The Times/Chicken House Competition Entry – Troubleshooting

1. Once your PayPal payment has been processed, you will see a 'Thanks for your order' screen and a transaction ID. Click on the 'Return to Merchant' or 'Back to Chicken House' link to submit your manuscript

2. Once you are back on the Submissions page, you will see a black button that reads 'Upload your manuscript'. Click this then click on the black button that reads 'Select Files'

3. A box will open that will allow you to locate your manuscript (a Word document saved as a .doc or .docx format) from your computer. Once you've located the manuscript, select the file name and click 'Open'

4. You will now see the file name and file size added to the page beneath the instructions – i.e. mycompetitionentry.doc (55 kb) and a confirmation that your document has been uploaded.

5. If the process in steps 2-4 don't work for you (those using Microsoft Edge may find this to be the case), instead locate the document on your computer and simply drag the document into the drop zone on the Submissions page, entitled DROP YOUR FILES.

6. You have now completed your submission and one of our readers will read your entry

7. If for any reason you are directed away from the upload screen before you're able to complete your submission, simply return to the submissions page at https://www.chickenhousebooks.com/submissions/ then click on the black 'My Account' button and log in using the details you used to register. You will then see your submission with the status 'Processing'. Simply click on the black 'View' button and follow steps 2-6 above