

## Navigating the Camp Lejeune Claims Portal: Common Document Issues and Tips

While law firms continue pursuing justice for Veterans and their families, many encounter technical frustrations via the Dept. of Navy's Camp Lejeune Claims Portal, especially when uploading supporting documents. Understanding common issues and applying a few best practices can help ensure your claim is submitted successfully and without delay.

### Common Upload Challenges

One of the most frequent issues is upload failure or timeout, often caused by exceeding Navy JAG's 90MB file size limit. Uploads may also be disrupted during peak usage hours or scheduled maintenance. Another source of confusion is the difference between uploading files under the "Upload Files" tab and attaching documents to a direct JAG message. Each method behaves differently depending on file type, size, and recipient. Additionally, unsupported file formats or filenames with special characters (like %, &, or #) can trigger unintended errors.

### Best Practices for a Smooth Upload

- **File Size Limit:** Keep individual files under 90MB. If the file is too large, try to either compress the file below the max file size or split the document into several smaller files.
- **Upload Timing:** Try uploading the documents during off-peak hours work hours to avoid network congestion.
- **Upload Method:** If the "Upload Files" tab fails, try attaching the document to a JAG message.
- **File Formats:** Stick to standard formats like PDF, DOCX, or TXT
- **File Naming:** Use clear & concise naming schemes without using special characters.

### Tips for Reducing File Size

- **Flatten & Compress PDFs:** Use PDF compression tools such as Adobe Acrobat or Foxit.
- **Optimize Images:** Convert high-resolution images to lower-resolution JPEGs or PNGs.
- **Split Large Documents:** Break them into logical sections (e.g., "Smith\_John\_Service\_Records\_Part 1 of 4").

### Standing Strong for Those Who Served

Here at Beasley Allen, we understand that behind every claim is a life disrupted, families harmed, futures altered, and justice delayed. Even before recent the federal reduction in force, the Federal Government was already understaffed to handle the Camp Lejeune litigation. After the Dept. of Defense's reduction in force, the backlog and issues that occur have only increased with many claimants facing longer delays than initially expected. While these technical tips can help with navigating the Claim Portal, systemic staffing shortages remain a major barrier to timely resolve. The system may be slow and the challenges many, but we are unwavering in our mission. The Federal Government may be understaffed and overwhelmed, but we are not. We are here to fight relentlessly for you and without compromise for every individual affected by the Camp Lejeune water contamination. No matter how long it takes, we will stand by your side until every voice is heard and every claim is honored. This is more than a case: it's a cause and we're here with you till the end.