



Uploading document proofs (new applicant) – using a laptop or desktop computer or a tablet device

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 a laptop or a desktop computer or a tablet.

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.

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



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 Preferences Logout Home

My Self Service Applications Summary

Please select number of rows
Please Select

Your application reference	Name of applicant	Address	Date application saved	Status of application	Comments	Actions
1183209	MR S UPLOAD	22-07, Victoria Centre, Glasshouse Street, Nottingham, NG1 3PW	03-AUG-2022	Saved awaiting your completion	-	<div style="border: 2px solid green; padding: 5px;"><p>Actions ▾</p><p>Complete Application</p><p>Upload Proofs</p></div>

1-1

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[Guide to create a Gmail account](#) [Existing Applicants Guide](#)
[Guide to create a Yahoo email account](#)



Step 3: The 'Upload Documents and Files' page is where you can upload your documents and your proofs. Click the 'Choose file' blue button and locate the document / proof you want to upload from where you have saved it on your computer.

Upload Documents and Files

The screenshot shows the 'Upload Documents and Files' page. Under the 'File Browse' section, there is a text input field containing 'No file chosen' and a blue 'Choose file' button. The 'Choose file' button is highlighted with a green rectangular box. Below this is a 'Type of Document' dropdown menu with 'Please Select' selected. At the bottom right of the page, there are 'Back' and 'Upload' buttons.

Step 4: 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.

You can then repeat this process if you are uploading more than one different type of document / proof.

This screenshot shows the 'Upload Documents and Files' page with the 'Type of Document' dropdown menu open. The file name 'Test proof.docx' is visible in the input field, and the 'Choose file' button is present. The dropdown menu lists several options: 'Please Select', 'Authority to discuss information', 'Benefits / finance information', 'Other information (supporting letters)', 'Medical / Mental Health documentation', and 'Application ID (PhotosSignAddrElig)'. The 'Upload' button at the bottom right is highlighted with a green rectangular box. At the bottom of the page, there are links for 'Guide to create an Outlook email account', 'Guide to create a Gmail account', 'New Applicants Guide', and 'Existing Applicants Guide'.



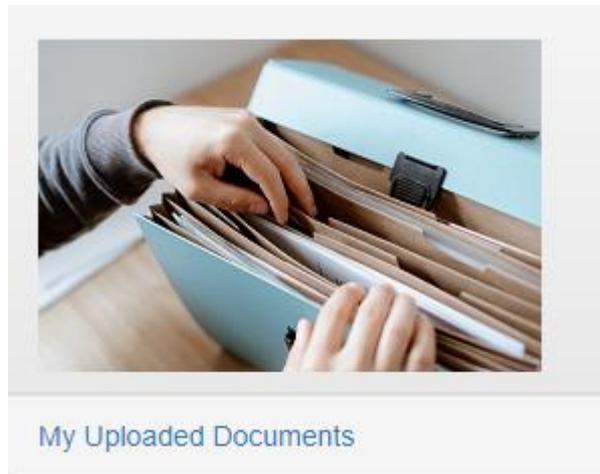
Viewing your uploaded documents

You can view the documents you have uploaded.

Step 1: To do this, first click on the 'Home' tab on the top navigation to return back to the 'My Summary' home page.



Step 2: Click on the 'My Uploaded Documents' tile



Step 3: On this page you will see your uploaded document. 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'.

My Documents

Search Type: Search Here (dropdown) | Search Data: Enter search data here | Search

Read Status: All Read Unread

Number of rows: Select number of rows (dropdown)

Document Name	Uploaded By	Read Y/N	Read Date	Uploaded Date	Read by NCH Y/N	Document Size	Document Type	Actions
Test proof.docx	CLIENT	Y	04-AUG-2022	04-AUG-2022	N	11749	Other information (supporting letters)	<ul style="list-style-type: none">View DocumentDownload DocumentView Document DetailsView Document Associations

1-1

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

Delete My Documents

Reference	29
Document Name	Test proof.docx
Size	11749
Document Type	Please Select
Uploaded Date	04-AUG-2022
Comments	This is a test proof

Back Delete

My Preferences Logout Home

My Documents

Search Type

Search Here Search Data Search

Read Status All Read Unread

Number of rows

Select number of rows

No data found

Guide to create an Outlook email account
Guide to create a Gmail account
Guide to create a Yahoo email account

New Applicants Guide
Existing Applicants Guide

Document deleted.