

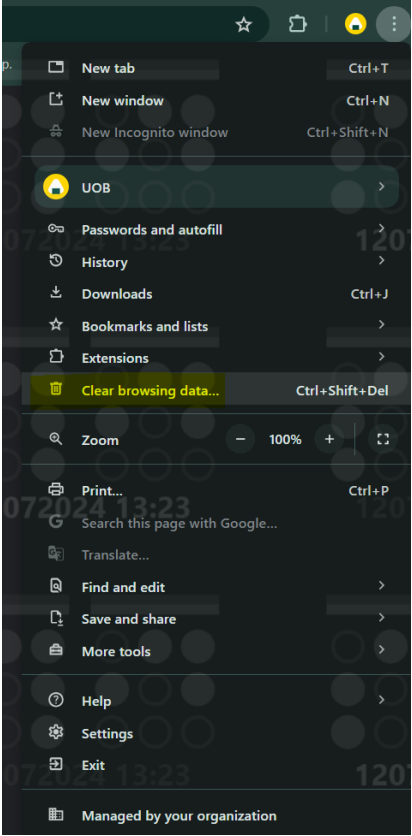
UOB Painting of the Year Application

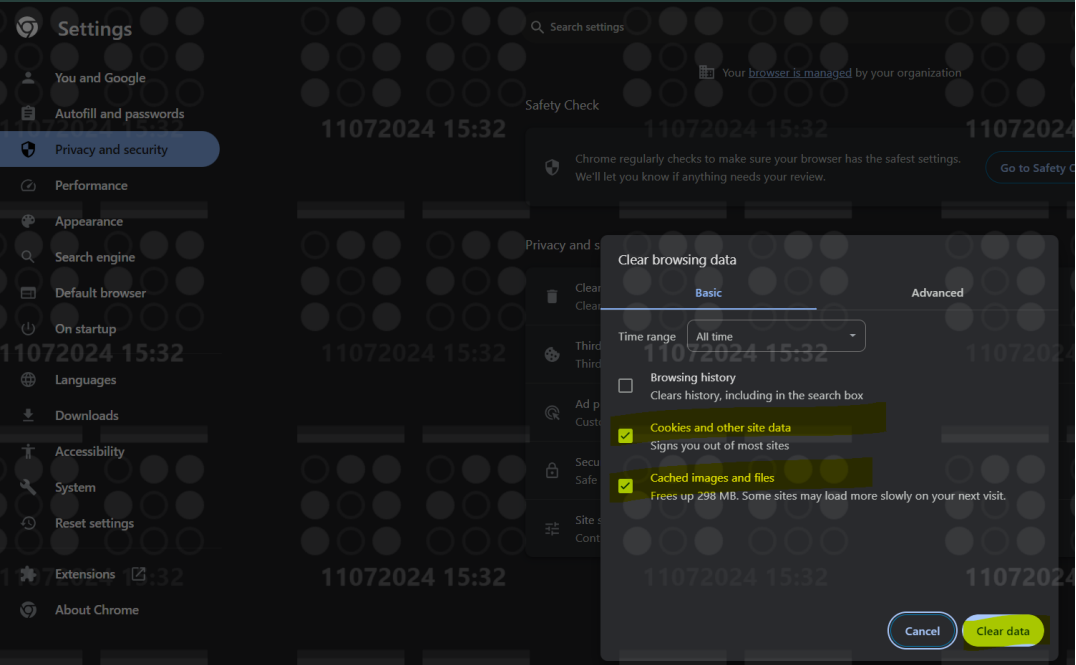
FAQ & User Guide

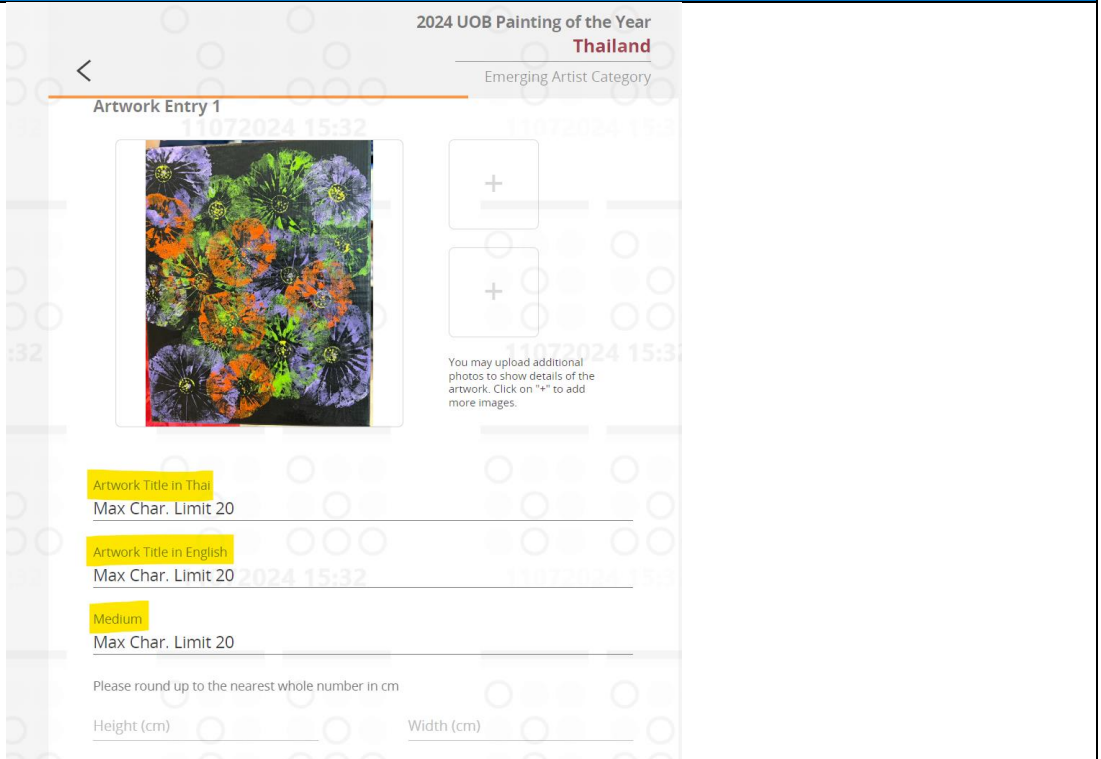
Frequently Asked Questions (FAQ)

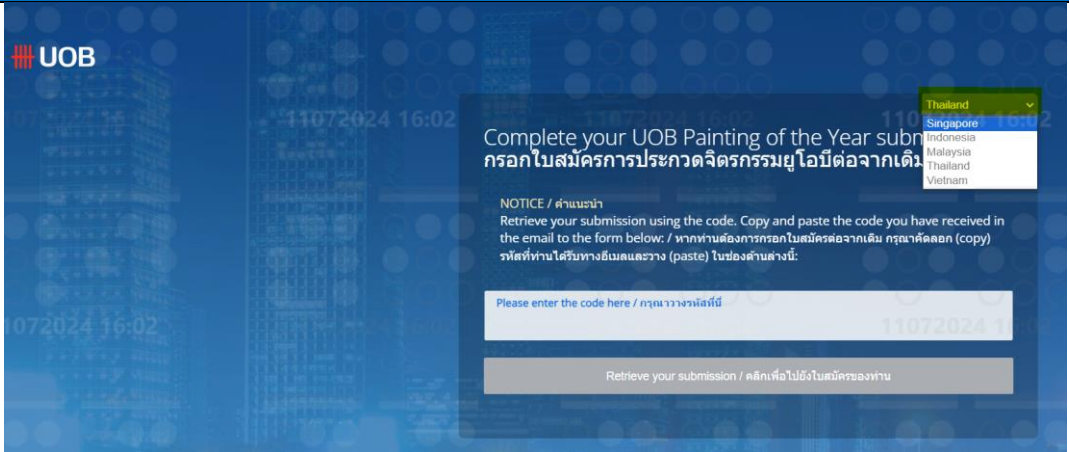
Category	Question	Answer
Eligibility	I am living/working in Singapore but am neither a Citizen nor PR. Can I still submit my artwork to the competition organised in Singapore?	<p>No, this competition is only open to Citizens and PRs.</p> <p>Please make a submission to the competition held in your country of citizenship (if available). The UOB Painting of the Year competition is being organised in:</p> <ul style="list-style-type: none"> • Singapore • Malaysia • Indonesia • Thailand • Vietnam
	Can I submit under the Emerging Artist category even if I qualify for the Established Artist category?	No, please select the correct category for the submission.
Submission	I have multiple artworks I want to submit for this competition. How many can I submit?	Each participant is limited to a maximum of 3 artwork submissions.
	Can I submit multiple artworks in a single submission entry, or must each artwork be submitted separately?	Yes, multiple artworks should be grouped under a single submission. For each individual artwork, you may upload up to a maximum of 3 images.
	Can I make a modification to my submission after submitting it? (E.g. Removing an artwork or updating with better quality images)	Yes, you can use retrieve your submission using the code sent to your email to edit your submission.
	Can I submit a video of my artwork?	<p>No, only JPEG and PNG images are accepted.</p> <p>Each photo should be minimum 300 dots per inch (dpi) and have a maximum file size of 3 megabytes (MB).</p>
	How do I withdraw my submission?	<p>Please contact the respective UOB Painting of the Year organising teams.</p> <p>Singapore: PaintingOfTheYear@UOBgroup.com Malaysia: POY@UOB.com.my Indonesia: UOBPOYID@UOB.co.id Thailand: POY@UOB.co.th Vietnam: UOBPOYVN@UOBgroup.com</p>
Legal	What rights do I retain over my submitted artworks?	<p>All award-winning entries, including all documents and materials submitted to UOB, shall be the sole property of UOB. UOB reserves the right to retain all winning artworks and any supporting documentation.</p> <p>Participants are advised to photograph their submissions for their own records prior to submission.</p>

User Guide

S/N	Error / FYI Category	Issue / Error Message	Resolution Steps	Screenshot Reference
1	Error	Error code: Out of memory	<p>Issue: Received error message whilst attempting to submit</p> <p>Cause: Required to clear existing cache/cookies</p> <p>Resolution Steps:</p> <ol style="list-style-type: none"> 1. Click on the 3 dots on your internet browser 2. Navigate to “Clear Browsing Data” 	 <p>The screenshot shows the Chrome browser's main menu. The 'Clear browsing data...' option is highlighted in yellow. Other visible options include 'New tab', 'New window', 'New Incognito window', 'UOB', 'Passwords and autofill', 'History', 'Downloads', 'Bookmarks and lists', 'Extensions', 'Zoom', 'Print...', 'Search this page with Google...', 'Translate...', 'Find and edit', 'Save and share', 'More tools', 'Help', 'Settings', 'Exit', and 'Managed by your organization'.</p>
			<ol style="list-style-type: none"> 3. On the next pop up window, select the check boxes for: <ol style="list-style-type: none"> a. Cookies and other site data b. Cached images and files 4. Click “Clear Data” 	

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			5. Restart your browser & retry again	 <p>The screenshot shows the Chrome Settings application. The 'Privacy and security' section is selected in the left-hand menu. A 'Clear browsing data' dialog box is open, showing the 'Basic' tab. The 'Time range' is set to 'All time'. Under the 'Basic' section, the following options are checked:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cookies and other site data Signs you out of most sites <input checked="" type="checkbox"/> Cached images and files Frees up 298 MB. Some sites may load more slowly on your next visit. <p>The 'Advanced' tab is also visible, showing options for 'Browsing history' (unchecked) and 'Third-party cookies' (unchecked). At the bottom of the dialog, there are 'Cancel' and 'Clear data' buttons.</p>

S/N	Error / FYI Category	Issue / Error Message	Resolution Steps	Screenshot Reference
2	FYI	NA	<p>Informational: “Artwork Title” in english and local characters and “Medium” fields max character limit</p> <p>*Note: Max character limit fields are 20 characters</p>	 <p>2024 UOB Painting of the Year Thailand Emerging Artist Category</p> <p>Artwork Entry 1</p> <p>Artwork Title in Thai Max Char. Limit 20</p> <p>Artwork Title in English Max Char. Limit 20</p> <p>Medium Max Char. Limit 20</p> <p>Please round up to the nearest whole number in cm</p> <p>Height (cm) Width (cm)</p>

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3	Error	Request failed with status code 400 (*Note: This error happens in other scenarios. Below is only 1 of the scenario coverage)	<p>Issue: Error Code 400 received when uploading images – <i>after</i> initial submission</p> <p>Cause: Incorrect selection of “Country” when retrieving artwork</p> <p>Resolution:</p> <ol style="list-style-type: none"> Go to the UOB POY retrieval page Select correct country from the drop down list Enter the retrieval code & proceed to retrieve your submission to edit/update 	
4	FYI	NA	<p>Information: UOB POY participants are unable to retrieve the artwork submitted, and Date of Birth has been wiped. No error message has been received.</p> <p>Cause: Incorrect UOB POY retrieval link</p> <p>Resolution: Review if user is using the correct URL, and direct to new URL if it is incorrect.</p> <p>Incorrect URL: https://www.uob.com.sg/uobandart/competition/esubmission/paintingoftheyear.html</p> <p>Correct URL:</p>	NA

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			https://www.uobgroup.com/uobandart/competition/esubmission/paintingoftheyear.html	
5	FYI	NA	Information: Please take note that the image sizes must not exceed 3MB. Resolution: Edit image pixels / resolution size to be below 3MB before uploading.	NA