



Effective March 2025

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.

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Resolving Duplicate Files and Exporting

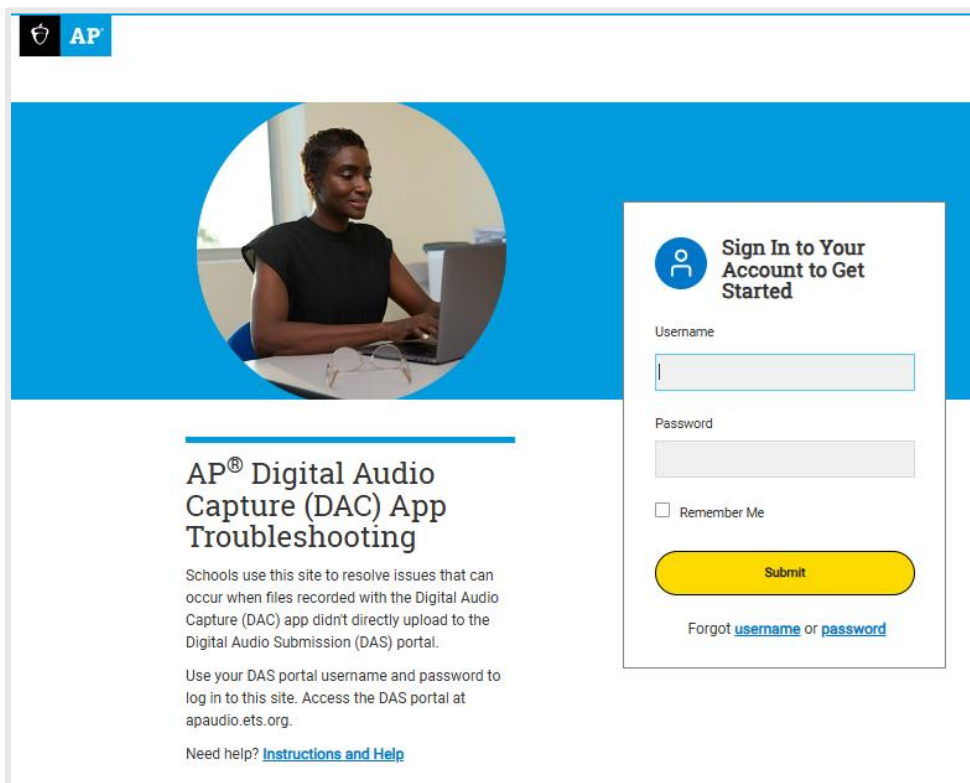
This document explains how to resolve files that were uploaded from the DAC app with the same AP ID. When this occurs, AP coordinators and/or authorized staff will receive an email informing them there are duplicate files they must address. The DAS portal will also display an alert on the Home page if 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 133
 - ♦ Google Chrome 131
 - ♦ Microsoft Edge 131
 - ♦ Safari 17.1

Logging in to the DAC File Troubleshooting Site

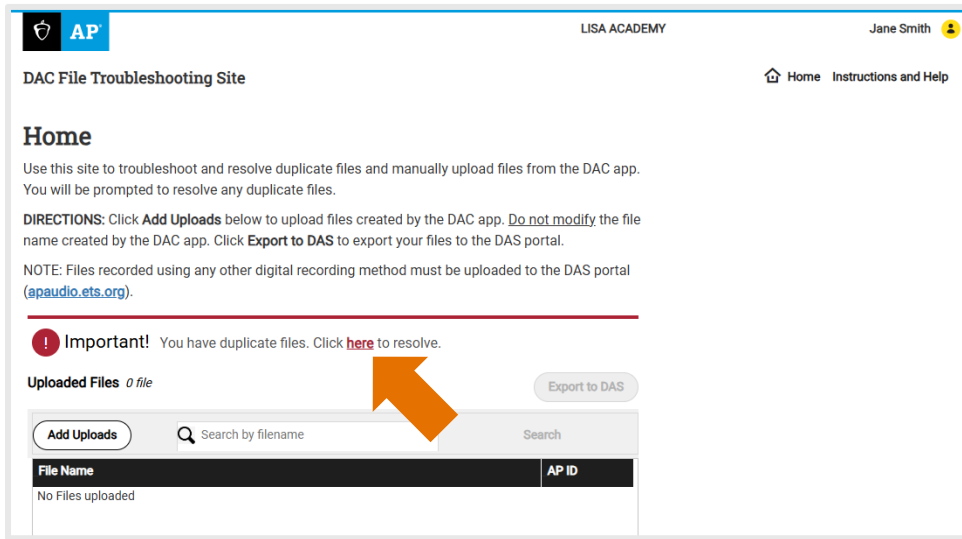
1. AP coordinators or authorized staff must log in to the DAC File Troubleshooting Site (apaudio.ets.org/apas-dac) using their DAS portal **Username** and **Password**.



The screenshot shows the login page for the AP Digital Audio Capture (DAC) App Troubleshooting site. At the top left, there is an AP logo. Below it, a circular image shows a woman working at a computer. To the right of the image is a login form titled "Sign In to Your Account to Get Started". The form includes fields for "Username" and "Password", a "Remember Me" checkbox, a yellow "Submit" button, and a link for "Forgot username or password". Below the image, the page title is "AP® Digital Audio Capture (DAC) App Troubleshooting". The text explains that schools use this site to resolve issues with file uploads and provides instructions on how to log in using the DAS portal username and password. A link for "Need help? Instructions and Help" is also present.

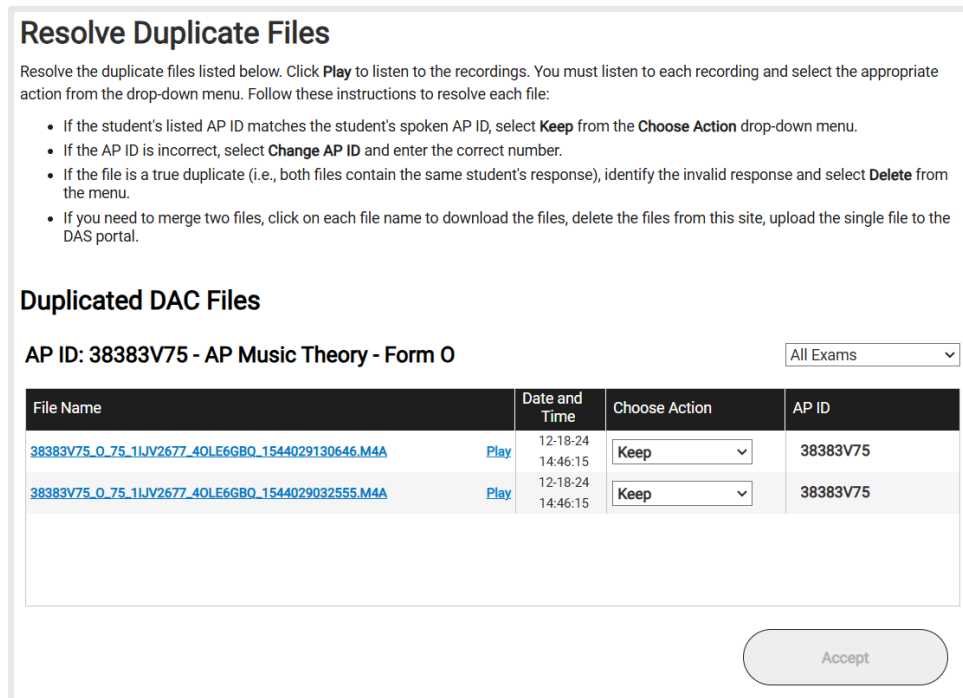
Evaluating Duplicate Files

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



The screenshot shows the LISA ACADEMY Home page. At the top, there is a navigation bar with the AP logo, the text "LISA ACADEMY", and the user name "Jane Smith". Below the navigation bar, the page title is "DAC File Troubleshooting Site". The main content area is titled "Home" and contains instructions for using the site to troubleshoot and resolve duplicate files. A red banner with an exclamation mark icon and the text "Important! You have duplicate files. Click [here](#) to resolve." is prominently displayed. Below the banner, there is a section for "Uploaded Files" with a search bar and an "Add Uploads" button. A large orange arrow points to the "here" link in the warning banner.

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.



The screenshot shows a pop-up window titled "Resolve Duplicate Files". It contains instructions for resolving duplicate files and a table of duplicated DAC files. The instructions are as follows:

- If the student's listed AP ID matches the student's spoken AP ID, select **Keep** from the **Choose Action** drop-down menu.
- If the AP ID is incorrect, select **Change AP ID** and enter the correct number.
- If the file is a true duplicate (i.e., both files contain the same student's response), identify the invalid response and select **Delete** from the menu.
- If you need to merge two files, click on each file name to download the files, delete the files from this site, upload the single file to the DAS portal.

The table below shows the duplicated DAC files:

File Name	Date and Time	Choose Action	AP ID
38383V75_O_75_1JV2677_40LE6GBO_1544029130646.M4A	12-18-24 14:46:15	Keep	38383V75
38383V75_O_75_1JV2677_40LE6GBO_1544029032555.M4A	12-18-24 14:46:15	Keep	38383V75

At the bottom of the pop-up window, there is an "Accept" button.

If you have duplicate files that do not match any of the actions listed on the page, contact [AP Services for Educators](#).

- 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](#).

Resolve Duplicate Files

Resolve the duplicate files listed below. Click **Play** to listen to the recordings. You must listen to each recording and select the appropriate action from the drop-down menu. Follow these instructions to resolve each file:

- If the student's listed AP ID matches the student's spoken AP ID, select **Keep** from the **Choose Action** drop-down menu.
- If the AP ID is incorrect, select **Change AP ID** and enter the correct number.
- If the file is a true duplicate (i.e., both files contain the same student's response), identify the invalid response and select **Delete** from the menu.
- If you need to merge two files, click on each file name to download the files, delete the files from this site, upload the single file to the DAS portal.

Duplicated DAC Files

AP ID: 38383V75 - AP Music Theory - Form O All Exams ▾

File Name		Date and Time	Choose Action	AP ID
38383V75_O_75_1JV2677_40LE6GBQ_1544029130646.M4A	Play	12-18-24 14:46:15	Keep ▾	38383V75
38383V75_O_75_1JV2677_40LE6GBQ_1544029032555.M4A	Play	12-18-24 14:46:15	Keep ▾ Keep Delete Change AP ID	38383V75

Accept

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

File Name		Date and Time	Choose Action	AP ID
38383V75_O_75_1JV2677_40LE6GBQ_1544029130646.M4A	Play	12-18-24 14:46:15	Keep ▾	38383V75
38383V75_O_75_1JV2677_40LE6GBQ_1544029032555.M4A	Play	12-18-24 14:46:15	Change AP ID ▾	<input type="text" value="UZZ16171"/>

Accept

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

- 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**.

Continue to Resolve Duplicate Files

Select **Accept** if you have fully listened to your files and are ready to upload.
Select **Cancel** if you have not listened to your files and need to review them before uploading.

Accept
Cancel

- 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.
- 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**.

AP LISA ACADEMY Jane Smith

DAC File Troubleshooting Site Home Instructions and Help

Home

Use this site to troubleshoot and resolve duplicate files and manually upload files from the DAC app. You will be prompted to resolve any duplicate files.

DIRECTIONS: Click **Add Uploads** below to upload files created by the DAC app. Do not modify the file name created by the DAC app. Click **Export to DAS** to export your files to the DAS portal.

NOTE: Files recorded using any other digital recording method must be uploaded to the DAS portal (apaudio.ets.org).

Uploaded Files 2 files **Export to DAS**

Add Uploads Search by filename Search

File Name	AP ID
UZZ16171_0_75_11JV2677_40LE6GBQ_1544029032555.M4A	Play
38383V75_0_75_11JV2677_40LE6GBQ_1544029130646.M4A	Play

- 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](#).

Your files have been exported to the DAS portal



You must access the DAS portal to submit your files for scoring.

Log in to 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.



File Name	Date and Time	Choose Action	AP ID
1Y187123_O_48_1JJV2677_4OLE6GBQ_1544029130646.M4A 	12-18-24 15:10:14	Keep	1Y187123
1Y187123_O_48_1JJV2677_4OLE6GBQ_1544029032555.M4A 	12-18-24 15:10:14	Keep	1Y187123



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.

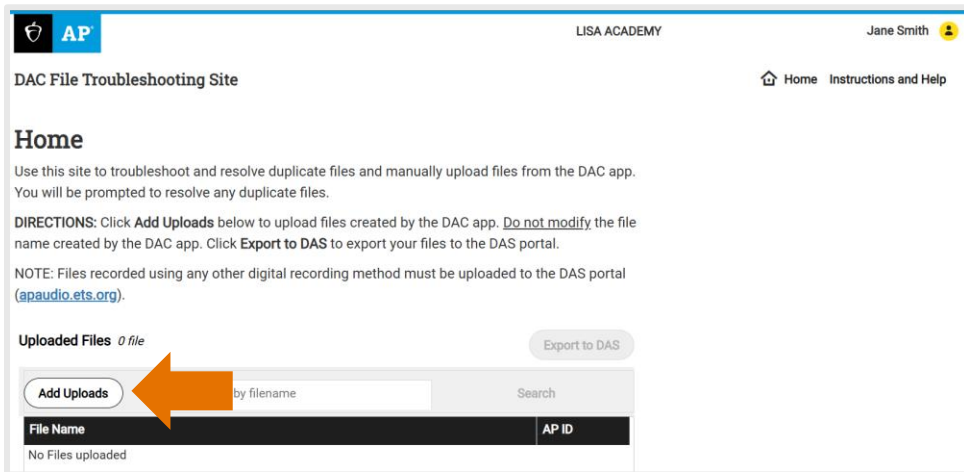
File Name	Date and Time	Choose Action	AP ID
1Y187123_O_48_1JJV2677_4OLE6GBQ_1544029130646.M4A 	12-18-24 15:10:14	Delete	1Y187123
1Y187123_O_48_1JJV2677_4OLE6GBQ_1544029032555.M4A 	12-18-24 15:10:14	Delete	1Y187123

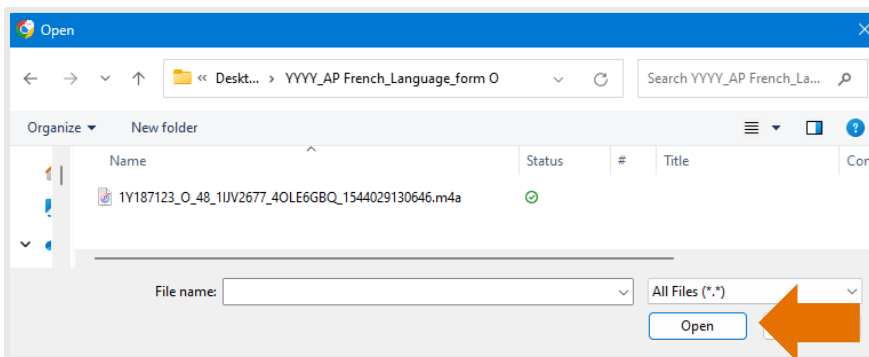
4. Merging two or more audio files will require specialized audio editing software. Contact your school's IT staff if you need technical assistance to merge the files.
5. After merging the files, they are ready to be uploaded to the DAS Portal.

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](#).

- On the **Home** page of this site, click **Add Uploads** to select and upload your file. This opens a search window.



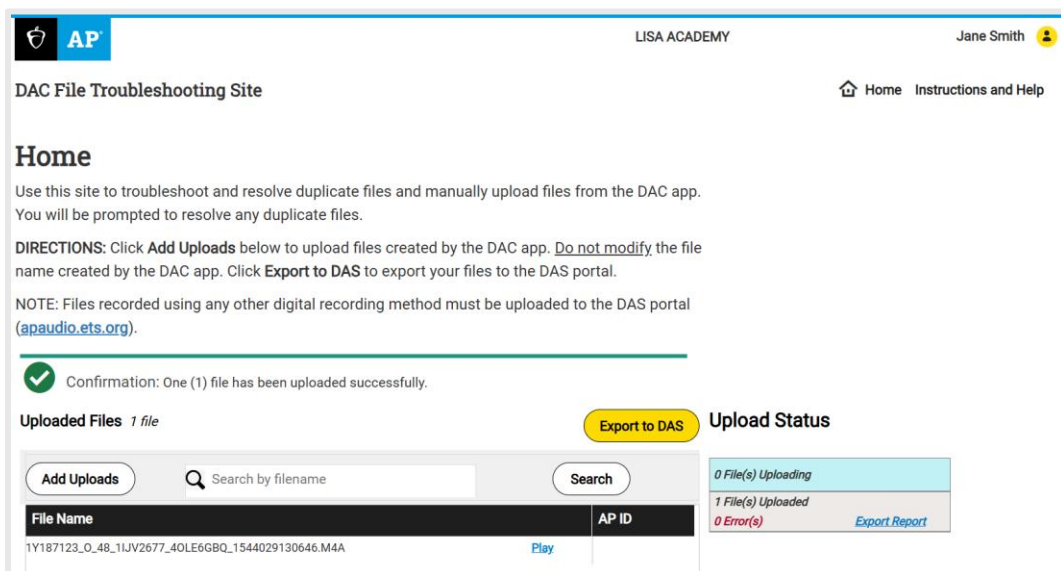
- Navigate to your file location, select your file in the pop-up window, and click **Open**.



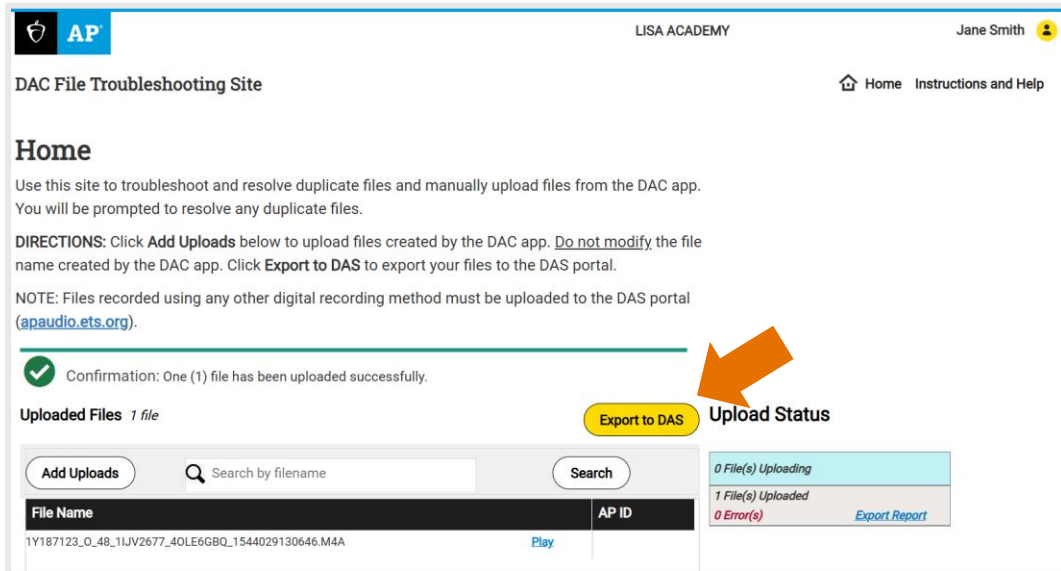
Find your uploaded file on the Home page in the **Uploaded Files** table.

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.

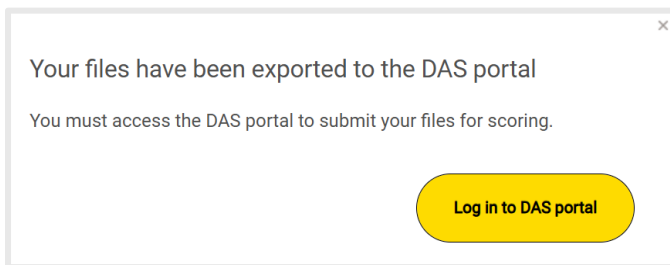
Upload additional files by clicking **Add Uploads** again.



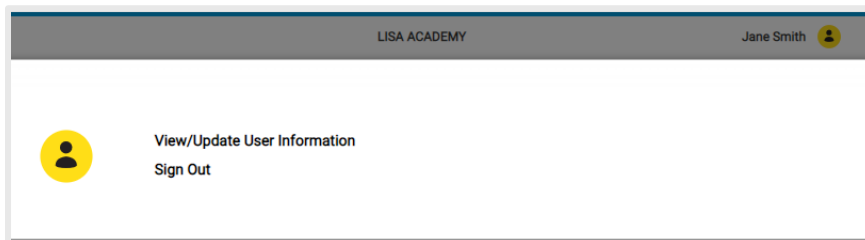
- If your file did not upload and you receive an error message, contact AP Services for Educators for assistance.
- After your file has been uploaded successfully, click **Export to DAS**.



- 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](#).

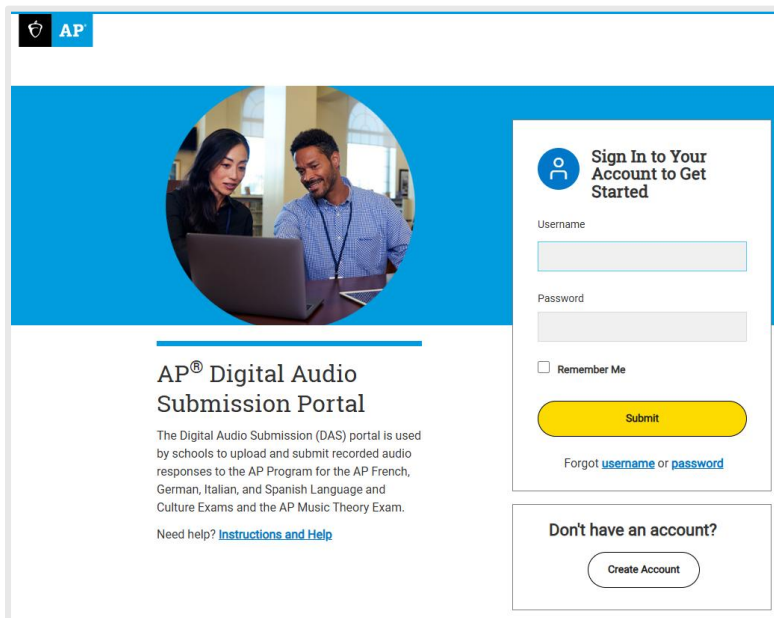


Note: If you sign out of the DAC File Troubleshooting Site before finishing all steps, any duplicate files will remain on the site until you return and complete the process. You may sign out of the DAC File Troubleshooting Site by clicking the user icon in the upper right corner of the page and then 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.



The screenshot shows the AP Digital Audio Submission Portal login page. At the top left is the AP logo. Below it is a circular image of a woman and a man looking at a laptop. To the right of the image is a sign-in form with the heading "Sign In to Your Account to Get Started". The form includes fields for "Username" and "Password", a "Remember Me" checkbox, a yellow "Submit" button, and a link for "Forgot username or password". Below the sign-in form is a "Don't have an account?" section with a "Create Account" button. On the left side of the page, below the image, is the heading "AP® Digital Audio Submission Portal" followed by a paragraph explaining the portal's purpose and a link for "Need help? Instructions and Help".

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 [2024-25 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 122 in **Part 2** of the [2024-25 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.

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