



Photo Upload Instructions

Below are instructions for how to upload photos into the online questionnaire from a computer or mobile device. Photos should be uploaded to the online questionnaire at <https://fclwd.com/service-questionnaire/>

Photo Tips

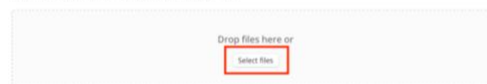
- Photo(s) must be either a .jpg or .png file type. If you took photos on an iPhone, your photos might be in a .HEIC format and will need to be converted prior to upload. You can convert the file on your computer or there are free converters available online
- Photos cannot be larger than 50 MB. If your photos are larger, you will need to reduce the file size. You can resize the file on your computer or there are free image resizers available online.
- Here’s how to check your file type and image size:
 - On a PC: right-click and select Properties. Then click the Details tab in the window that appears.
 - On a Mac: right-click and select “Get Info.” The Kind (file type) and size will be listed under General.

How to upload photos from your computer

- Make sure you have your photos saved in an easily accessible location on your computer such as your desktop, pictures, downloads, etc.
- From the online questionnaire, you have two options for uploading your photos:
 - Option 1: Click and Select
 - Click Select File

Upload up to 3 photos of where the water service line enters the house. Make sure your photos are clear and not pixelated or blurry. If the space where you are taking the photos is dark, please use your camera's flash. Please visit this link to better understand the photos needed and how to find them in your household: <https://apps.npr.org/find-lead-pipes-in-your-home/en/#intro>.

Check the pipe material where it enters through the floor or wall before the shutoff valve (see photo to the right for reference). If the material is identified as galvanized steel, please provide a photo with a magnet attached to the test area. If the pipe is coated in paint, please provide an up-close photo of the test area with a 1-inch portion of paint removed.



Accepted file types: jpg, png, Max. file size: 50 MB, Max. files: 3.

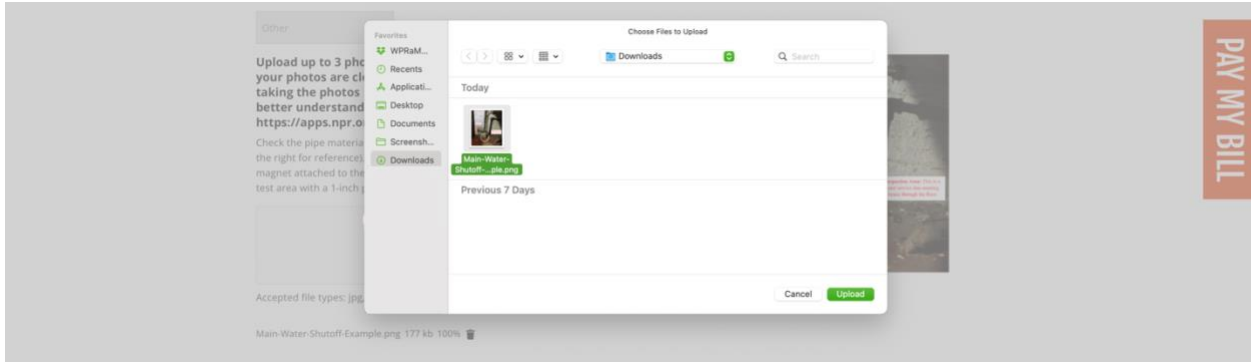


- Then navigate in your Finder/Windows Explorer window to where you saved the photos (desktop, pictures, download, etc.).

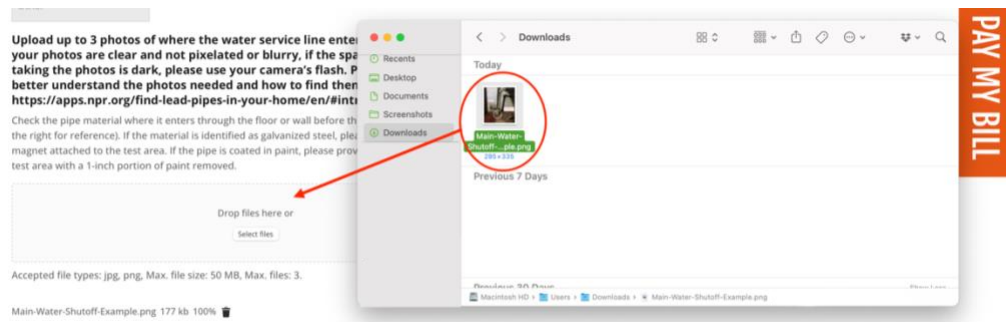


Photo Upload Instructions

- Click the photo(s) you want to upload and click "Upload."



- The photos will then be uploaded into the questionnaire.
 - Option 2: Drag and Drop
 - Open your Finder/Windows Explorer window and navigate to where you saved the photos (desktop, pictures, download, etc.).
 - Click and hold the photos you want to upload and drag them into the box in the questionnaire.



- The photos will then be uploaded into the questionnaire.
 - When photos have been successfully uploaded, you'll see a list of the photos uploaded under the upload box. If you wish to remove photos, click the trash can icon.

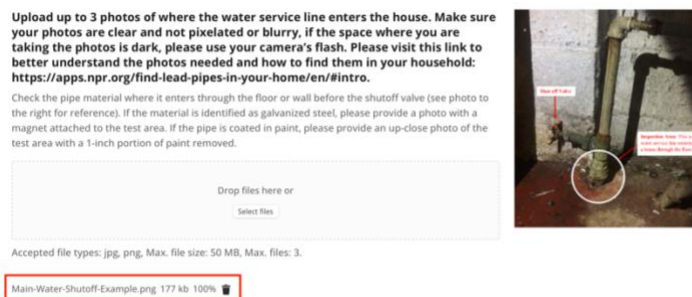




Photo Upload Instructions

- If a photo cannot be uploaded successfully, you'll receive an error message alerting you why the photo could not be uploaded. If you need help, please contact us at waterquality@fclwd.com or call (970) 226-3104 ext. 124.

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Drop files here or

Accepted file types: jpg, png, Max. file size: 50 MB, Max. files: 3.

1water-shut-off-valve-1920w.webp - This type of file is not allowed. Must be one of the following: jpg, png

PAY MY BILL

How to upload photos to the online questionnaire from your mobile device

- Make sure you have your photos saved in an easily accessible location on your phone.
- From the online questionnaire, tap Select Files.
- Then navigate to where you have the photos saved on your phone.
- Select the photos you want to upload, then click "Add."
- When photos have been successfully uploaded, you'll see a list of the photos uploaded under the upload box. If you wish to remove photos, tap the trash can icon.

