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**A sampling of help ticket knowledge base entries I wrote:**

Uploading videos is a time-consuming process. Because your computer and the video servers need to remain connected reliably (sometimes for hours), the likelihood of problems is increased.

The following guidelines will increase your chances of success:

- 1) A faster connection is preferred for video file uploads, even if it means a trip to a public library, coffee shop or county office.
- 2) A wired connection will usually be more stable than a wireless connection.
- 3) Minimize your use of the internet during the uploads, especially video chatting.
- 4) Pre-compressing videos (with HandBrake software or similar) can greatly reduce file size and expedite the upload.  
*etc...*

You don't currently have a site mentor/master teacher assigned in the database. Until you do, none of your experience can be verified.

It is your faculty and/or regional office's responsibility to enter the site mentor/master teacher data. You can help the process by sending your faculty any teacher info you have (name and email address, for starters).

Your site mentor/master teacher account is set up correctly, with a valid email address. The verification emails are likely being rejected.

Unfortunately, the rejected emails are not something we can control--they are usually bounced due to very tight security at the school or district level. (Our emails don't even make it to the teacher's spam folder.)

If our domain (calstateteach.net) is added to the teacher's "whitelist", our emails should get through. The process for this differs from system to system, and it may be too much to ask of the teachers.

It's often easier to just request the teachers' personal email and put that in the database instead. Even then our messages may get rejected depending on their personal email settings.

This is where the VERIFY IN-PERSON tool comes in. The site mentor creates and enters their own PIN on their first use of the VERIFY IN-PERSON tool.

As a last resort, use the MANUAL VERIFICATION REPORT link at the bottom of your CE timesheet. Print the report and have your site mentor initial and sign it. Then return the report to your regional office.