Tips for Uploading Documents to the Medical Portal

It is important that you provide the Peace Corps nurses with quality documents, so they can review your medical records with ease. You must have access to a scanner and a computer with internet connection to upload to the Medical Portal. You can download an app on your phone to scan your documents. Some examples include: 'Adobe Scan: PDF Scanner' or 'Microsoft Lens-PDF Scanner'.

File Size and Type

Each individual file (scanned document) must be **no larger than 10 MB** (megabytes). Your scanned document should be in one file and not broken up into multiple files, please see "*Combining Files*" section below. If your scanned image is too large, compress it before uploading it, please see "*Reducing File Size*" section below.

Acceptable file types include: .jpg, .jpeg and .pdf. **PDF is preferred**. ZIP files or password-protected files will not be accepted.

To convert other file types to .pdf:
- Follow these instructions to save Microsoft Office files as a PDF.
    - If you are using a computer that has Adobe, select *Print>Microsoft Print to PDF>Properties> Default Settings>Smallest File Size> Ok>Print.*
- Use an app on your phone or tablet to convert hard copy documents into a PDF.
    - You can locate one online **HERE**
- Use a scanner to convert hard copies of documents into PDFs.

Combining Files

You can only click submit once per task. To upload multiple documents, you must:
- Combine and save them as one file. **A Zip folder will not upload to the portal.**
    - You can find an online file merger **HERE** for PDFs.

Tip: Follow these instructions convert ***and*** combine non-PDF files (i.e. dental x-rays)

*Note: this method may be best used for files formatted not in PDF (i.e. JPG). You will have to use an app to merge PDF files.
- 'Select All' in file>*'Print'>Print* as 'Microsoft PDF'>*Print*
    - Files will Merge together automatically

Reducing File Size

If your file is more than 10 MB, you will need to reduce the file size.

- If you are using a computer that has Adobe, select '*File*' > '*Save As Other*' > '*Reduced Size PDF*' > '*Retain Existing*' > '*OK*' > '*Save*'
- If you do not have Adobe, then use an online file converter or app to reduce file size

    - You can use one located online **HERE** to reduce the file size

Image Quality

Make sure that all the information is easily seen and read, and no parts of the document are cut off or cannot be seen. Please also ensure that the document is oriented correctly so it can be read across the screen without the need to rotate the document.

Most scanning programs offer a preview function so you can make sure the document is readable. If you cannot read the scanned document, re-scan it at a higher resolution. Keep in mind this means the saved file will be larger and you may need to reduce file size before you upload it.

Before Uploading

- Please scan both the front and back sides of any document that has stamps, seals, or writing on the back. (If the back of the document is blank, do not scan it.)
- Make sure your attachments are legible, right side up, and in the correct order.
- Documents may not have apostrophes or special characters, such as % or &.
- Maximum file size is 10 MB.
- Submitting altered or falsified documents may result in your disqualification for Peace Corps service.

If you continue to have problems uploading documents

You can fax your documents to the Office of Medical Services at 202-692-1561. When faxing, please submit each task cover sheet, appropriately labeled, with the relevant documentation directly behind it. If you are faxing double sided documents, make sure that each side is scanned and faxed.

For further assistance, contact pre-serviceunit@peacecorps.gov or call 202-692-1504.