Uploading document proofs (existing live 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 using your smart phone.

Please note that these instructions only apply if you are an existing live applicant and you need to send us some new or updated documentation / proofs as a result of a change in your circumstances.

We have produced a separate guide for applicants who have a saved application that has not yet been submitted or a recently submitted application that has not yet been assessed by HomeLink.

If you are uploading proofs or documents in relation to a change in your circumstances, you **must** also complete the Change of Circumstances form that is on the HomeLink website here: https://nottinghamhomelink.org.uk/key-links/advice-and-support/change-of-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 Accepted Housing Applications' button
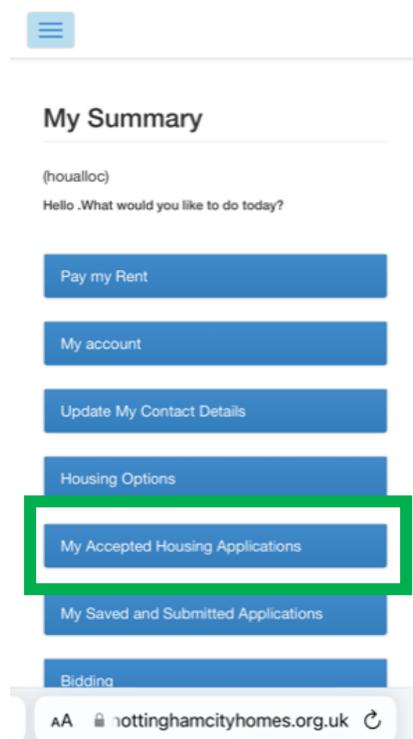
Step 2: On the 'My Applications Summary' page you will see your current live accepted application. Click the 'Actions' button to reveal a drop-down menu. Click on 'Upload Proofs'

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**

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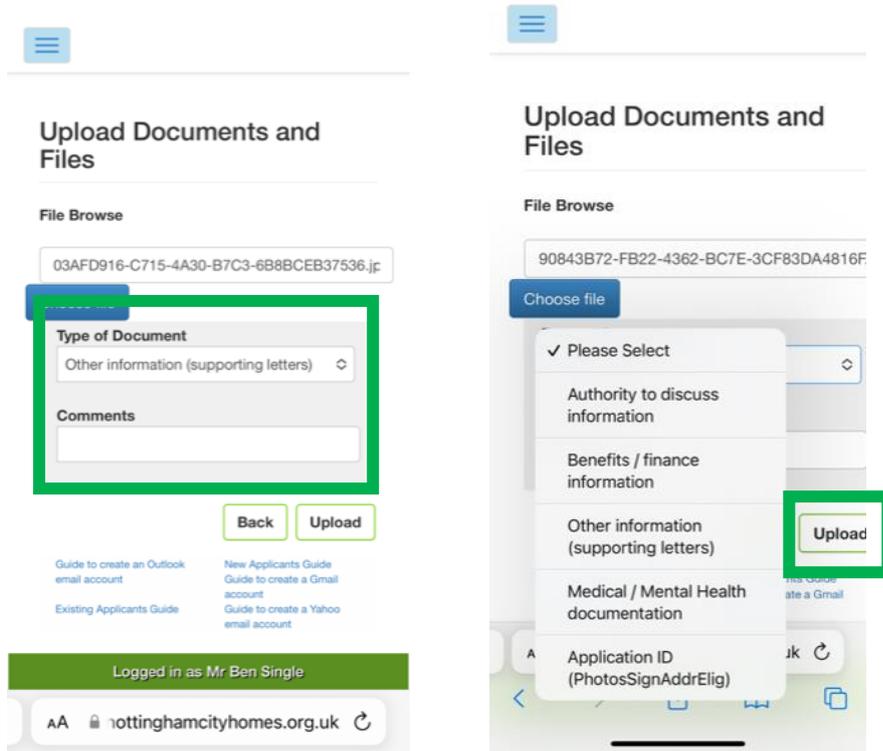
Step 4: You will be taken back to the 'My Applications Summary' page. To upload more than one document / proof, follow steps 2 to 3 again.
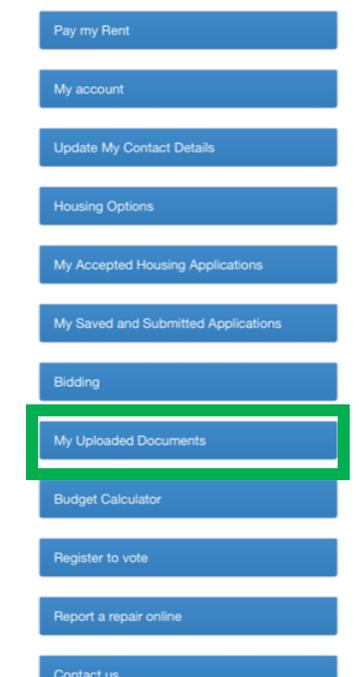
Viewing your uploaded documents

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.

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

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

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

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