A Guide to Uploading Documents
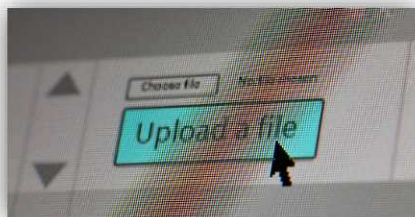

For

East Lindsey

Test and Trace Support Payment Scheme

and Similar Online Applications

In this guide we are going to look at how to upload documents required as evidence for the Test and Trace Support Payment Scheme.

The same process is used for most online application forms.

This application will accept the following:

- All file upload fields will accept a PDF document (pdf), a Word document (doc, docx), or a JPG (jpeg, jpg) or PNG (png) image file, up to 5MB in size.
- For self-employed people, a set of accounts may be submitted in Excel (xls, xlsx) format, up to 10MB in size.
- When you upload a file to a page, when you click 'Next', your document will be uploaded to our server. This may take some time depending on the size of the file you are uploading. The next page will only load once the document has finished uploading.

Other applications may only accept some of the above.

Example of a screen from the application form:

Bank statement (issued within last two months, showing proof of earnings):

Choose File | No file chosen

❷

The file you upload must be either a PDF document (pdf), Word document (doc, docx), or JPG (jpeg, jpg) or PNG (png) image file only (file size no greater than 5MB)

❷

These details will be used to process your payment, if you are eligible for the payment.

If this bank account is overdrawn, you can contact your bank to ask for first right of appropriation of the Test and Trace Support Payment to provide financial support through your self-isolation period. First right of appropriation gives you the right to tell your bank how you want the money paid into your account to be used.

Visit National Debt Line for a template of the letter you need to send to your bank (opens new window) ⧉.

Please be aware that when you click 'Next', your document will be uploaded to our server, and this may take some time depending on the size of the file you are uploading. The next page will only load once the

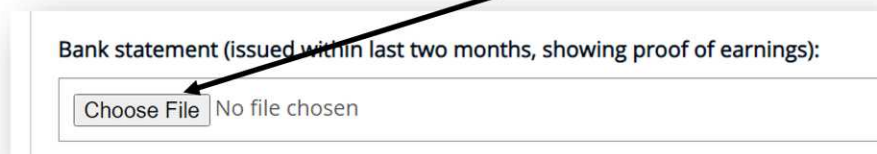On this screen we need to add a Bank Statement.

This can be a statement you have saved on your device, or you can take a photo using your phone/ tablet.

If you are going to take a photo:

- Take a clear picture from above the document

- Make sure you can read the information clearly
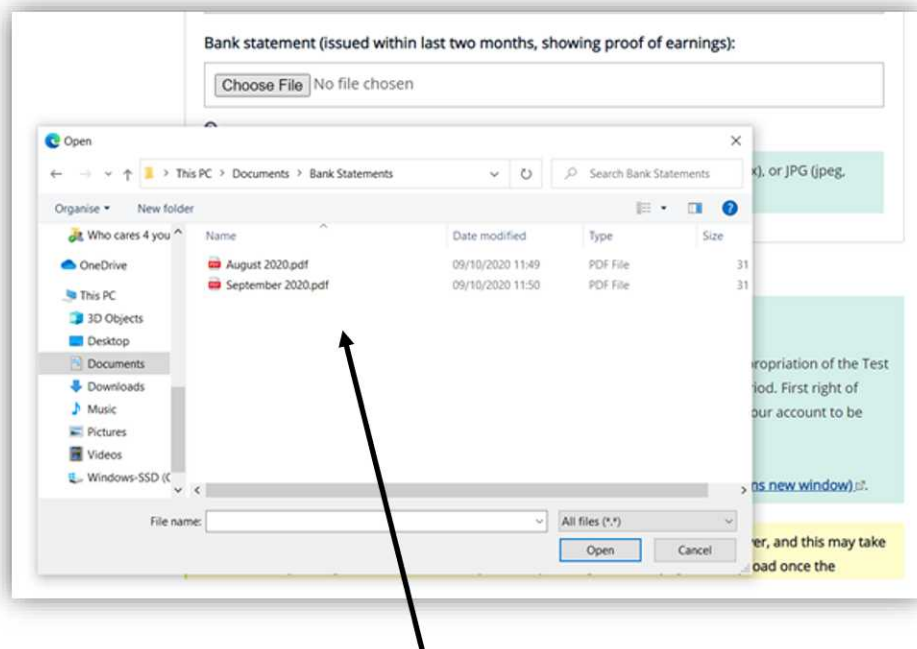
- Remember where you save the photo on your device.

We will look at both options:

The first step is to click or tap "Choose File"

Bank statement (issued within last two months, showing proof of earnings):

Choose File | No file chosen

Using a computer:

You will now see the following screen or something

Bank statement (issued within last two months, showing proof of earnings):

Choose File | No file chosen

This is where you select the file you want to upload.

Navigate to the document you have saved on your computer until it is visible on your screen.

Click on the file you would like to use and it will change to a "Highlighted" background
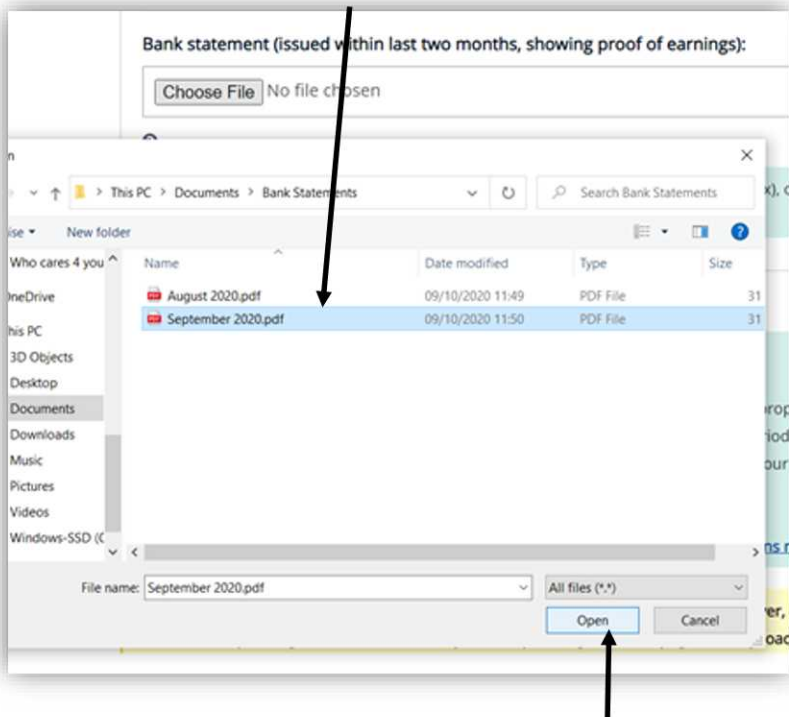
The next step is to click "Open"
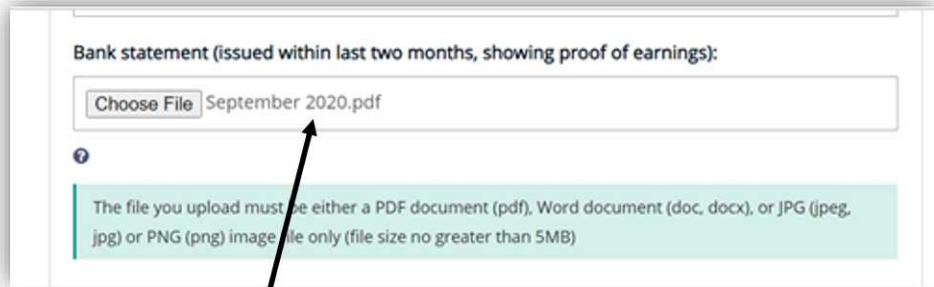
The file will upload and you will return back to the application screen.

You can now continue with the application.

Using a Smart Phone/ Tablet or iPad :

You will now see the following screen or something similar
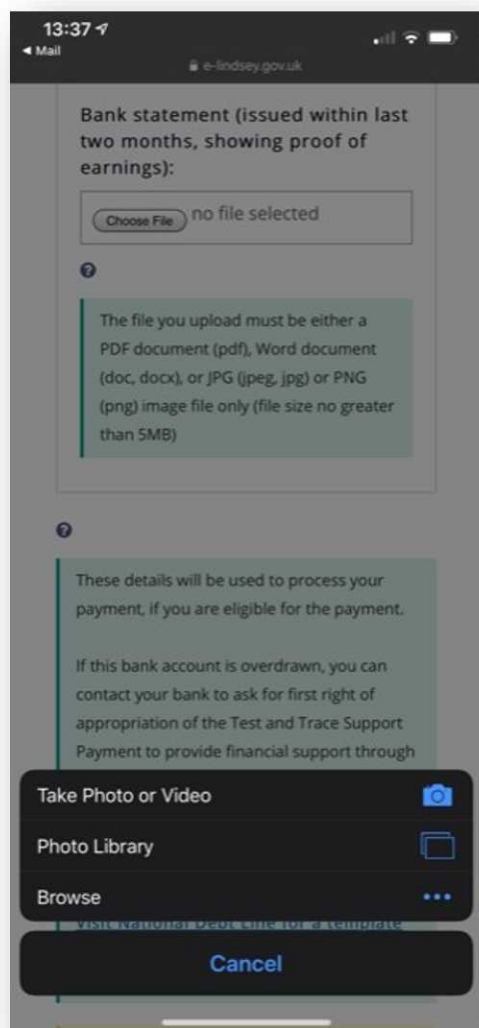
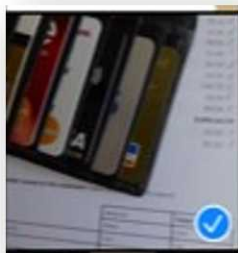You now have some options available to choose the file/photograph you would like to use:
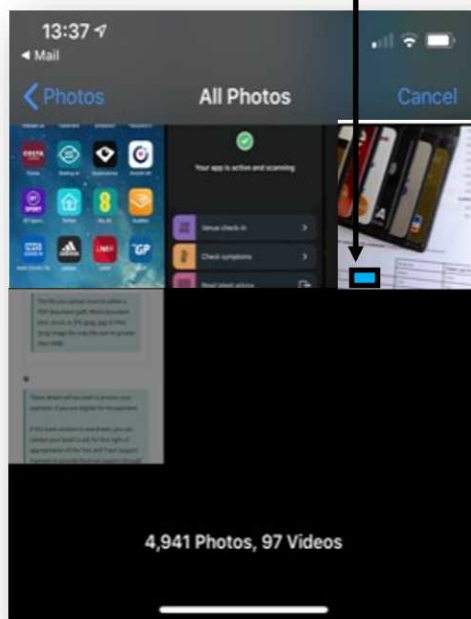
- Take a photo of the document at this point using the first option. This will activate your camera and allow you to take a phot.

- Select a photo from your Library or Gallery. This option allows you to use a photo which you have already taken. This option gives you more time to make sure you have a good photograph to use.

- Browse allows you to search for a file stored in a different place on your device.
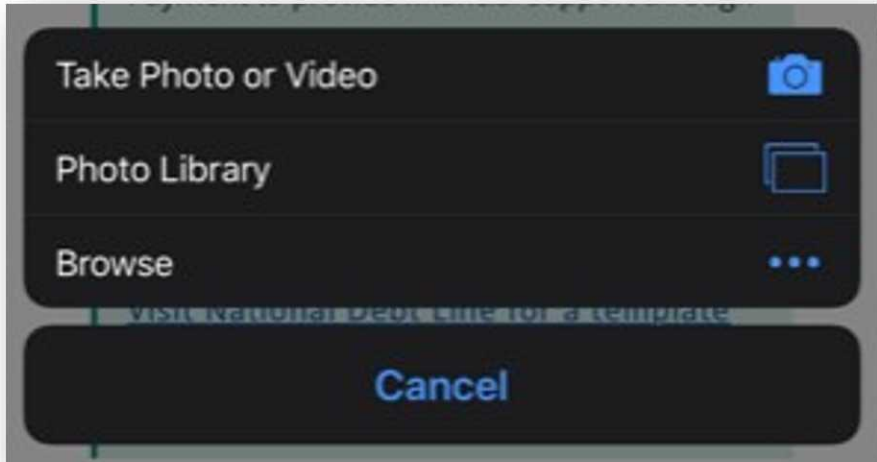
We will use the second option on the next page to show you the process.

Your device will now open your Photo Library/Gallery and display the photos stored.
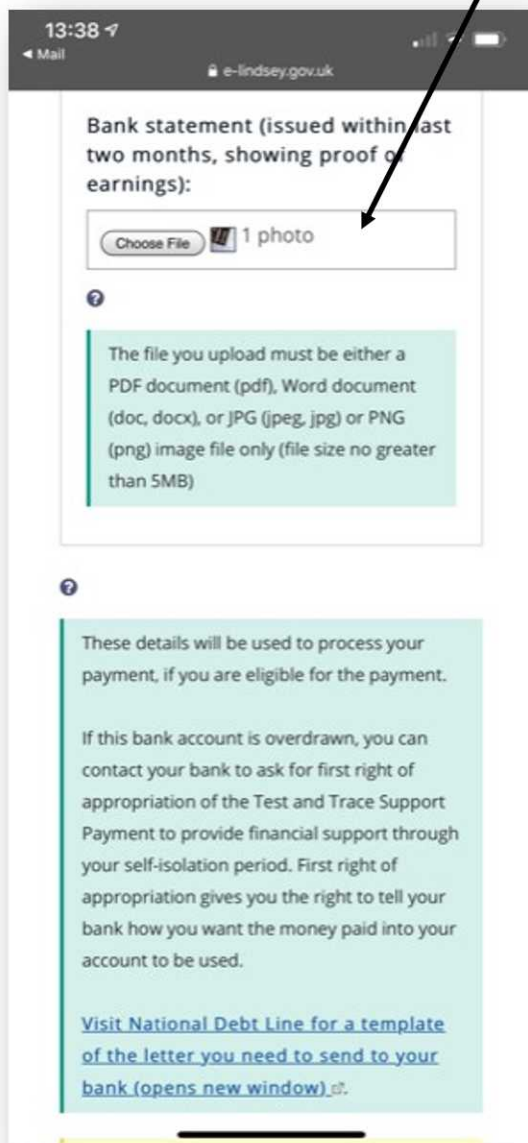
You can now choose the photo you would like to use by selecting it. This is usually at the bottom of each photo but may differ depending on your device.

This photo is now selected and will be uploaded to the application form.

You will automatically go back to the application form and your photo will be displayed on the form.
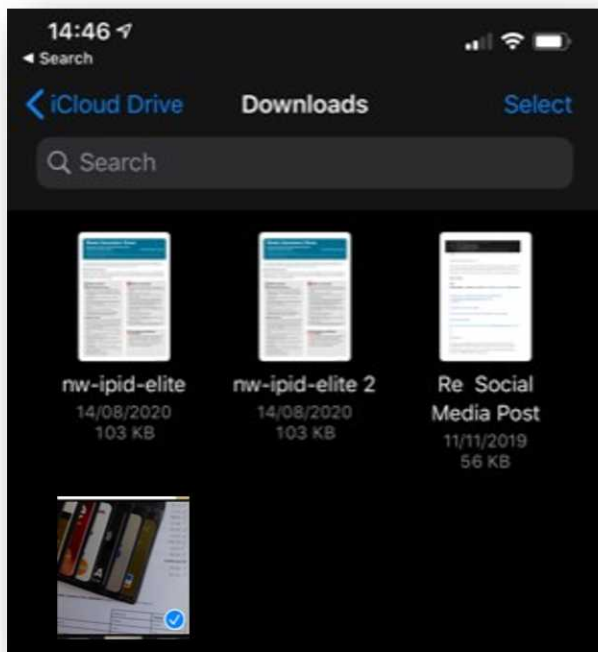
You have now uploaded a photo.

The Browse option allows you to search your device and may be useful for other types of files such as pdf , word or excel spreadsheets.

Your device will open the storage area and allow you to look for files you have already saved.

Please note all devices are different but you will see something similar to this screen.

You can now select the file you would like to use.

The file will be uploaded and you will return to the application form as seen in the previous example.

Repeat this procedure for any other parts of the application that require evidence to be uploaded.

We hope you find this guide useful, and it can be used for other online forms that require items to be uploaded.

www.e-lindsey.gov.uk/applyttsupport

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