

Manage My Files FAQs

Q1: [What does the My Files feature allow me to do in PageOut?](#)

Q2: [What types of files are compatible with PageOut®?](#)

Q3: [Can I load PowerPoint slides for a presentation in PageOut?](#)

Q4: [How much space do I have available for the My Files account in PageOut?](#)

Q5: [Is there a tracker available for the amount of space that I have used up for the My Files area in PageOut?](#)

Q6: [Can I upload a compressed or zipped file in PageOut?](#)

Q7: [Can I add sub-directories to the My Files area in PageOut?](#)

Q8: [What do I do regarding the following error message in PageOut? Error: a file format error was detected. Are you sure this is a properly compressed file?](#)

Q9: [What do I do regarding error: "Your storage quota was exceeded"?](#)

Q1-What does the My Files area allow me to do?

A: The "My Files" area allows you to store and manage your own files on the PageOut® server.

Q2-What types of files are compatible with PageOut®?

A: PageOut® is compatible with all file types except executable files (files with an .exe extension).

****NOTE: Your students must have the program in question installed on their computer in order to view these files *****

Q3-Can I load PowerPoint slides for a presentation?

A: Yes, PowerPoint slides can be uploaded into PageOut®. You need to make sure that the end user has Microsoft PowerPoint on their computer to view the files.

Q4-How much space do I have available for the My Files account?

A: Currently you may store up to 10 megabytes of data in accordance with the "My Files" Rules and Policies.

Q5-Is there a tracker available for the amount of space that I have used up for the My Files area?

A: Yes, at the bottom of the My Files directories there is a chart that notes the Total Space Available, Total Space Used, and Total Space Remaining.

Q6-Can I upload a compressed or zipped file?

A: Yes, there is a feature in the My Files area that will unzip the compressed file into the targeted directory.

Q7-Can I add sub-directories to the My Files area?

A: Sub-directories can be added to the root directory by clicking on the "Add Sub-Directory" button.

Q8-What do I do regarding the following error message? Error: a file format error

was detected. Are you sure this is a properly compressed file?

A: The file that you are trying to upload is not in a proper file format that PageOut® recognizes.

Q9-What do I do regarding error: “Your storage quota was exceeded”?

A: You have exceeded your storage limit of 10 mb that was initially made available to you when you setup your PageOut® account.
