



The Atonement Academy
CATHOLIC + CLASSICAL

March 24, 2020

Dear Parents,

I hope this letter finds you all well.

It has come to my attention that many of you have heard from your student's teachers that they are unable to view or open your student's work which you've uploaded via **HW Drop**.

This cause of this issue is that **Family Portal** is just a little picky about what characters can and cannot be used in the name of a file to be submitted via **HW Drop**.

According to my testing, it is apparent that the use of spaces and/or punctuation of any kind (- . , ? / \ | ! " ' : ;) are sure to cause an issue.

One non-letter character which I have found to be safe to use is the underscore (_).

Given the issues caused by the use of spaces and/or punctuation, I do ask that everyone simply refrain from the use of these characters when naming anything to be submitted via **HW Drop**.

Any questions or concerns may be sent via email to dpatrick@atonementonline.com.

Many thanks & sincerest regards,

Dan Patrick