Cheshire West & Chester Council

West Cheshire Homes
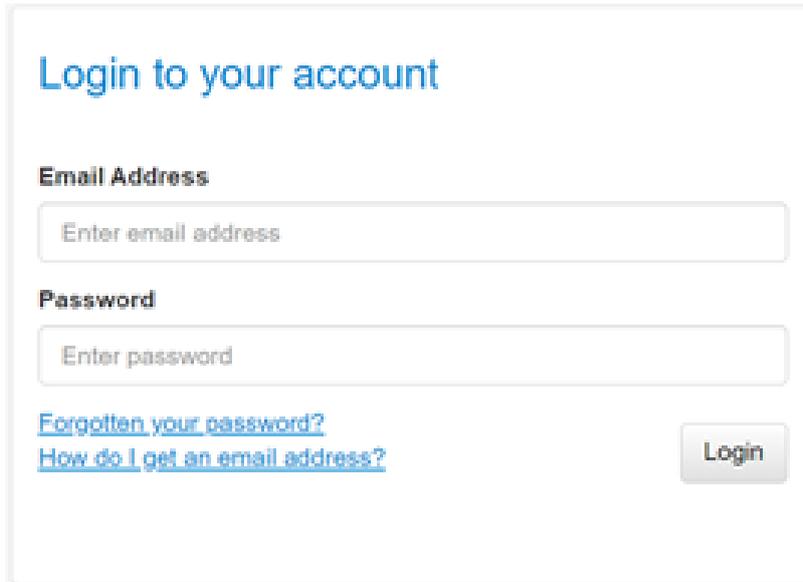How to upload your supporting evidence

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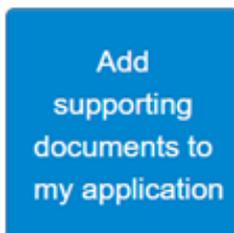**Step 1** - Click on "sign in" in the top right hand corner

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

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"

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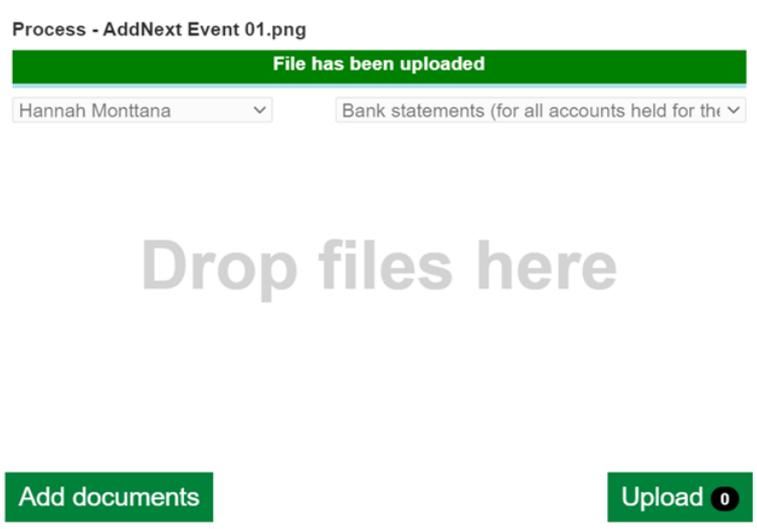
Once you submit the documents you will be returned to your account screen

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 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.