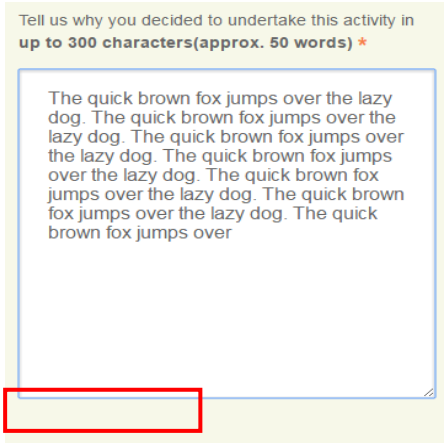
# School Gardening Awards Troubleshooting Guide

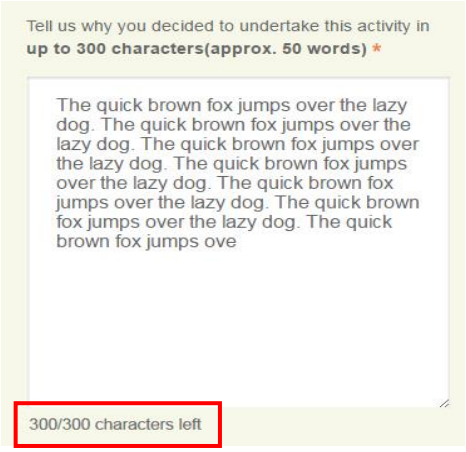
If you are having trouble uploading your School Gardening Awards evidence, please read the following document to see if you can resolve the issue. If you are still having difficulty or your issue doesn't appear below then please contact us at schoolgardening@rhs.org.uk.

**Issue:**
You are receiving the error message "Please enter text"
**OR**
Once you have clicked submit, the loading arrows keep spinning round and round for a long period of time

Have a look at the text evidence that you are submitting. Do the character counters look like either of the following?

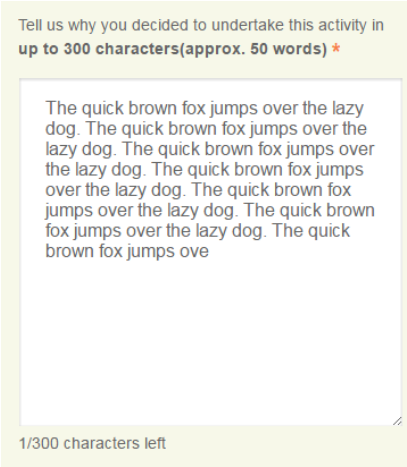



Where it has disappeared.




Where it is saying you have all of the characters left despite there being text in the box.

**Possible solution:** Try removing a few letters, spaces or symbols from the text, until the character counter shows that you have 1 or more characters left.




**Still having problems?**
Sometimes old internet browsers can cause the uploading process to fail. You may want to check you are using an up-to-date browser and if not, download the latest version.