Vanderbilt University
Center for Teaching

Brightspace SUPPORT @CFT

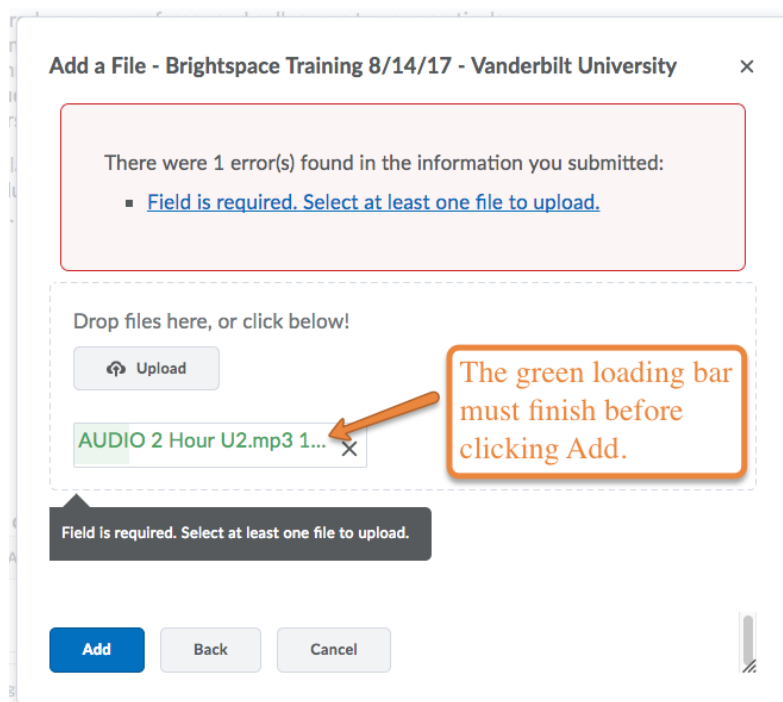# I'm having trouble uploading an assignment

Sometimes you may encounter an error when trying to upload your assignment file. This guide will talk about a couple common errors, as well as provide a list of troubleshooting steps you can go through. If you still need assistance after reading this guide, please contact Brightspace Support.

Updated Spring 2020

Error: Field is required. Select at least one file to upload.

This error message appears when you click **Add** before your file has completely uploaded. Wait until the green loading bar on your file name has completed loading, and then click **Add**.

This happens when you are uploading a large file or have a slow connection. Audio, video, and media rich PowerPoint presentations can result in large files.

Add a File - Brightspace Training 8/14/17 - Vanderbilt University   ×

There were 1 error(s) found in the information you submitted:
- Field is required. Select at least one file to upload.

Drop files here, or click below!

Upload

AUDIO 2 Hour U2.mp3 1...   ×

The green loading bar must finish before clicking Add.

Field is required. Select at least one file to upload.

Add   Back   Cancel

Still Having Problems? Here are Some Troubleshooting Tips:

1) Rename your file so that there are no spaces or special characters. Use only letters, numbers, and periods. Ex: ebrandonEssay2.pdf
2) Use Chrome as your browser - it has proven to be most compatible with Brightspace.
3) Clear cache/cookies
4) Close your browser application and re-open new windows
5) Check if you need to install updates to your browser or OS
6) Restart your computer