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, you're 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'

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

File Browse

No file chosen   Choose file

Type of Document

Please Select

Comments

Back   Upload

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.

Upload Documents and Files

File Browse

Test proof.docx   Choose file

Type of Document

Please Select

Please Select
Authority to discuss information
Benefits / finance information
Other information (supporting letters)
Medical / Mental Health documentation
Application ID (PhotosSignAddrElig)

Back   Upload

Guide to create an Outlook email account   New Applicants Guide
Guide to create a Gmail account   Existing Applicants Guide
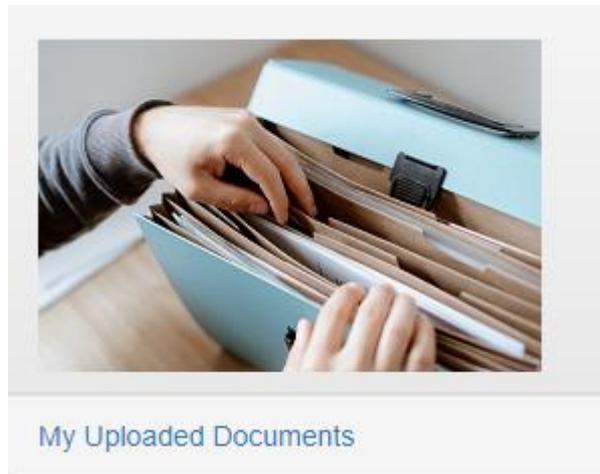
Viewing your uploaded documents

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'.

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

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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

✔ Document deleted.

Search Type   Search Data

Search Here   Enter search data here   Search

Read Status ● All ○ Read ○ Unread

Number of rows

Select number of rows

No data found

Guide to create an Outlook email account   New Applicants Guide
Guide to create a Gmail account   Existing Applicants Guide
Guide to create a Yahoo email account