

Cheshire West & Chester Council

# West Cheshire Homes

## How to upload your supporting evidence

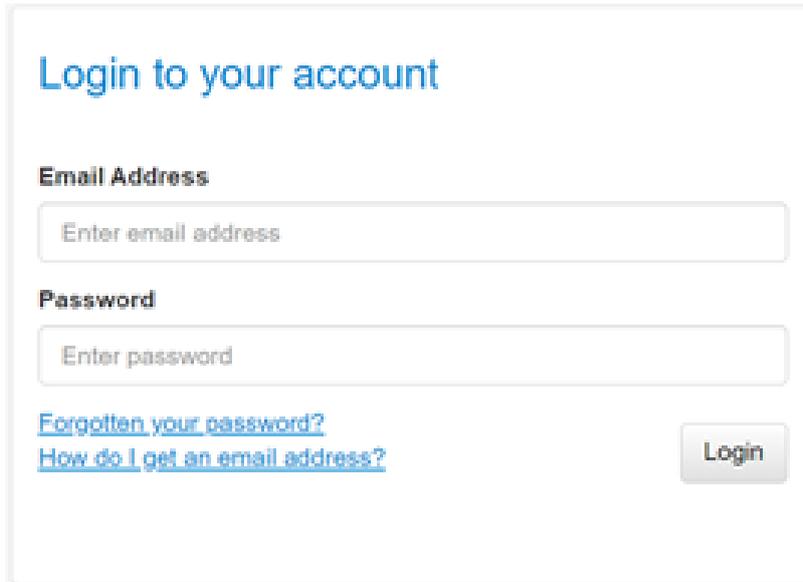


## How to upload your supporting evidence

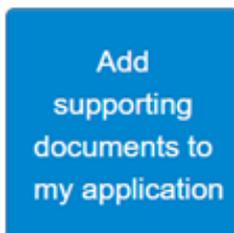
**Step 1** - Click on “sign in” in the top right hand corner



**Step 2** - Log into your account using your username and password

A login form titled "Login to your account" in blue text. It contains two input fields: "Email Address" with the placeholder "Enter email address" and "Password" with the placeholder "Enter password". Below the password field are two blue links: "Forgotten your password?" and "How do I get an email address?". To the right of these links is a grey "Login" button.

**Step 3** - Click on “add supporting docs to my application”



**Step 4** - You will now be able to add documents to your application. Click on” Add Documents”

If you have more than one document click 'add documents' after each document selected. Once you have added all your documents click the 'upload' button. Please note that you can only upload PDF and picture files. If your document is another document type you will need to save it as a PDF and then upload it. ✕

A large white rectangular area with the text "Drop files here" in the center. At the bottom left is a green button labeled "Add documents". At the bottom right is a green button labeled "Upload" with a small circular icon to its right.

Press Submit Documents only after you have uploaded all required documents.

**Step 5** - Select the document you want to upload. This will need to be a Pdf, jpg, png, or gif file. You will then need to select the household member the document is relevant to and the document type from the drop-down lists:

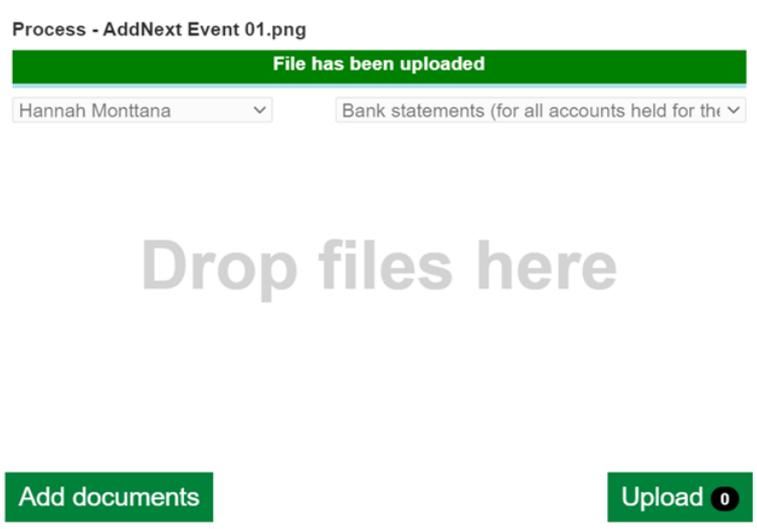


**Step 6** - Then click “Upload”

You will then see “File has been uploaded” appear at the top of the screen.

**Step 7** - Please select “Email Receipt” so you can receive an email receipt detailing all the documents you have uploaded. Please remember to keep this email receipt as this is your proof that you have uploaded your documents.

**Step 8** - You now need to press the “Submit Documents” button for the document to be attached to your application.



Press Submit Documents only after you have uploaded all required documents.



Once you submit the documents you will be returned to your account screen

### **I keep getting an error message when I upload my documents**

If you get an error message, try re-uploading the evidence and if you get the same error again please email: [westcheshirehomes@cheshirewestandchester.gov.uk](mailto:westcheshirehomes@cheshirewestandchester.gov.uk) making sure you include the following information:

- 1) the file types of the files you are trying to upload as well as the sizes
- 2) the device you are uploading from such as iphone 7
- 3) the browser you are using on the device such as Safari or Chrome
- 4) the version of the browser you are using

If you are unsure how to do step 4 please answer the first 3 questions.