

Digital Media Portal (DMP)

Centre User Guidance

Version 2.0 - March 2026

This document outlines guidance for using the AQA Digital Media Portal to submit NEA evidence.

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1. Introduction

The Digital Media Portal (DMP) in Centre Services allows schools and colleges to upload audio recordings and supporting documents for examined components that require a submitted file as part of the assessment.

This guidance explains how to prepare your files, upload candidate work, record non-submissions, and complete the final submission so your files can be released to your AQA examiner.

2. Support and Contacts

If you need help after reading this guidance, please contact AQA:

- Webchat: available via [Centre Services](#)
- Email: eos@aqa.org.uk
- Phone: 0800 197 7162

More complex queries may be referred to the AQA Media Support team. AQA Media Support may also get in touch with you following submission if there are any issues with your files.

[FAQs](#) can be found at the end of this document.

3. Components Submitted via the Digital Media Portal

You'll need to use the AQA Digital Media Portal in Centre Services to submit NEA files for the following components:

- A-level Music performance (7272/P) and composition (7272/C)
- AS and A-level teacher conducted speaking tests in French, German and Spanish
- GCSE teacher conducted speaking tests in Bengali, Chinese (Mandarin), French, German, Italian, Modern Hebrew, Panjabi, Polish, Spanish and Urdu
- International speaking tests such as OxfordAQA English as a Second Language (9280/S), and International French (9265/S) and Spanish (9269/S)

The full 2026 component list is provided in [Appendix A](#).

This NEA is marked by AQA. If you have moderated files to submit please consult the Centre Marks Sample Submission guidance as samples for these components are uploaded in a different area of Centre Services.

4. Before you start

To use the Digital Media Portal, you must have:

- An AQA Centre Services account with “*Centre Admin*” or “*Centre User*” permissions
- Candidate entries fully processed for the relevant components
- Audio files and supporting documents saved in an accessible location on your computer or device
- Files labelled using the correct naming convention (see [section 5](#))

You must keep copies of all the files you upload to the Digital Media Portal. We may contact you in the event of a problem with the files you’ve submitted, and request you upload them a second time.

5. Preparing Your Files

File naming convention

All file names must follow this format:

centrenumber_component-code_candidatenumber

Examples:

- 16677_8698-SF_0001.mp3
- 16677_7272-P_0001 Performance 1.mp3

Rules:

- Use **underscores** (**_**) after the centre number and component code
- Component code must include a **hyphen** (**-**), not a forward slash (**/**)
- Use lowercase file extensions
- For music files requiring descriptions, add text after the candidate number

Following this convention ensures files automatically link to the correct candidate. The system will match the file name with the entry in the system on uploading the file. If this does not work, you will still have the opportunity to tag files manually.

Required files

For each candidate you may need to upload:

- Audio recording
- (For relevant components) copy of the Candidate Record Form – this can be scanned or completed digitally
- (For relevant components) any other supporting documentation relevant to the component (eg a music score)

Please refer to subject specifications on [our website](#) for each components’ documentation requirements.

6. Accessing the Digital Media Portal

Navigate to [Centre Services](#)

If you need support with accessing your Centre Services account, please contact AQA at eos@aqa.org.uk or 0800 197 7162.

1. From the Centre Services home page, open the main **Exams** menu:

The screenshot shows the AQA Centre Services website. At the top left is the AQA logo with the tagline 'Questions matter'. To the right are links for 'Messages' and 'Contact us'. Below the logo is a navigation menu with 'Pre-exams', 'Exams' (highlighted with a red box), 'Post-exams', 'Resources', and 'Key information'. The main heading is 'Welcome' followed by a dark blue banner for 'Centre Services'. Below this is a grey box stating: 'This is where you will find all of our essential Resources, Results services, Teacher Online Standardisation (T-OLS) and more.' A purple box contains a notice: 'AQA Education has obtained an Injunction preventing interference with public examinations. This notice is to alert you to the injunction, so that you are aware of it and can make submissions about it if you wish to do so. We have applied for a continuation of the injunction, to be considered at the Review Date hearing which will take place in April 2026.' Below this is 'Latest Subject News' with three items: 'GCSE Physical Education: specification updates for summer 2027', 'AS and A-level Business: Our new accredited specification for first teaching in September 2026', and 'GCSE History: Historic environment sites 2026-2028'. At the bottom right is a 'Let's chat' button.

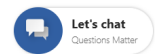
2. Then select **Exams** → **Digital Media Submissions Portal** → **Media Submission Dashboard**

The screenshot shows the AQA website with the 'Exams' menu item selected. A list of options is displayed, including 'Teacher assessed grade submission', 'Special consideration', 'Day of exam material', 'Script dispatch labels', 'Centre marks submission', 'Digital Media Submissions Portal' (highlighted with a red box), and 'Very late arrival process'. To the right of this list, the 'Media Submission Dashboard' option is highlighted with a red box, with a sub-link 'View Uploaded Files' below it.

Digital Media Submission Dashboard

The status column will display the number of students files have been uploaded for (non-submission candidates are included in this count), and how many students do not have a file uploaded.

Session*	Qualification	Subject
Select value	Select value	Select value
Component code	Component name	
Enter code	Enter name	
<input type="button" value="Search"/>	<input type="button" value="Clear"/>	



3. Select the relevant exam **Session**.

Digital Media Submission Dashboard

The status column will display the number of students files have been uploaded for (non-submission candidates are included in this count), and how many students do not have a file uploaded.

Session*	Qualification	Subject
June 2026	Select value	Select value
June 2026	Component name	
Component code	Enter name	
Enter code		
<input type="button" value="Search"/>	<input type="button" value="Clear"/>	

You can select **Search** to see all Digital Media Portal components for your school/college. This will give you an overview of all components you have entries for.

Or, you can refine the search by entering other criteria, such as qualification, subject, component code or component name before pressing **Search**

Session*
June 2025

Qualification
Select value
GCSE

Subject
Select value

Component code
Enter code

Search Clear

The dashboard list will appear. In the below image, the example centre has entries for one component.

Session*
June 2026

Qualification
Select value

Subject
Select value

Component code
Enter code

Search Clear

Showing 1-1 of 1 results Show 20

Qualification	Subject	Component Code	Component Name	Status	Steps to Submit
OXG	English	9280/S	ENGLISH AS A SECOND LANG SPEAKING	175 Remaining	1. Upload File 2. Record Non Submission 3. Final Submission

Let's chat
Questions Matter

You will also see a banner message with guidance around the dashboard list:

The status column will display the number of students files have been uploaded for (non-submission candidates are included in this count), and how many students do not have a file uploaded.

Banner Message Tip: the status column will display the number of students files have been uploaded for (non-submission candidates are included in this count), and how many students do not have a file uploaded.

In the below example, 175 candidates remain/do not have a file or non-submission recorded against them:

The screenshot shows the AQA Digital Media Submission Dashboard. At the top, there is a navigation bar with the AQA logo and the tagline 'Questions matter'. Below this, there are tabs for 'Pre-exams', 'Exams', 'Post-exams', 'Resources', and 'Key information'. The main heading is 'Digital Media Submission Dashboard'. There are several filters: 'Session*' (June 2026), 'Qualification' (Select value), 'Subject' (Select value), 'Component code' (Enter code), and 'Component name' (Enter name). There are 'Search' and 'Clear' buttons. Below the filters, it says 'Showing 1-1 of 1 results' and 'Show 20'. The table has the following data:

Qualification	Subject	Component Code	Component Name	Status	Steps to Submit
OXG	English	9280/S	ENGLISH AS A SECOND LANG SPEAKING	175 Remaining	1. Upload File 2. Record Non Submission 3. Final Submission

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4. On the right-hand side of the dashboard, alongside each component, the **Steps to Submit** heading outlines three options

The screenshot shows the AQA Digital Media Submission Dashboard. At the top, there is a navigation bar with the AQA logo and the tagline 'Questions matter'. Below this, there are tabs for 'Pre-exams', 'Exams', 'Post-exams', 'Resources', and 'Key information'. The main heading is 'Digital Media Submission Dashboard'. There are several filters: 'Session*' (June 2026), 'Qualification' (Select value), 'Subject' (Select value), 'Component code' (Enter code), and 'Component name' (Enter name). There are 'Search' and 'Clear' buttons. Below the filters, it says 'Showing 1-1 of 1 results' and 'Show 20'. The table has the following data:

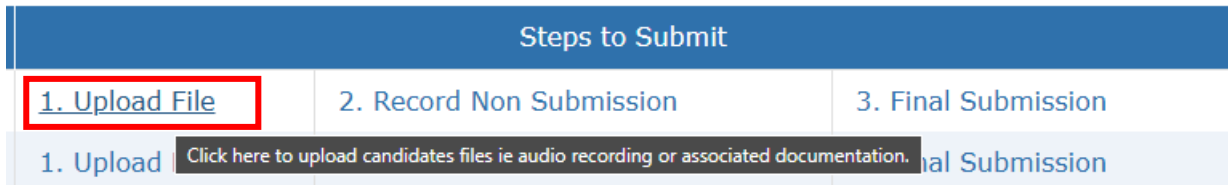
Qualification	Subject	Component Code	Component Name	Status	Steps to Submit
OXG	English	9280/S	ENGLISH AS A SECOND LANG SPEAKING	175 Remaining	1. Upload File 2. Record Non Submission 3. Final Submission

Page 1 of 1

The next sections of the guidance will take you through preparing your files and the 3 steps to submit candidate work.

7. Step 1: Uploading Files

1. In the “Steps to Submit” column, select **1. Upload File**



2. The **Upload File** screen will display.

You can **1** upload new files, **2** edit which candidates are tagged to previously uploaded files, and **3** delete files that have been uploaded if needed.

Exams / Digital Media Submission Portal / Upload Files Help

Upload Files

Session: June 2026 | Qualification: OXG | Subject: English

Component code: 9280/S | Component name: ENGLISH AS A SECOND LANG SPEAKING

[Back](#)

Upload file (Maximum 50 files can be uploaded at a time) **1**

Browse [Browse](#)

[Upload](#)

Showing 1-1 of 1 results Show 20

Uploaded File Link	Associated Candidates	Upload Status	Upload Status Description	Action
test.txt	No Candidates Tagged	Uploaded	Step 5 of 5 - Upload complete. Please remember to confirm and submit your files to AQA.	Edit Candidates Delete File

2 **3** Page 1

[Let's chat](#)
Questions Master

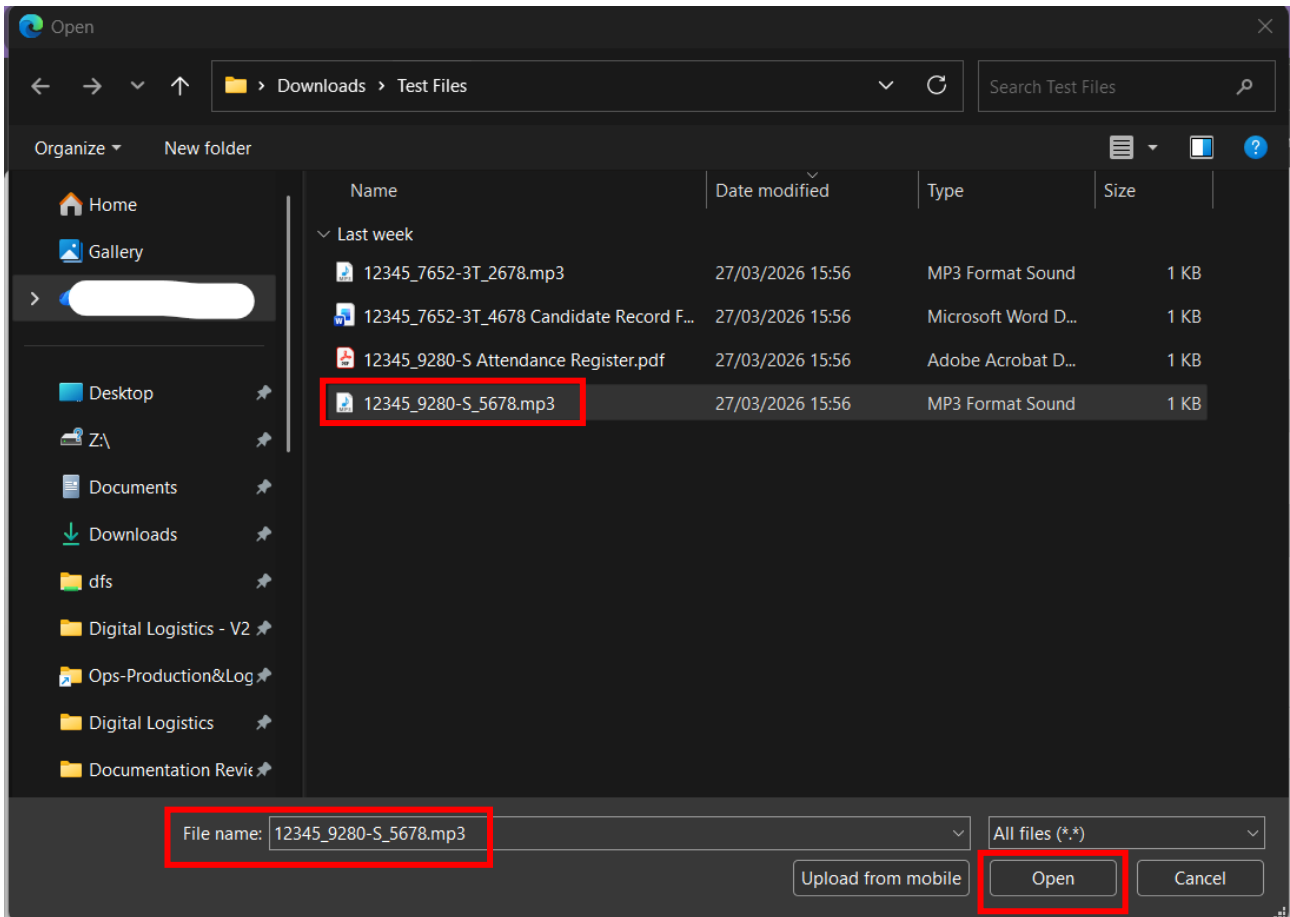
3. Click **Browse** to view the drives and files on your PC:

Upload file (Maximum 50 files can be uploaded at a time)

Browse [Browse](#)

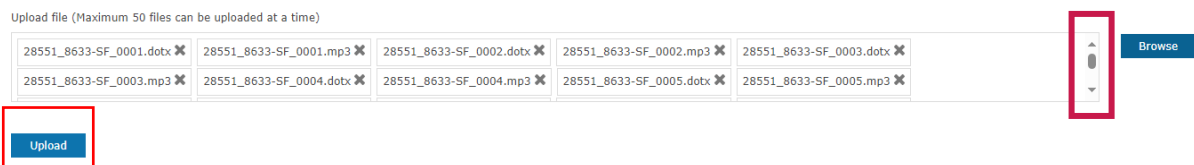
[Upload](#)

4. Navigate to the location where the files are saved, select up to 50 files and click **Open**.



5. The files you selected in the previous step will appear in the field next to the **Browse** button. You can use the scroll bar at the side of the **Browse** field to check selected files if there are more than 10.

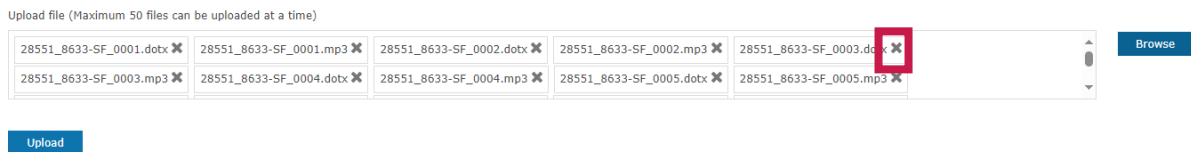
Click **Upload** to upload your files to the portal



6. If you attempt to upload a file that is a **duplicate** the following banner will appear:

You have selected duplicate/previously uploaded files to upload (listed here) if these files are different, please rename and try again (28551_8633-SF_0001).
You have selected duplicate/previously uploaded files to upload (listed here) if these files are different, please rename and try again.

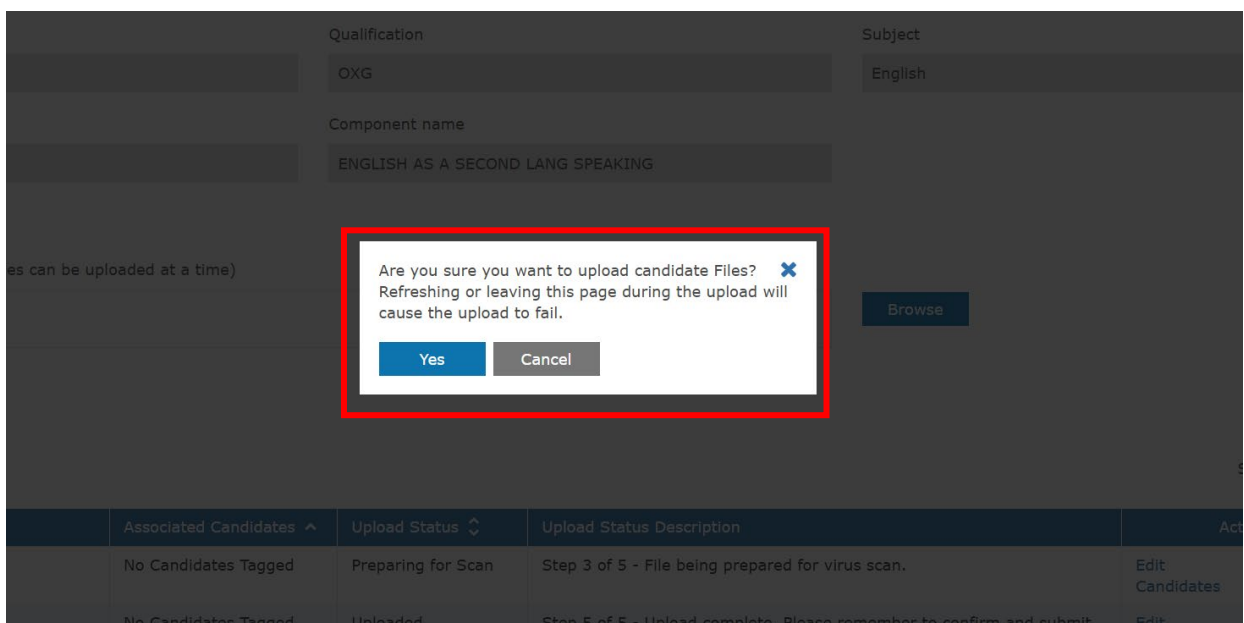
At this point you should delete the duplicate files listed in order to continue uploading. If the file is one you've just selected you can delete from the **Browse** field by clicking the **X** next to the file



You can delete any previously uploaded files further down the page by using the action column and clicking **Delete File**:

	Action
Edit Candidates	Delete File
Edit Candidates	Delete File
Edit Candidates	Delete File

7. Click **Upload** and confirm you wish to proceed:



8. Files will pass through several stages at this point, on screen:

Step 1 of 5 – File is queued for upload

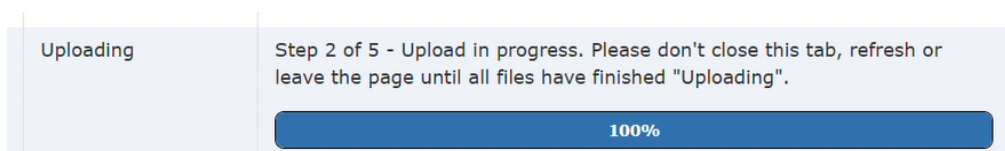
Your computer notifies the portal it wants to upload a file. The file is queued for upload. At this stage, you should not close the tab, refresh, or leave the page until the files have reached step 3.

If there are issues with your upload, you may see the following error messages:

Error Message	<i>What does the error message say?</i> An error/issue with your network occurred. Please try to resume the upload or contact us if the issue continues.
Error Message	<i>What does the error message say?</i> An AQA server error occurred. Please try to resume the upload or contact us if the issue continues.

Step 2 of 5 – Upload in progress

Files will appear with a status bar showing upload progress:



It may take some time for files to complete uploading depending on your internet connection and the size of the files. For advice about long file upload time see the [FAQ on this topic](#).

If file uploads are taking considerably longer than expected, please contact us.

You should not close the tab, refresh, or leave the page until the files have reached step 3.


If there are issues with your upload, you may see the following error message:

Error Message	<i>What does the error message say?</i> File upload failed. Please check your file and try again or contact us if the issue continues.
----------------------	---

Step 3 – File being prepared for virus scan

Once your file reaches stage 3, you can change tabs or refresh without your upload failing.

At this stage, the AQA system has your files and runs a short virus scan:

Upload Status 	Upload Status Description
Preparing for Scan	Step 3 of 5 - File being prepared for virus scan.

If there are issues with your upload, you may see the following error message:

Error	<i>What does the error message say?</i>
Message	Virus scan failed. Please check your file and try again or contact us if the issue continues.

Step 4 “Preparing for Final Upload”

Depending on the type of files uploaded, step 4 will show some, or all, of the following statuses:

- Step 4 of 5 – Virus scan completed, transcode pending.
- Step 4 of 5 – Virus scan passed. File being prepared for final stages.
- Step 4 of 5 – File is being copied to media storage.


Transcoding makes your files compatible with the document and media viewers used by AQA and our examiners to mark your candidate files.

If there are issues with your upload, you may see the following error message:

Error	<i>What does the error message say?</i>
Message	Final processing failed. Please check your file and try again or contact us if the issue continues.

Step 5 “Uploaded”

Your file has progressed through all upload stages:

Upload Status 	Upload Status Description
Uploaded	Step 5 of 5 - Upload complete. Please remember to confirm and submit your files to AQA.

Once the progress bar closes for all your files you can navigate away. You are able to **Browse** for more files while the progress bar is on screen.

9. When all your files are uploaded, if the file naming convention is correct, candidate tags appear automatically:

Uploaded File Link ↕	Associated Candidates ↕
28551_8633-SF_0001.dotx	0001
28551_8633-SF_0001.mp3	0001
28551_8633-SF_0002.dotx	0002
28551_8633-SF_0002.mp3	0002

Manually adding or removing tagged candidates

1. You may manually add or remove tags using **Edit Candidates** in the Action column:

Uploaded File Link ↕	Associated Candidates ▼	Upload Status ↕	Upload Status Description	Action
28551_8633-SF_.dotx	No Candidates Tagged	Uploaded	Media file is successfully uploaded	Edit Candidates Delete File

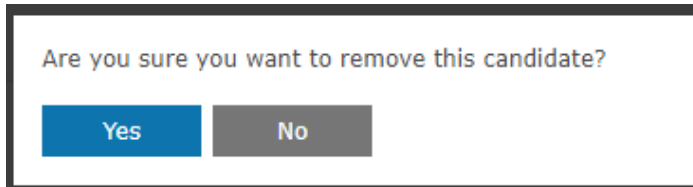
2. Select a candidate by clicking on the checkbox next to their name in the table.

Tip: A 'greyed out' checkbox represents that a candidate has been flagged as a non-submission. 'Non-submissions' are covered in the 'Recording a non-submission' section

<input type="checkbox"/>	Candidate Number ▼	Surname ↕
<input type="checkbox"/>	0001	CRAWFORD
<input type="checkbox"/>	0002	STEVENSON

3. You can remove an incorrect candidate tag by clicking **Remove** in the Action column or by deselecting the checkbox next to the candidate in the upper table.

When removing a tagged candidate you will be presented with a warning to confirm removal:



4. Click "Save" when the correct candidate(s) have been tagged.

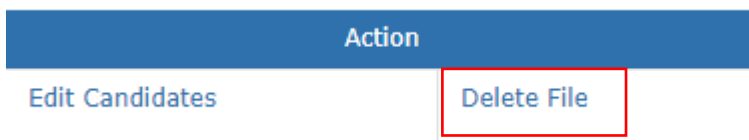
Candidates Selected

Candidate Number	Surname	Forename	Action
0002	STEVENSON	ALICIA	Remove

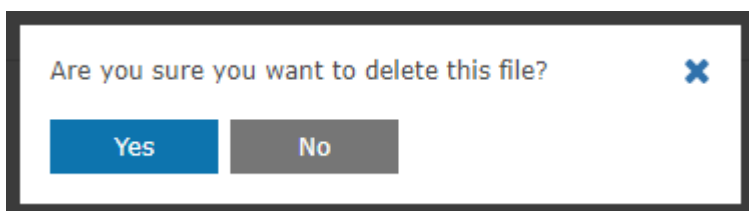
Save

Deleting a file

1. To delete an unwanted file, select **Delete File** from the **Action** column:



2. A message will ask you to confirm the file deletion



8. Step 2: Recording a Non-Submission

All candidates must have either a file or a non-submission recorded. If no file is being submitted for a candidate, you will need to record the reason in the Digital Media Portal.

The current non-submission reasons are:

- Absent
- Marks carried forward
- Submitted on another platform*
- Missing submission*
- Exempt**

*You need to contact AQA for further instructions before assigning candidates with this non-submission reason.

**For candidates marked with this reason, as well as recording non-submissions in the Digital Media Portal, you must make sure the [special consideration](#) process is followed in the usual way.

1. From the **Media Submission Dashboard** select **2. Record Non Submission**

Exams / Digital Media Submission Portal / Media Submission Dashboard Help

Digital Media Submission Dashboard

Session* Qualification Subject

Component code Component name

Showing 1-10 of 10 results Show 20

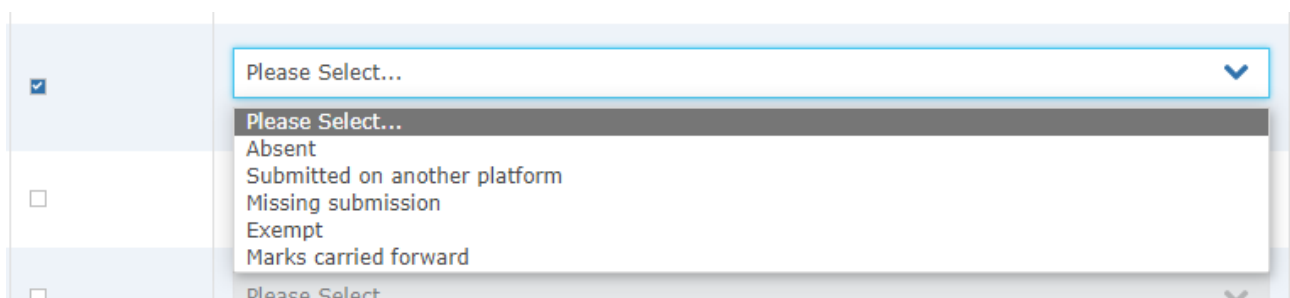
Qualification	Subject	Component Code	Component Name	Status	Steps to Submit		
GCSE	Chinese (Mandarin)	8673/SH	CHINESE SPEAKING TEST TIER H	1 Uploaded 0 Remaining	1. Upload File	2. Record Non Submission	3. Final Submission
GCSE	French	8658/SF	FRENCH SPEAKING TEST TIER F	2 Remaining	1. Upload File	2. Record Non Submission	3. Final Submission
GCSE	French	8658/SH	FRENCH SPEAKING TEST TIER H	4 Remaining	1. Upload File	2. Record Non Submission	3. Final Submission

2. Select the candidate you'd like to record as a non-submission. You'll only be able to record a candidate as a non-submission if they're not already tagged to an uploaded file.

Tip: You can check the status column to see how many files the candidate has been tagged to.

3. Choose a reason from the dropdown:

- **Absent**: candidate did not sit exam, this absence must also be reflected on the uploaded attendance register
- **Marks carried forward**: candidate is carrying forward a mark from a previous exam series
- **Submitted on another platform**: this status can only be used with AQA approval. Please contact us to begin the process.
- **Missing submission**: this status can only be used with AQA approval. Please contact us to begin the process.
- **Exempt**: candidate has approved special consideration in advance of submission date



A screenshot of a web interface showing a table with a dropdown menu open. The dropdown menu lists the following options: "Please Select...", "Absent", "Submitted on another platform", "Missing submission", "Exempt", and "Marks carried forward". The first row of the table has a checked checkbox, and the second row has an unchecked checkbox.

4. Select **Save** to save your changes



A screenshot of a web interface showing a form with a "Save" button highlighted in a red box. The form contains several input fields and a dropdown menu.

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5. Saved changes will be confirmed by a green banner message.



[Pre-exams](#) | [Exams](#) | [Post-exams](#) | [Resources](#) | [Key information](#)

Record has been successfully saved.

[Home](#) / [Exams](#) / [Digital Media Submissions Portal](#) / [Media Submission Dashboard](#) / [Record Non Submission](#)

9. Step 3: Final Submission and Centre Documentation

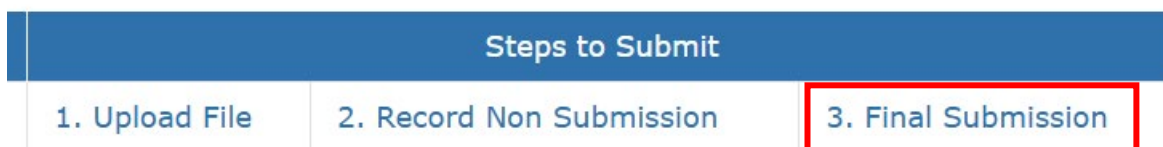
Once all candidates in a cohort have either been tagged to at least one file, or have a recorded non-submission reason, you will be able to final submit the files to us for marking. We'll ask you to confirm that all files have been uploaded and tagged correctly before the files are submitted.

Once a final submission is made you will no longer be able to upload or tag files.

Additionally, before final submitting, we ask you to upload any whole centre or whole cohort documentation relevant to the component, for example, attendance registers.

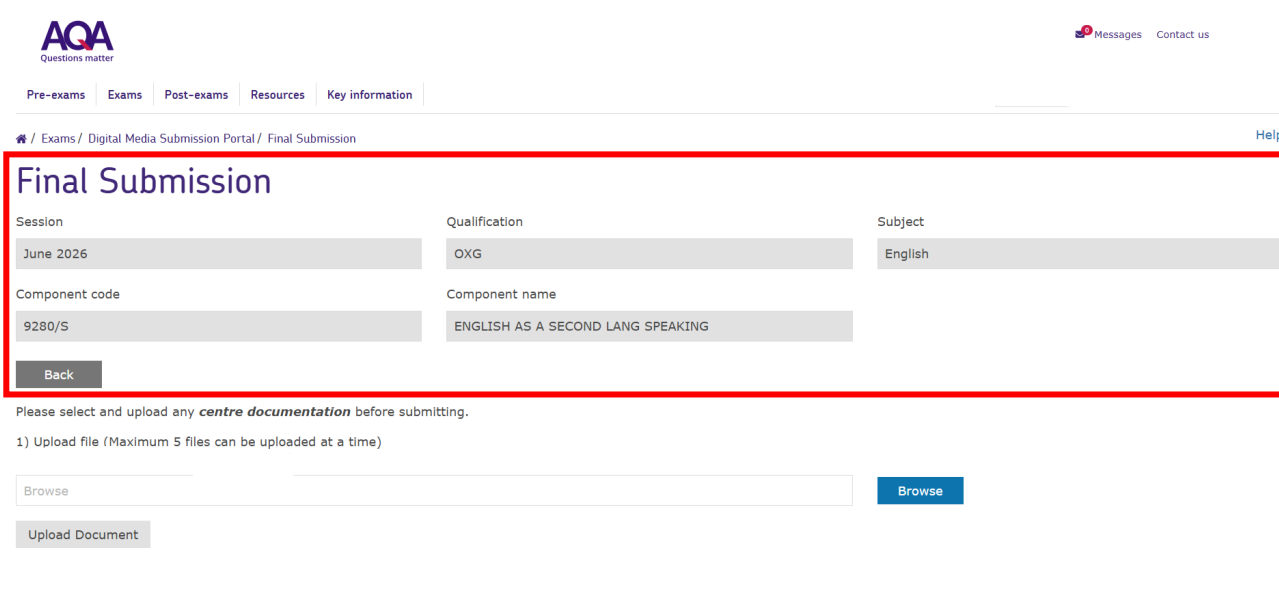
Until you complete a final submission, your files will not be accessible by your allocated AQA examiner. Therefore it's very important you complete this final step to ensure your candidates' files are markable.

1. From the **Digital Media Submission Dashboard** and select **3. Final submission**:



2. The **Final Submission** screen will load.

Ensure the details are correct, including component code, for the work you wish to submit:



AQA
Questions matter

Pre-exams | Exams | Post-exams | Resources | Key information | Messages | Contact us

Exams / Digital Media Submission Portal / Final Submission | Help

Final Submission

Session	Qualification	Subject
June 2026	OXG	English
Component code	Component name	
9280/S	ENGLISH AS A SECOND LANG SPEAKING	

[Back](#)

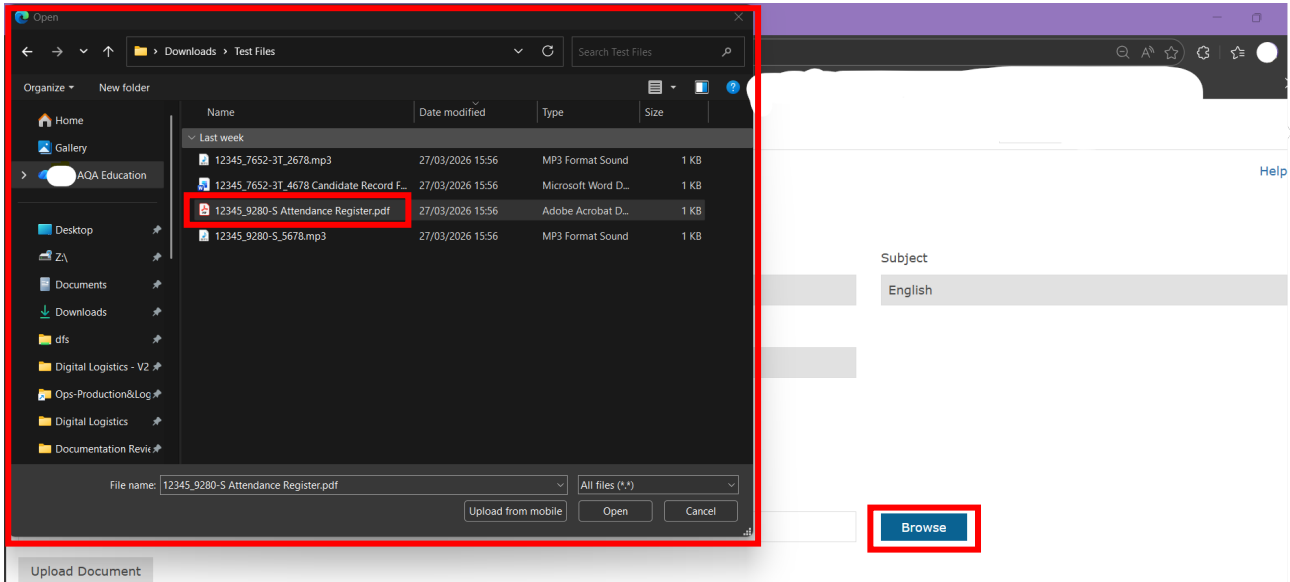
Please select and upload any **centre documentation** before submitting.

1) Upload file (Maximum 5 files can be uploaded at a time)

[Browse](#)

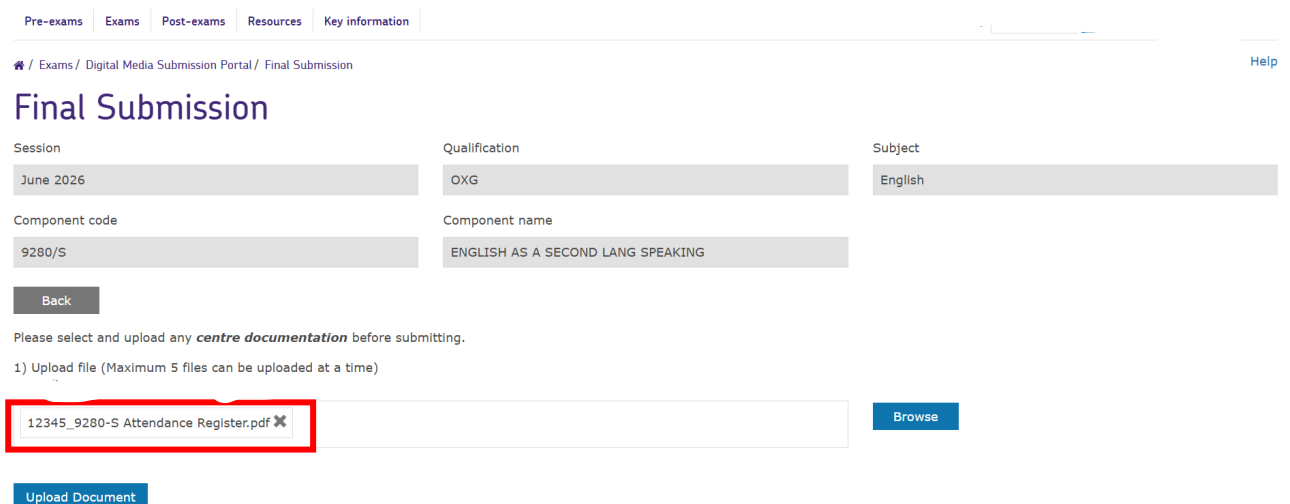
[Upload Document](#)

3. To proceed you will need to upload at least one centre document, such as an attendance register. To upload click the **Browse** button to access the drives and files on your PC



4. Select the centre documents you wish to upload and click **Open**. The selected file will appear in the 'browse' field. The cross can be used to remove a file if selected in error.

Tip: A maximum of five files can be uploaded at one time. Files names can be a maximum of 50 characters.



5. Click Upload Document

Pre-exams Exams Post-exams Resources Key information

Home / Exams / Digital Media Submission Portal / Final Submission [Help](#)

Final Submission

Session: June 2026
Qualification: OXG
Subject: English

Component code: 9280/S
Component name: ENGLISH AS A SECOND LANG SPEAKING

[Back](#)

Please select and upload any **centre documentation** before submitting.

1) Upload file (Maximum 5 files can be uploaded at a time)

12345_9280-S Attendance Register.pdf [Browse](#)

[Upload Document](#)

6. The page will refresh, and similar to regular files you uploaded for candidates, the file will go through multiple file statuses (the below example the file is at Step 3):

Please select and upload any **centre documentation** before submitting.

1) Upload file (Maximum 5 files can be uploaded at a time)

[Browse](#) [Browse](#)

[Upload Document](#)

I confirm that all the files for this component are uploaded.

[Submit](#)

Showing 1-1 of 1 results Show 20

Uploaded File Link	Upload Status	Upload Status Description	Action
12345_9280-S Attendance Register.pdf	Preparing for Scan	Step 3 of 5 - File being prepared for virus scan.	Delete File

Page 1

After a short while, the file should show as completed:

Showing 1-1 of 1 results Show 20

Uploaded File Link	Upload Status	Upload Status Description	Action
12345_9280-S Attendance Register.pdf	Uploaded	Step 5 of 5 - Upload complete. Please remember to confirm and submit your files to AQA.	Delete File

Page 1

7. Once all the correct documentation is uploaded, click the checkbox to confirm:

Component code: 9280/S Component name: ENGLISH AS A SECOND LANG SPEAKING

Back

Please select and upload any *centre documentation* before submitting.

1) Upload file (Maximum 5 files can be uploaded at a time)

Browse Browse

Upload Document

I confirm that all the files for this component are uploaded.

Submit

Showing 1-1 of 1 results Show 20

Uploaded File Link	Upload Status	Upload Status Description	Action
12345_9280-S Attendance Register.pdf	Uploaded	Step 5 of 5 - Upload complete. Please remember to confirm and submit your files to AQA.	Delete File

Page 1

I confirm that all the files for this component are uploaded.

Submit

8. Select **Submit**

Files can only be submitted to AQA if:

- All file uploads are complete. If you've uploaded a file recently, the system may still be processing the file in the background. Please allow 15 minutes for this to complete before trying again.
- All candidates in the cohort are either tagged to at least 1 file, or recorded as not having a submission.

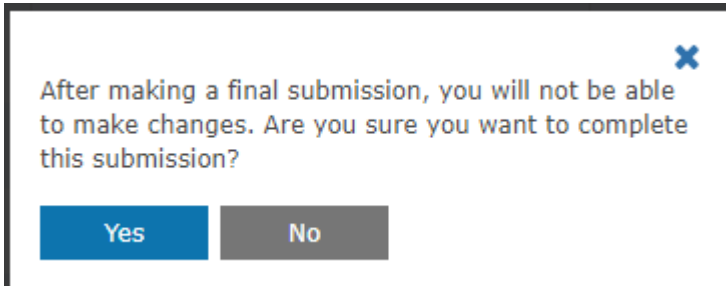
If either of these conditions are not met, you will see an error message:

Record cannot be submitted as an untagged candidate file(s) exists, and some or all of the candidates for the selected component are not tagged to an uploaded file or recorded as a non submission. ✖

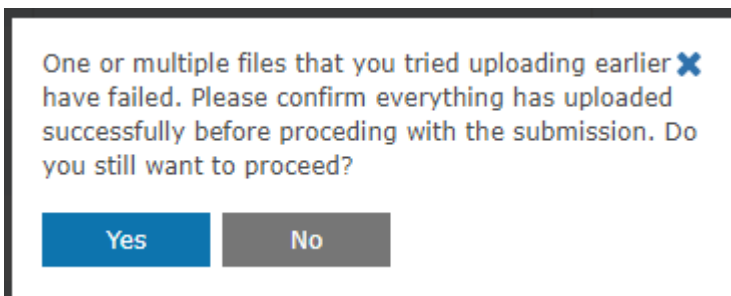
Record cannot be submitted as an untagged candidate file(s) exists, and some or all of the candidates for the selected component are not tagged to an uploaded file or recorded as a non submission.

Rectify this by going back and confirming all candidates have a file, any untagged files are tagged to a candidate, and all candidates with non submission reasons are recorded appropriately.

-
9. On clicking **Submit** the following pop up warning will appear to confirm whether the user would like to complete the submission:



10. If any previous uploads failed, you will be notified at this stage and asked to check that no files are outstanding. You can proceed with the submission by clicking **Yes**



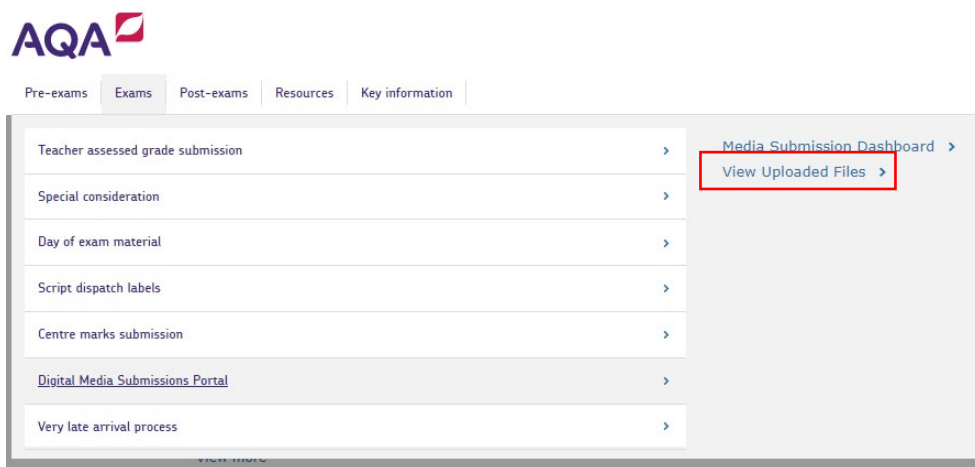
*Tip: If you're unsure which files failed previously, please close the reminder and navigate to the **Upload File** screen (see guidance in [section 10](#)). Check the **Upload Status** column to see which files were not uploaded successfully. Please make sure you attempt reupload of any failed files before proceeding.*

10. Viewing Uploaded Files

At any time, you can view previously uploaded files. This can be useful to go back and double check that files have been uploaded and tagged correctly.

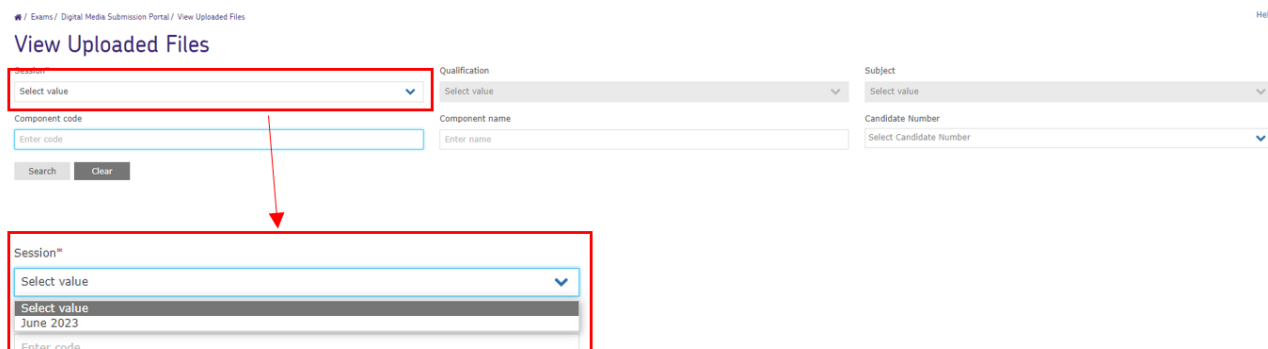
To access the full list of uploaded files in DMP:

1. From the Centre Services welcome screen, click on the Exams tab and select **Digital Media Submission Portal** followed by **View Uploaded Files**



2. Select a **session** from the dropdown. You can further refine your search by entering the qualification, subject, component, or candidate details

Tip: Searching only by Session can produce a large number of results. It's a good idea to enter another search parameter when possible.



3. Click **Search**

View Uploaded Files

Session*

Component code

[Search](#) [Clear](#)

4. The table will display showing the results of your search. To view a file, click the link in the **Uploaded File Link** column.

The candidates tagged to the file are visible in the “Associated Candidates” column

Subject	Component Code	Associated Candidates	Upload Status	Uploaded File Link
Bengali	8638/SF	View Associated Candidates	Submitted	Test-audio 1.mp3
Bengali	8638/SF	View Associated Candidates	Submitted	Test-audio 2.mp3
Bengali	8638/SF	0003	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 3.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 4.mp3
Bengali	8638/SF	0001	Uploaded	Test-audio 5.mp3
Bengali	8638/SF	0014	Uploaded	Test-audio 1.mp3
Bengali	8638/SF	0013	Uploaded	Test-audio 2.mp3
Bengali	8638/SF	0021	Uploaded	Candidate duplication video (2).pptx
Bengali	8638/SF	0021	Uploaded	TOLS MOLS Flow Chart v1.jpg

Recordings and audio files will open in a media player in a new tab of your browser. Document files will be downloaded onto your device to view in the relevant application.

11. Frequently Asked Questions (FAQs)

If you need support using the Digital Media Portal (DMP), the following FAQs may help. If your question isn't answered here, please get in touch with us.

1.1 How can I contact AQA for support with the Digital Media Portal?

You can contact us through:

- Webchat: via [Centre Services](#)
- Email: eos@aqa.org.uk
- Phone: 0800 197 7162

Our colleagues can help with most queries and will refer technical issues to our Media Support team if needed.

1.2 Which Centre Services accounts can access the Digital Media Portal?

The DMP is available to users with the following Centre Services accounts:

- Centre Admins
- Centre Users

If you're unsure whether you have the right permissions, please contact us.

If a teacher or colleague needs access, you can request this through Exams Officer Services.

2.1 How many files can I upload at once?

You can upload up to 50 files at a time.

All files must follow this naming format so the system can tag them automatically:

centrenumber_component-code_candidatenumbr

Example:

16677_8698-SF_0001.mp3

16677_7272-P_0001 Performance 1.mp3

Following the naming convention ensures faster uploads and correct tagging.

2.2 A student is missing when uploading or tagging a file.

You can only tag candidates for whom an entry has been made.

If the entry was added recently, allow some time for it to appear in the system.

If you think an entry may not have been processed correctly, please contact us.

2.3 A file I tried to upload hasn't worked. What should I do?

Uploads may fail if:

- Your internet connection drops
- You refresh or navigate away while uploads are in progress
- The file fails virus scanning
- The file is too large (over 6GB)
- The file format isn't supported

Try uploading the file again.

If it continues to fail, check the file meets the requirements listed in FAQ 4.1.

If the issue persists, please contact us.

2.4 Uploading is taking a long time.

Upload speeds depend on your internet connection.

As a guide, a 20MB audio file should upload in around 10 seconds on an 18 mb/s upload speed.

To improve speed:

- Use a location with a strong Wi Fi signal
- Avoid streaming/downloading other files at the same time
- Use a wired ethernet connection where possible

If uploads consistently take much longer than expected, contact us for help.

2.5 I'm having trouble viewing files in the media player.

Audio and video files open in your browser in a new tab.

If playback isn't working:

- Try using Google Chrome, if possible. It works best with the DMP
- If using Microsoft Edge or Apple Safari and you still have issues, switch to Chrome

Contact us if the problem continues

Document files (PDF, Word, etc.) download to your device and should be opened in the appropriate application.

3.1 I've recorded a candidate as a non submission. Do I still need to apply for special consideration?

Yes, if special consideration applies, you must still follow the [usual process](#).

Recording a non submission in the DMP only tells the system that no file will be uploaded.

3.2 I'm not able to submit using the Final Submission screen.

Before you can submit, both conditions must be met:

All candidates must be either:

- tagged to at least one uploaded file, or
- recorded as not having a submission

All file uploads must be fully complete, including background processing (transcoding and virus scanning)

If you recently uploaded any files, wait 15 minutes, then try again.

To check missing files:

- Go to Record Non Submission
- Look at the Status column
- A blank status means the candidate has no file or non submission recorded

3.3 I've already submitted but noticed an error. How do I fix it?

You can delete, upload, and retag files until you complete Final Submission.

After Final Submission, you'll need to contact AQA so we can unlock the submission for amendments.

3.4 Where do I upload attendance registers and centre-level documents?

These must be uploaded only on the Final Submission screen.

You don't need to tag candidates to these documents.

Once uploaded, tick the declaration and complete the submission.

Please note: After final submission, you will not be able to upload, delete, or retag any files.

3.5 Why can't I see my attendance register or centre-level documents in "View Uploaded Files"?

Files uploaded through the Final Submission stage (such as attendance registers) are not shown in the View Uploaded Files list after submission.

However, you can still view all candidate level files submitted through the Upload File screen.

Please ensure the correct documents are uploaded before you complete Final Submission.

4.1 What file types does the Digital Media Portal accept?

Documents:

CSV, DOC, DOCM, DOCX, DOTX, EML, MSG, ODP, ODS, ODT, PDF, POT, POTM, POTX, PPS, PPSX, PPT, PPTM, PPTX, RTF, TXT, VSD, VSDX, XLS, XLSB, XLSM, XLSX

Images:

AI, ARW, BMP, CR2, EPS, ERF, GIF, ICO, ICON, JPEG, JPG, MRW, NEF, ORF, PICT, PNG, PSD, TIF, TIFF

Video:

FLV, MP4, MXF, GXF, TS, PS, 3GP, 3GPP, MPG, WMV, ASF, AVI, ISMA, ISMV, DVR MS, MKV, WAV, MOV

Audio:

AMR, 3GA, M4A, M4B, M4P, M4R, M4V, AAC, MP2, MP3, WMA, WAVE, FLAC, OUS, OGG

File limits:

Maximum per file: 6GB

Maximum per upload batch: 50 files / approx. 50GB total

The portal does not accept Apple proprietary file types (e.g., .pages).

4.2 Which browsers are supported?

For best performance, use the latest versions of:

- Microsoft Edge (version 135 or newer)
- Google Chrome (version 135 or newer — recommended)

Older browser versions may not support all features.
If you experience issues in Edge or Safari, try using Chrome.
Contact us if problems persist.

4.3 What documents or files do I need to submit?

Please refer to the relevant subject specification for each component on the AQA website.
These confirm any required supporting documents.

Appendix A: List of Digital Media Portal Components for 2026

Below is a list of components that will need to be submitted using the Digital Media Portal. Any components not listed below will be submitted in the same way as previous years. Codes changed for 2026 are marked with an asterisk (*).

NEA components with AQA-assessed media submissions – Digital Media Portal			
Subject Name	Component Code	Level	Submission Type
French	7652/3T	A-level	Audio, documents
German	7662/3T	A-level	Audio, documents
Music	7272/C	A-level	Audio, documents
Music	7272/P	A-level	Audio, documents
Spanish	7692/3T	A-level	Audio, documents
French	7651/3T	AS	Audio, documents
German	7661/3T	AS	Audio, documents
Spanish	7691/3T	AS	Audio, documents
Bengali	8638/SF	GCSE	Audio
Bengali	8638/SH	GCSE	Audio
Chinese (Mandarin)	8673/SF	GCSE	Audio
Chinese (Mandarin)	8673/SH	GCSE	Audio
French	8652/SF*	GCSE	Audio
French	8652/SH*	GCSE	Audio
German	8662/SF*	GCSE	Audio
German	8662/SH*	GCSE	Audio
Italian	8633/SF	GCSE	Audio
Italian	8633/SH	GCSE	Audio
Modern Hebrew	8678/SF	GCSE	Audio
Modern Hebrew	8678/SH	GCSE	Audio
Panjabi	8683/SF	GCSE	Audio
Panjabi	8683/SH	GCSE	Audio
Polish	8688/SF	GCSE	Audio
Polish	8688/SH	GCSE	Audio
Spanish	8692/SF*	GCSE	Audio
Spanish	8692/SH*	GCSE	Audio
Urdu	8648/SF	GCSE	Audio
Urdu	8648/SH	GCSE	Audio
English As A Second Language	9280/S	International	Audio
French (International)	9265/S	International	Audio
Spanish (International)	9269/S	International	Audio