Effective March 2024

AP® Digital Audio Capture (DAC) App Troubleshooting

Resolving Duplicate Files and Exporting

This document provides assistance to AP coordinators or authorized staff who have received an email informing them they have duplicate files to resolve.

Contents

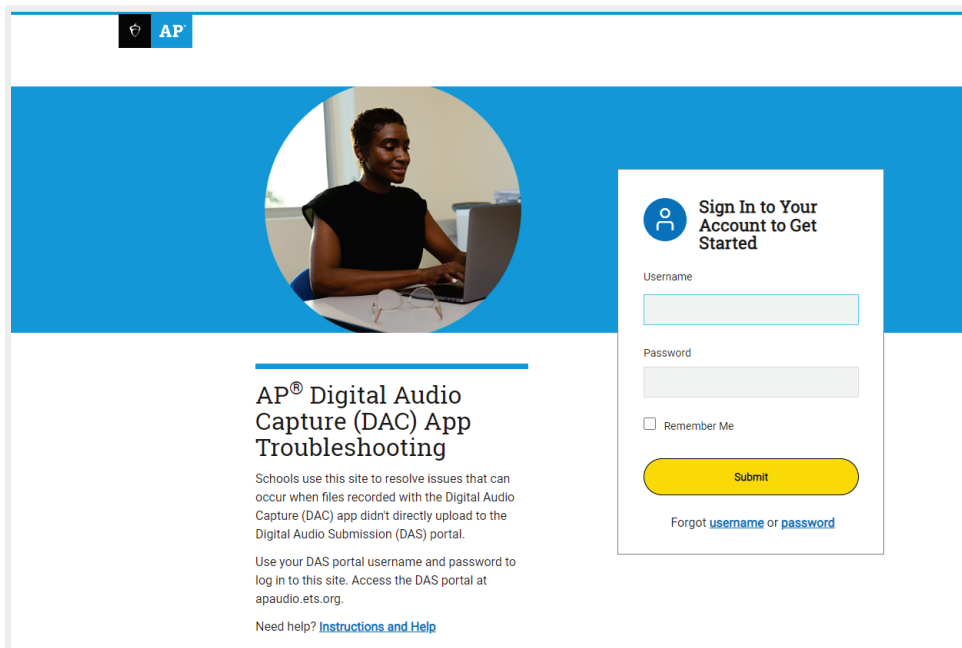# Resolving Duplicate Files and Exporting

This document explains how to resolve files that were uploaded from the DAC app with the same AP ID. When this occurs, AP coordinators and/or authorized staff will receive an email informing them there are duplicate files they must address. The DAS portal will also display an alert on the Home page if there are duplicate files to resolve. Duplicate files must be resolved before they can be exported to the Digital Audio Submission (DAS) portal.

Hardware/Software Requirements

- DAS portal username and password
- A computer (Mac® or PC) with access to the internet
- Supported web browser:
  - Firefox 120
  - Google Chrome 120
  - Microsoft Edge 120
  - Safari 17.1

Logging in to the DAC File Troubleshooting Site

1. AP coordinators or authorized staff must log in to the DAC File Troubleshooting Site (**apaudio.ets.org/apas-dac)** using their DAS portal **Username** and **Password**.

Evaluating Duplicate Files

2. On the **Home** page you'll see a duplicate file warning. Click **here** to resolve.

3. A pop-up window will open prompting you to resolve duplicate files. Follow the instructions on the page and perform the appropriate action required for each set of duplicates.

If you have duplicate files that do not match any of the actions listed on the page, contact **AP Services for Educators**.

4. You must listen to the files and select an action for each from the drop-down menu in the **Choose Action** column. You must select **Keep**, **Delete**, or **Change AP ID** for each file. You can also download and merge files, see **Merging Files**.

Choosing **Change AP ID** prompts you to change the AP ID in the last column of the table.

When you've selected an action for <u>each</u> file, click **Accept**. The **Accept** button only becomes active after you've selected an action for each file.

5. After clicking **Accept**, a pop-up will open asking you to confirm your actions. Follow the instructions in the pop-up and select either **Cancel** or **Accept**. You will not see this pop-up again if you select **Cancel**.

6. If you have more than one set of duplicates to resolve, you will be presented with the next set once you click **Accept**. Repeat the process until no more duplicate sets are presented.

7. Once duplicate files are resolved, the site returns to the **Home** page. The file(s) you chose to keep should automatically upload to the DAS portal. If any file(s) you chose to keep appear in the Uploaded Files table, click **Export to DAS**.
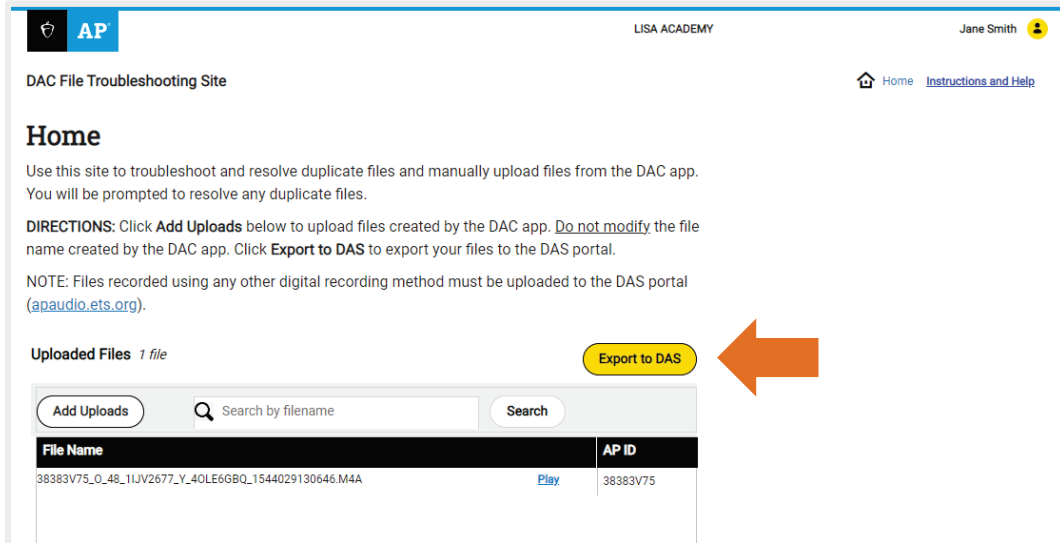
8. The site will confirm your files have been successfully exported to the DAS portal. At this point, you will be prompted to go directly to the DAS portal to submit your files. Click **Log in to DAS portal** in the pop-up message. See **Completing File Submission in the DAS Portal**.
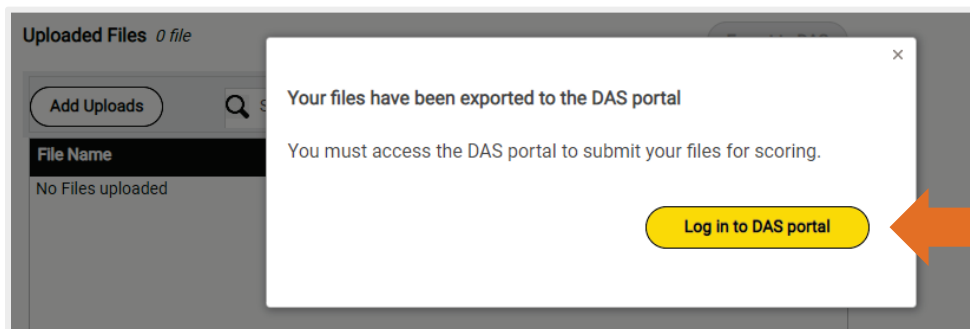
Merging Files

Each student's responses must be recorded and submitted as a single file. If you have duplicate files because a student has recorded multiple files instead of a single file, follow the steps below to merge the files.

1. Create a folder on your computer with the exam year, subject, and form letter in the name.

2. Then click on each file name and download the files to the folder you created. Files will begin downloading automatically.

Take the appropriate action for your browser to save the files to your folder:

— **Chrome**: The file will download to the computer's **Downloads** folder without opening a dialog box. To use the "Save As" dialog box feature for Chrome, activate "Ask where to save each file before downloading" in **Settings**>**Advanced**>**Downloads**.

— **Firefox**: A pop-up window will open automatically with options to open or save. Select **Save File**.

— **Edge**: The file will download to the computer's **Downloads** folder without opening a dialog box.

— **Safari**: The file will download to the computer's **Downloads** folder without opening a dialog box.

Reminder: Do not make any changes to the file name.

3. After the files have downloaded, you must delete them from this site by selecting the **Delete** action and clicking Accept.

4. Merging two or more audio files will require specialized audio editing software. Contact your school's IT staff if you need technical assistance to merge the files.

5. After merging the files, they are ready to be uploaded to the DAS Portal.

Note: Files created by the DAC app must be uploaded to this DAC Troubleshooting site and then exported to the DAS portal, see step 6. Files created by other recording methods can be uploaded directly to the DAS Portal. See **Completing File Submission in the DAS Portal**.

6. On the **Home** page of this site, click **Add Uploads** to select and upload your file. This opens a search window.
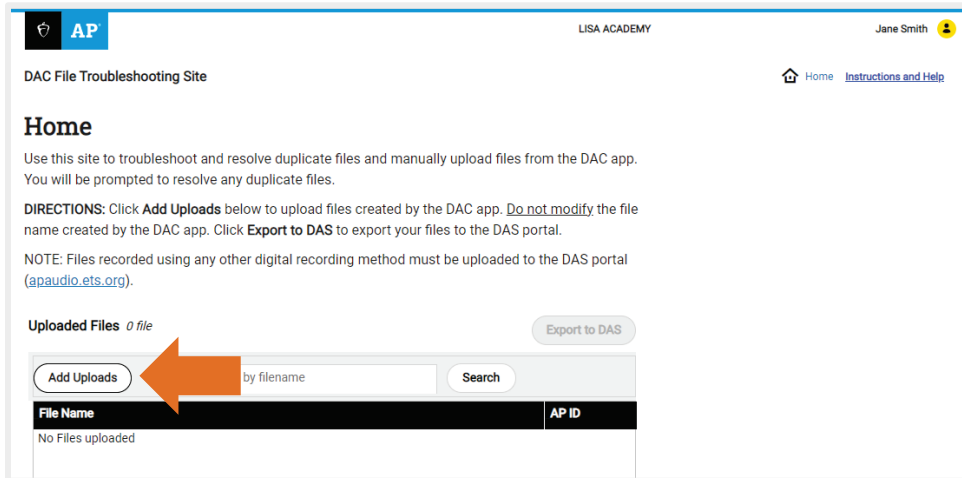
7. Navigate to your file location, select your file in the pop-up window, and click **Open**.
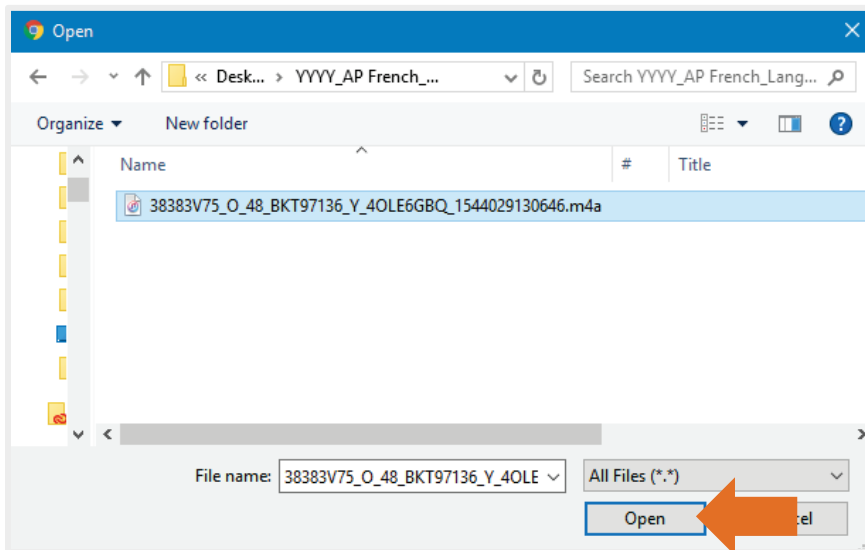
Find your uploaded file on the Home page in the **Uploaded Files** table.

You will now see an AP ID column in the table, and a Search field above the table. On the right pane of the page is an Upload Status table, and above the table is the active **Export to DAS** button.

Upload additional files by clicking **Add Uploads** again.

8. If your file did not upload and you receive an error message, contact AP Services for Educators for assistance.

9. After your file has been uploaded successfully, click **Export to DAS**.

10. The site will confirm your files have been successfully exported to the DAS portal. At this point, you will be prompted to go directly to the DAS portal to submit your files. Click **Log in to DAS portal** in the pop-up message. This will log you out of the DAC File Troubleshooting Site. You cannot toggle back and forth between the two sites. See **Completing File Submission in the DAS Portal**.
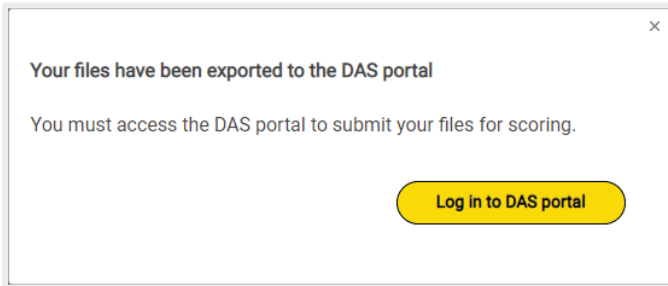
Note: If you sign out of the DAC File Troubleshooting Site before finishing all steps, any duplicate files will remain on the site until you return and complete the process. You may sign out of the DAC File Troubleshooting Site by clicking the user icon in the upper right corner of the page and then selecting **Sign Out** from the pop-up window.
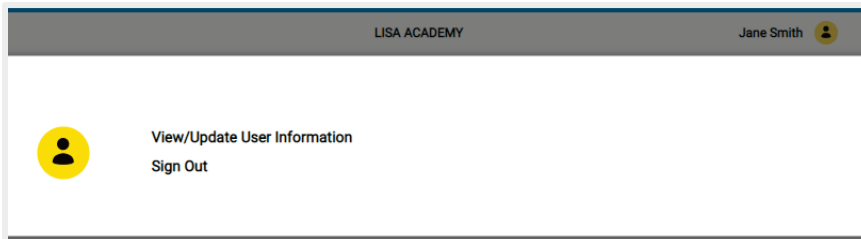
Completing File Submission in the DAS Portal

You must now submit your files for scoring from the DAS portal: **apaudio.ets.org**.
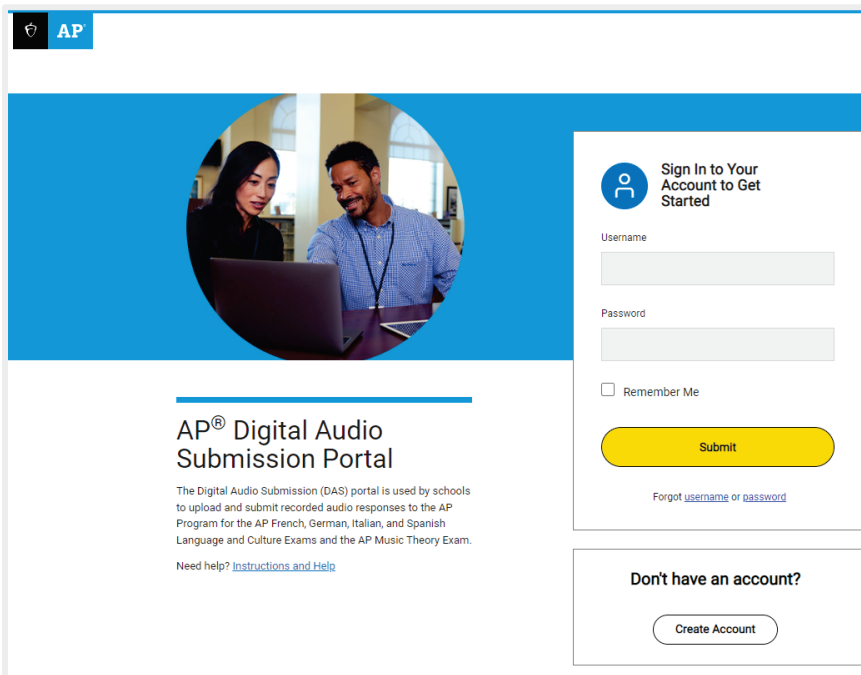
For instructions to submit files in the DAS portal, see the "Saving, Naming, Uploading, and Submitting Student-Response Files" section for the appropriate subject in the ***2023-24 AP Exam Instructions***.

DEADLINE: Files must be submitted for scoring from the DAS portal: **apaudio.ets.org**. All files should be submitted as soon as possible, preferably directly following the exam, but no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period. **Submitting files after this point could result in score delays**.

Because AP French, German, Italian, and Spanish Language and Culture teachers and AP Music Theory teachers **cannot** have any access to student recordings, these teachers are **not permitted** to have DAS portal accounts or any access to the DAS portal. Teachers can still serve as proctors for exams in a subject area other than the one in which they teach or have taught. (See page 130 in **Part 2** of the ***2023-24 AP Coordinator's Manual***.)

After the files have been successfully submitted in the DAS portal, the AP coordinator will receive a confirmation email. Once the files have been submitted and the confirmation email received, the files must be deleted from any computers. (**Note**: Retain the confirmation email for your records.)

Additional Help

If you have any questions about the DAC app, DAS portal access, upload, or submission process, call AP Services for Educators Monday–Friday at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781.

Return to Contents

About College Board

College Board reaches more than 7 million students a year, helping them navigate the path from high school to college and career. Our not-for-profit membership organization was founded more than 120 years ago. We pioneered programs like the SAT® and AP® to expand opportunities for students and help them develop the skills they need. Our BigFuture® program helps students plan for college, pay for college, and explore careers. Learn more at **cb.org**.