

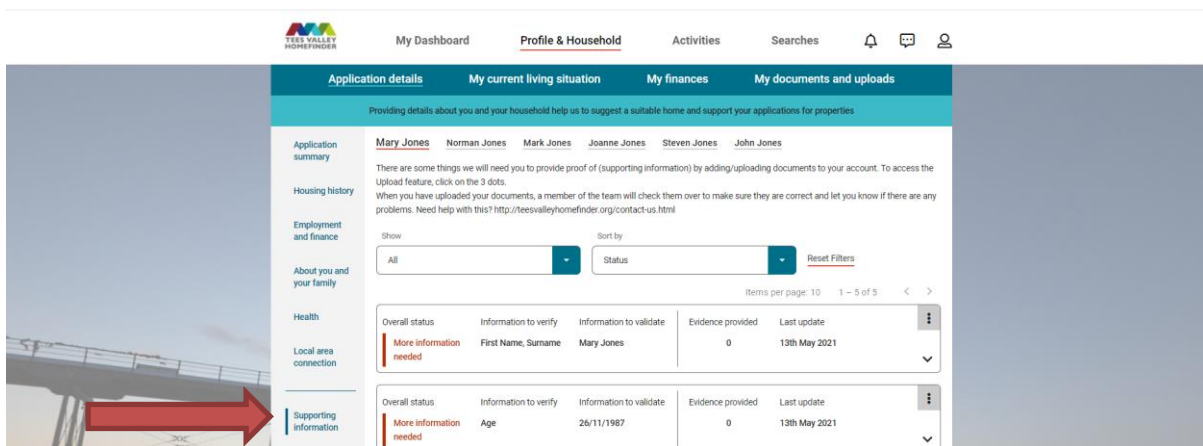


## Uploading your documents

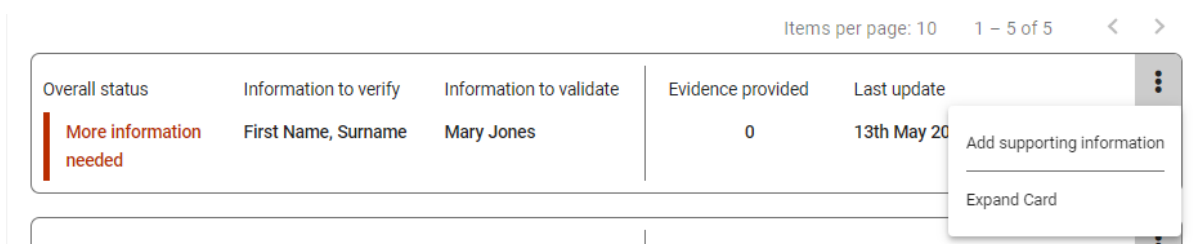
Once you have completed your details, you will need to provide us with some documents to prove the things you have told us about you and your family, these will show in the ‘Supporting Information’ section on your customer profile.

### Supporting Information

This section will allow you to upload documents to your account to prove certain things you have told us.



Each item that you need to prove will be shown here. To upload a document, click on the ‘3 dots’ next to the item you need to prove.

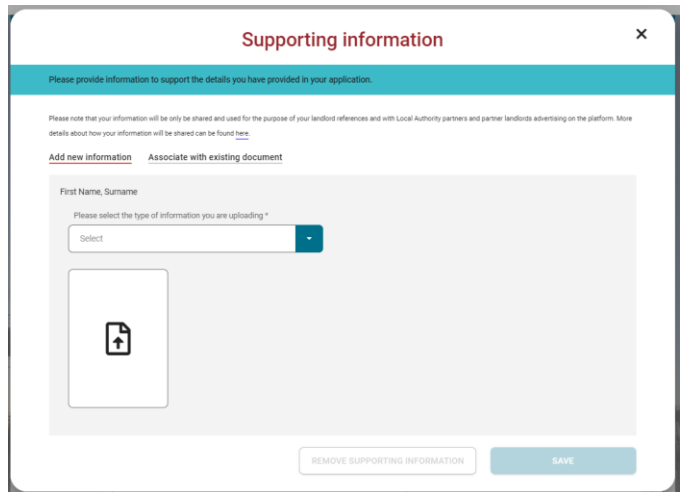


Click ‘Add supporting information’ from the menu. A screen will then load to allow you to select a file from your device.

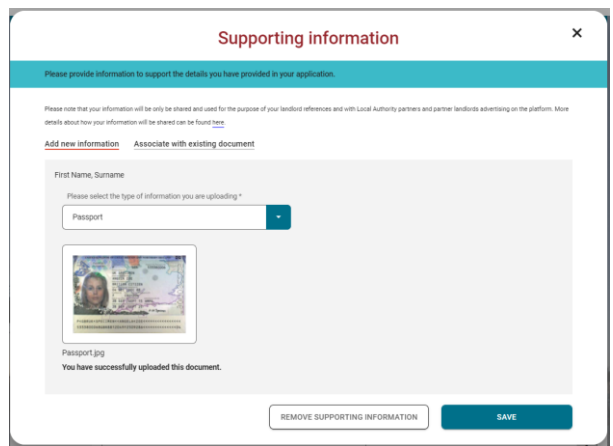
Version No	Revision Date	Reason for Revision
1.0	2021	Original



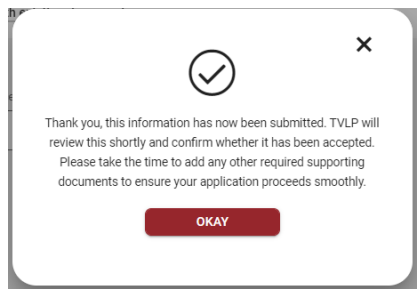
## Uploading your documents



Select the type of document you are uploading from the drop-down list (showing acceptable forms of verification) and then click the upload symbol. A window will open for you to select the document from your device and upload.



Once uploaded, select 'Save'. A pop up will appear to let you know the document was saved successfully and that an officer will review it.



The status of the item to verify will change to 'Information Received'

Version No	Revision Date	Reason for Revision
1.0	2021	Original



## Uploading your documents

Overall status	Information to verify	Information to validate	Evidence provided	Last update
Information received	First Name, Surname	Mary Jones	1	13th May 2021

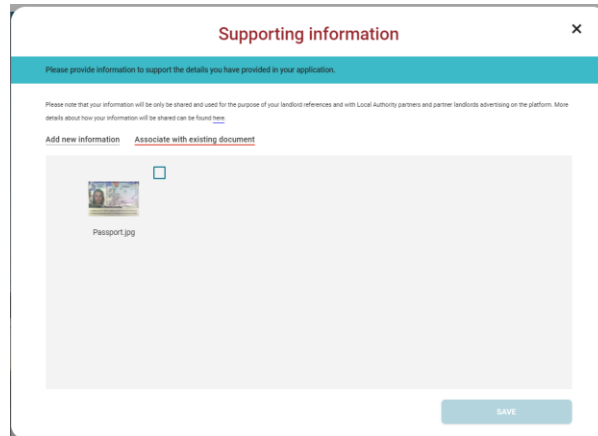
If you have added a document that will prove more than one thing, you can re-use it once it has been uploaded. For example, if you upload a passport, it can be used to prove name and date of birth/age.

To do this, select the next item you want to prove from the list and select 'Add supporting Information'.

Overall status	Information to verify	Information to validate	Evidence provided	Last update
More information needed	Age	26/11/1987	0	13th May 2021

Add supporting information  
 Expand Card

When the next box opens, select 'Use existing document'

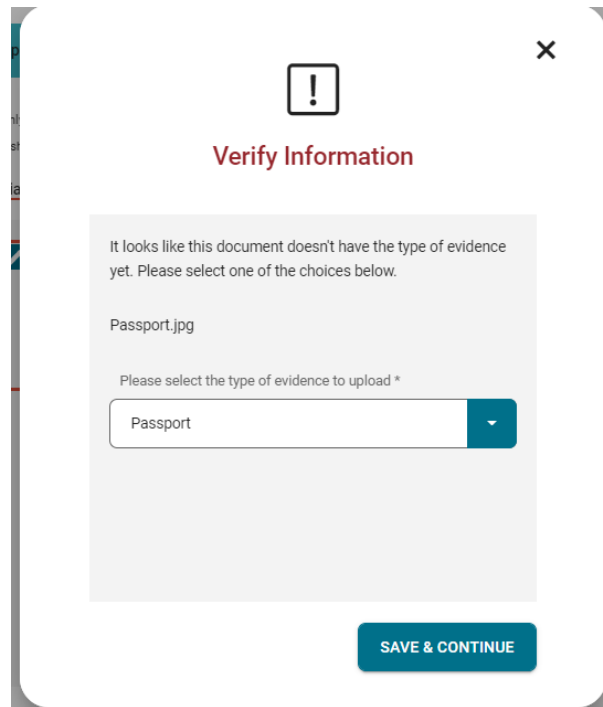


This will show documents that have already been uploaded to the account. You can select the document and then click 'Save'. A pop up will appear asking you to select the type of document for a list.

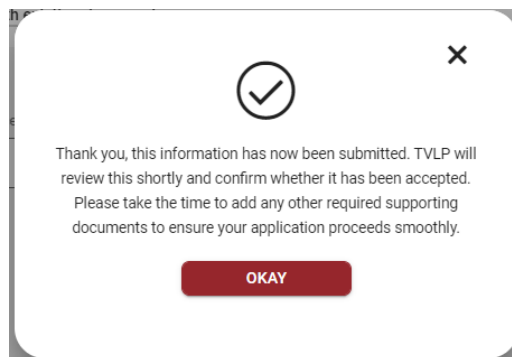
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## Uploading your documents



Click 'Save & Continue'. A pop-up message will appear



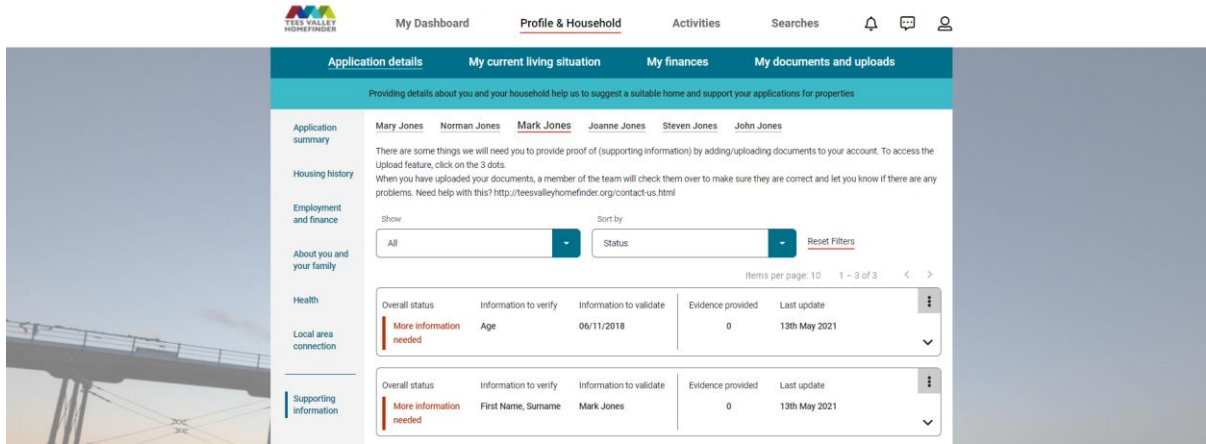
The status of the item to verify will change to 'Information Received'

**Each Household member will have a page listing the things they need to prove. You can view this by clicking on their name at the top of this screen.**

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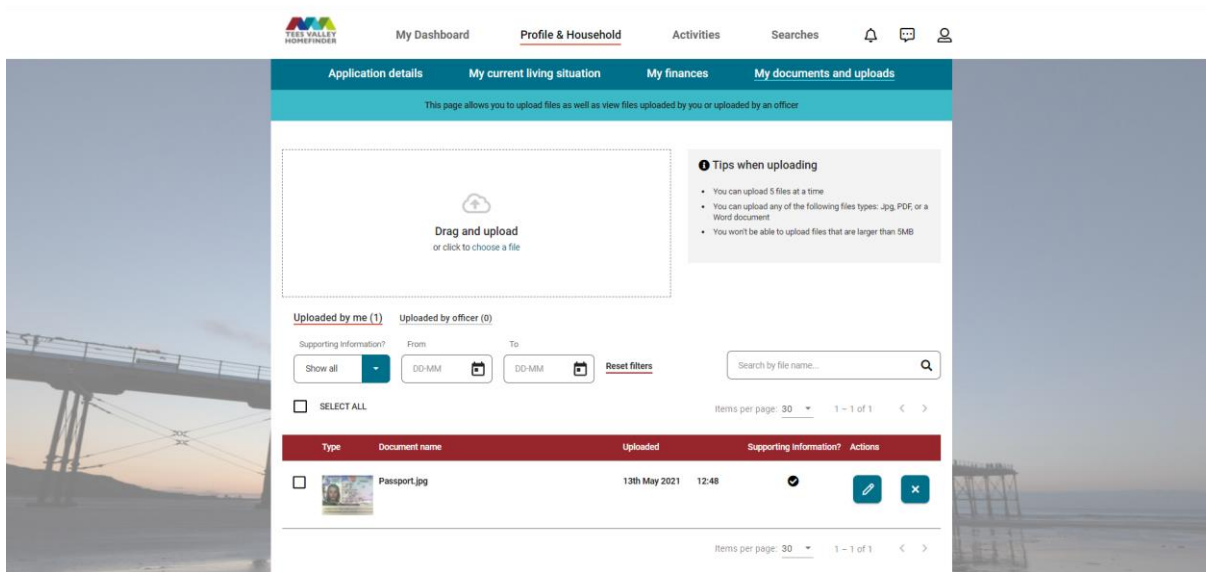



## Uploading your documents



### My Documents & Uploads

The documents and uploads screen will show any documents that have been attached to your account by either the you or an officer.



If the document is being used to verify your information, it will show as in the example above with a  under 'Supporting Information'.

This page will allow multiple uploads at one time (up to 5 documents).

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1.0	2021	Original