



## Uploading document proofs (new applicant) – using a smart phone

This step-by-step guide has been produced to show you the stages you need to follow on Housing Online to be able to upload document proofs to support your application to join the Nottingham Housing Register using your smart phone.

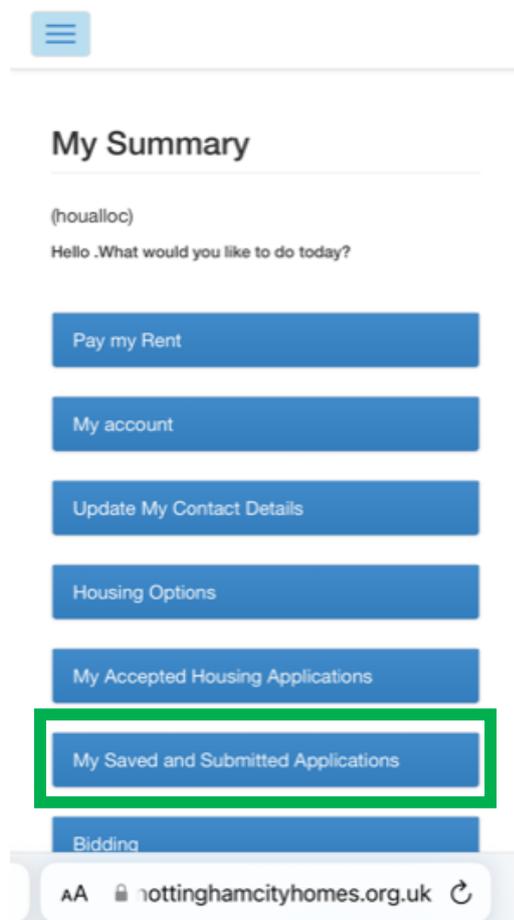
**Please note that these instructions only apply if you have a saved housing application that has not yet been completed or you have submitted an application, but it has not yet been assessed by HomeLink.**

Remember that you have a **maximum of 28 days** to complete a saved application. After that time, your open application will be deleted and you will need to start the application process again.

We have produced a separate guide for existing live applicants who want to submit document proofs because of a change in their circumstances.

The screenshots for this guide have been taken from an iPhone. Although displays may slightly vary on other devices, the steps to follow remain the same.

**Step 1:** After logging in through Housing Online, click the 'My Saved and Submitted Applications' button





**Step 2:** On the 'My Self Service Applications Summary' page you will see your saved application. Click the 'Actions' button to reveal a drop-down menu. Click on 'Upload Proofs'



## My Self Service Applications Summary

Please select number of rows

Please Select

Your application reference 1183209

Name of applicant MR S UPLOAD

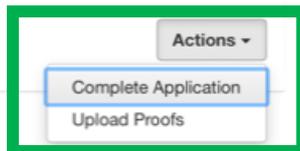
Address  
22-07, Victoria Centre, Glasshouse Street,  
Nottingham, NG1 3PW

Date application saved 03-AUG-2022

Status of application  
Saved awaiting your completion

Comments -

Actions



**Step 3:** The 'Upload Documents and Files' page is where you can upload your documents and your proofs from your phone. Click the 'Choose file' blue button.

You will have three options – uploading a saved photo from your photo library, taking a photo with your camera of your document proof, or choosing a file that is saved on your phone. **Please note that this may display differently depending on your device**



## Upload Documents and Files

File Browse

No file chosen

Choose file

Photo Library



Take Photo or Video



Choose File

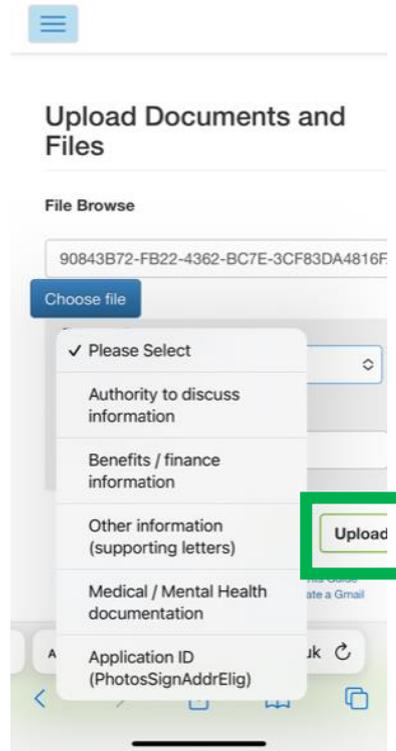
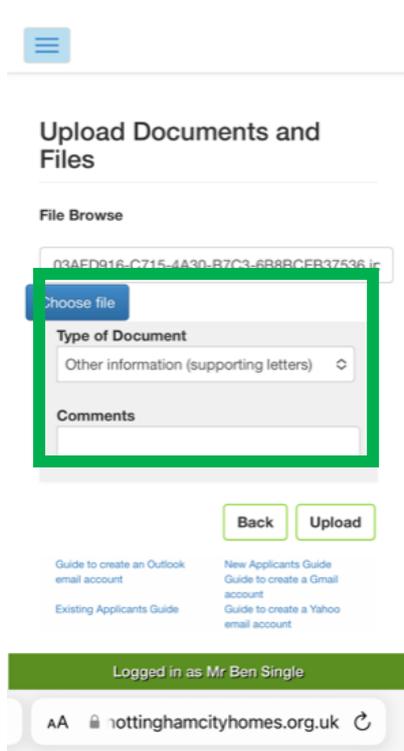


Back

Upload



Once you have selected your document / proof, click on the 'Type of Document' drop-down to select the option that is closest to what it is that you're uploading. You can also add comments about the document you're uploading in the 'Comments' box, if you wish. And then click the 'Upload' button.



**Step 4:** You will be taken back to the 'My Self Service Applications Summary' page. To upload more than one document / proof, follow steps 2 to 3 again.



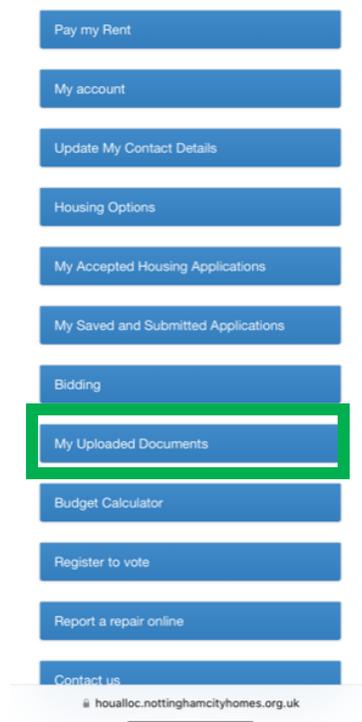
## Viewing your uploaded documents

You can view the documents you have uploaded.

**Step 1:** To do this, first click on the 'Hamburger' button at the top of the page and then click 'Home' to return back to the 'My Summary' home page.



**Step 2:** Click on the 'My Uploaded Documents' button





**Step 3:** On this page you will see your uploaded document(s). Click the 'Actions' drop-down menu. Here you can choose to view or download your document.

**My Documents**

SORT AND FILTER...

Number of rows  
Select number of rows

Document Name	image.jpg
Uploaded By	CLIENT
Read Y/N	Y
Read Date	04-AUG-2022
Uploaded Date	04-AUG-2022
Read by NCH Y/N	N
Document Size	2606725
Document Type	Other information (supporting letters)

Actions

AA nottinghamcityhomes.org.uk

If you have uploaded your document in error, you can delete this. Click on 'View Document Details'.

Read Y/N	Y
Read Date	04-AUG-2022
Uploaded Date	04-AUG-2022
Read by NCH Y/N	N
Document Size	2606725
Document Type	Other information (supporting letters)

Actions

- View Document
- Download Document
- View Document Details
- View Document Associations

Read Y/N	Y
Read Date	04-AUG-2022
Uploaded Date	04-AUG-2022
Read by NCH Y/N	N
Document Size	5027558
Document Type	Other information (supporting letters)



**Step 4:** On the 'View Document Details' page, scroll to the bottom of the page and click the 'Delete' button.

Back

Delete

**Step 5:** You will be taken to a 'Delete My Documents' page. To delete, click the 'Delete' button at the bottom of the page.

### Delete My Documents

<b>Reference</b>	35
<b>Document Name</b>	image.jpg
<b>Size</b>	2606725
<b>Document Type</b>	Please Select
<b>Uploaded Date</b>	04-AUG-2022
<b>Comments</b>	Pic of a mouse

Back

Delete

A 'Document deleted' notification will display to let you know that your document has been deleted.



### My Documents

SORT AND FILTER...

✓ Document deleted.