? What is the name of it?
8. Do you have any ad-blocker extensions on your browser? Which one do you have?