



How to send files through a file request

To send files to a Dropbox user through a file request, follow these steps:

1. Click the link (**Submit** button on ENA website) to start uploading your video.
2. Click **Choose from computer** or **Choose from Dropbox** to upload a file. You can also drag and drop the files directly into your browser window.
3. If you have more files to upload, click **+Add another file**.
4. Once you have all the files you want to upload, you may be prompted to enter your name and email address so that the file requester knows who uploaded these files.
5. Click Upload.
 - **Note:** You will not be able to access files that you already uploaded.
6. A green check mark means that you've successfully uploaded your files to the file request.

How do I know if a file request has a deadline?

Here's what you should know about deadlines:

- The time and date of the deadline are in the file requester's timezone
- You won't receive an email if the file request creator updates the deadline
- If the person requesting files sets a grace period, any file uploaded after the deadline will be marked as late

Why do I get an error message when I try to upload a file?

There are several reasons why you might see an error message when trying to upload files to a file request. Here are a few error messages that you may see and how to fix them:

Error: [Requester's name] doesn't have enough Dropbox Space for these files.

Ask the file requester to [check how much space](#) they have in their Dropbox account.

Error: Something went wrong. Please try sending your files again.

If the file requester has enough space in her Dropbox account and the file is under 2 GB, try to upload to the file request in a new browser (Google Chrome, Mozilla Firefox, or Safari) or in an incognito/private browser window. You can also clear your browser's cache and reattempt uploading the file.