

# Troubleshooting

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# Password reset links don't work

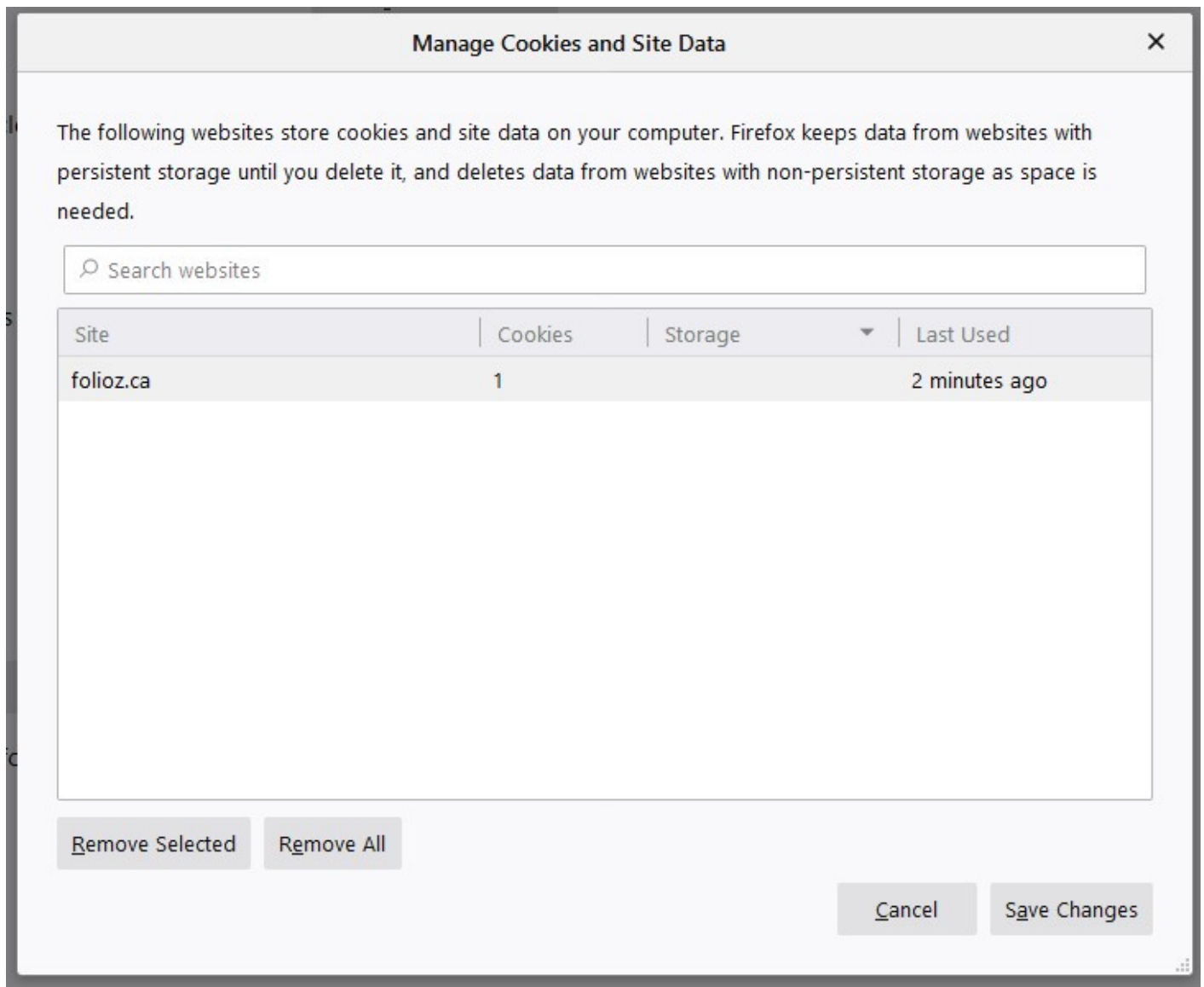
If you see an error message about the reset link you get in your email not being valid it could be that it expired or the link might have a space at the end. If you follow the link but you are not given the option to set a new password it could be the browser cookies.

If your browser has not refreshed your cookie information you could be accessing your pages with expired session information. Restarting your browser might clear the old information or you might need to delete the Folioz cookies.

Deleting the cookies will force the browser to create new session cookies and should solve the problem.


## Delete cookies in Firefox

In Firefox you can type `about:preferences#privacy` in the address bar and click on the "Manage Data" button under the "Cookies and Site Data" heading.



## Delete cookies in Chrome

To delete the cookies you have to click on the information icon that appears to the left of the website address. This will bring up all the security information about the site.

 cookies.jpg and or type unknown

Choosing to delete all the cookies will mean that you will probably have to login one more time but this will give updated session information.

 delete cookies.jpg and or type unknown

# I need to reset my password

There are two different account types in Folioz and resetting your password depends on the type of account you have. If you registered using the online form then you need to [request your password be reset here](#).

If you have a ClassCloud Key as part of your school's class membership to our service you can go to the [ClassCloud website to reset your password](#).

# Notification of full file storage

If you have received a notification that your file storage is near full you might want to review what files are too big. The default file storage space is 50 megabytes which should more than enough to upload support documents and some pictures. The only way to raise the limit is for the Institution to subscribe for more space.

Folioz is designed to be a "hub" for you to collect all your evidence of learning from all over the internet. Most people use Google docs and YouTube channels where they can upload their larger files. Folioz has "[External Media](#)" and "[Google Docs](#)" blocks that make it easy to add content to your pages.

If you are a ClassCloud subscriber you already have a place to share your DOC/PPT/PDF files with Folderz and video/audio with Videoz. There really is no need to have large files consuming your Folioz space.

You can see and manage your files here, scroll past the upload boxes to the bottom:

<https://folioz.ca/artefact/file/index.php>

The kind of files that waste the most space are usually video and PowerPoints. Video is best uploaded to a service specifically designed to deliver an optimized streaming experience and greatly reducing the bandwidth needed to view. Can you imagine having to download a 1 gigabyte or more video file every time you wanted to share it with someone?

You can also reduce the size of your PowerPoint presentations by optimizing it:

<https://www.howtogeek.com/424648/how-to-reduce-the-file-size-of-a-powerpoint-presentation/>

If you are using voice over in your PowerPoint converting it to video is quite simple:

<https://support.microsoft.com/en-us/office/turn-your-presentation-into-a-video-c140551f-cb37-4818-b5d4-3e30815c3e83>

You also should consider converting it to a PDF as it will optimize the slides and greatly reduce the file size, the only things you lose are the slide transition effects and embedded audio/video. Embedded audio and video hardly ever work anyway as they are linked and not embedded into the PPT file. Converting a voice over presentation to a video in PowerPoint would be a better way to share the presentation:

<https://support.office.com/en-us/article/Turn-your-presentation-into-a-video-C140551F-CB37-4818-B5D4-3E30815C3E83#OfficeVersion=newer>

Then you can easily upload it to Videoz, Vimeo or YouTube and embed it into your portfolio page.