



How to Upload documents on Darlington HomeSearch



DARLINGTON
Borough Council

How to Upload documents on Darlington HomeSearch

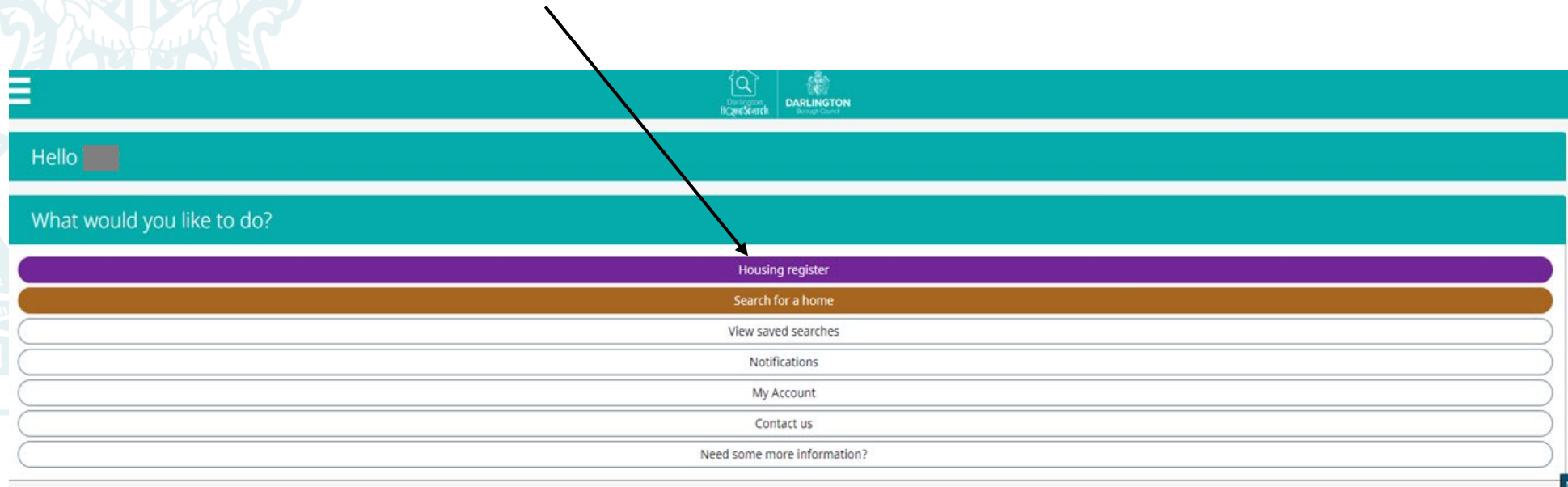
- **Please note, you need to take photos of any documents you wish to upload (Passport, Driving License, Letter etc) and have them on the device you are logging into HomeSearch with before you proceed.**
- **If you need to log in to your Darlington HomeSearch account again use your email and password you set up earlier.**



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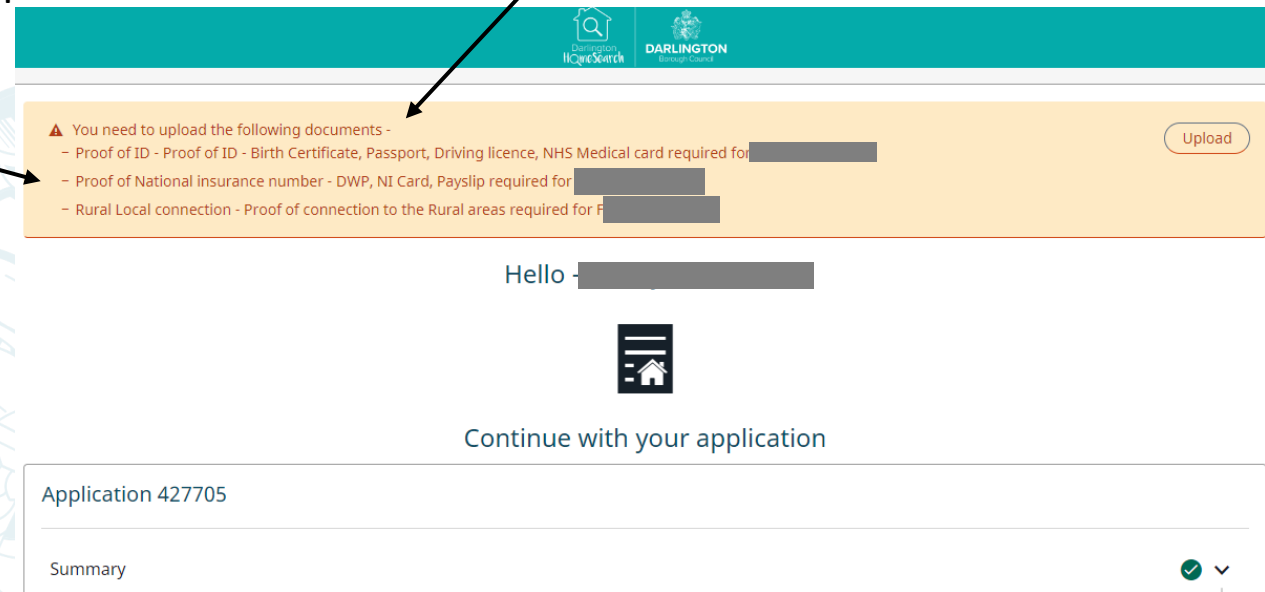
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- **Step 1 - From the main menu tap or left click with your cursor on “Housing Register” button.**



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- **Any documents required of you will be displayed on the top of your main application page.**
- If you are asked to upload evidence to support the main or joint account holders you may use the same document for both if applicable.

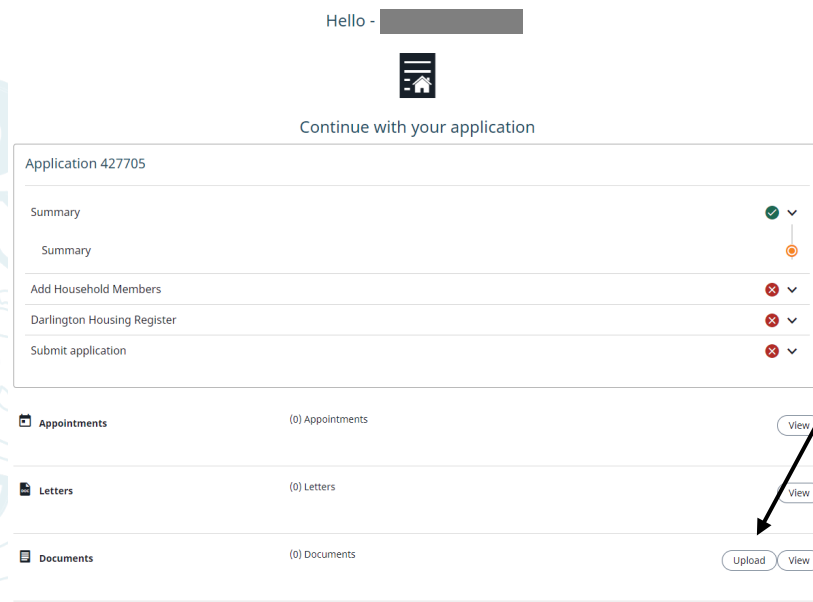


The screenshot shows the Darlington HomeSearch interface. At the top, there is a teal header with the 'Darlington HomeSearch' logo and 'DARLINGTON Borough Council'. Below the header, a yellow notification box with a warning icon contains the text: 'You need to upload the following documents -'. Below this, three bullet points list required documents: 'Proof of ID - Proof of ID - Birth Certificate, Passport, Driving licence, NHS Medical card required for [redacted]', 'Proof of National insurance number - DWP, NI Card, Payslip required for [redacted]', and 'Rural Local connection - Proof of connection to the Rural areas required for [redacted]'. An 'Upload' button is located in the top right corner of the notification box. Below the notification, the user is greeted with 'Hello [redacted]' and a home icon. The text 'Continue with your application' is centered below the icon. At the bottom, there is a section for 'Application 427705' with a 'Summary' tab and a green checkmark icon.



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- **Step 2 – On the main screen tap or click (left click with your cursor) on the “Upload” button in the Documents section at the bottom of the page.**



The screenshot shows a user interface for a housing application. At the top, it says "Hello - [redacted]" and "Continue with your application". Below this is a list of application tasks for "Application 427705":

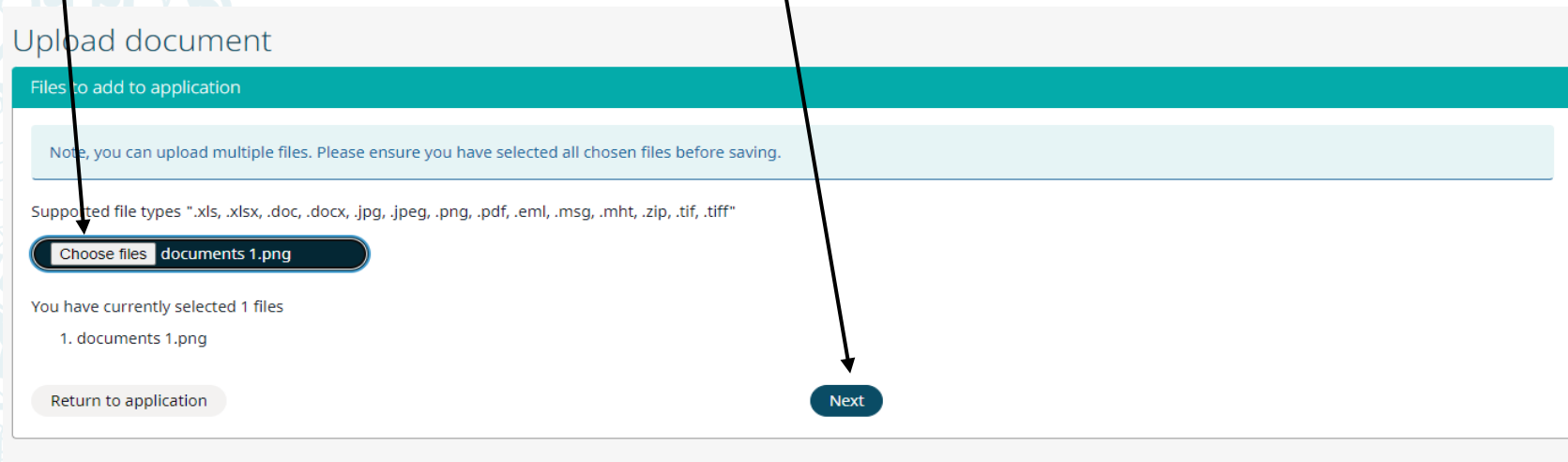
Task	Status
Summary	Completed (Green checkmark)
Summary	In Progress (Yellow circle)
Add Household Members	Not Started (Red X)
Darlington Housing Register	Not Started (Red X)
Submit application	Not Started (Red X)

Below the tasks are three sections: "Appointments (0) Appointments", "Letters (0) Letters", and "Documents (0) Documents". Each section has a "View" button. The "Documents" section also has an "Upload" button, which is pointed to by a black arrow from the right side of the page.



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- **Step 3 – Tap or click (left click with your cursor) choose files and select the file you wish to add. Once that is done Tap or click on the “Next” button.**



Upload document

Files to add to application

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.

Supported file types ".xls, .xlsx, .doc, .docx, .jpg, .jpeg, .png, .pdf, .eml, .msg, .mht, .zip, .tif, .tiff"

Choose files documents 1.png

You have currently selected 1 files

1. documents 1.png

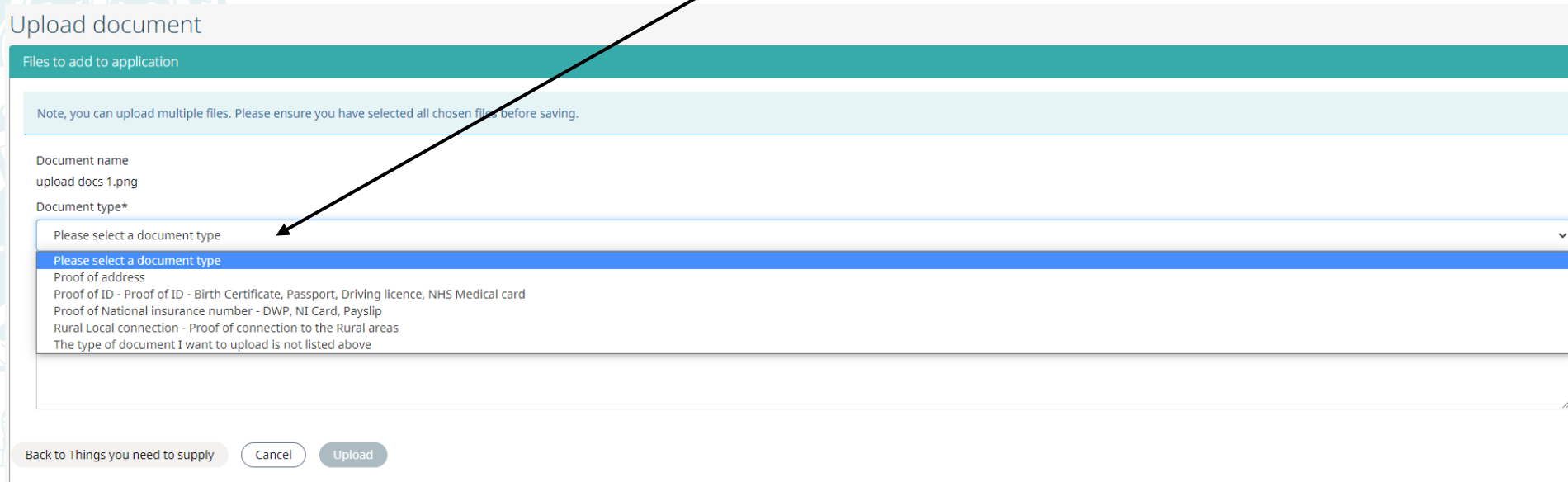
Return to application

Next



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- **Step 4 – In the “Document type” menu, select what type of information this file supports by tapping or clicking (left click with your cursor) on the drop down menu.**



The screenshot shows a web form titled "Upload document". At the top, there is a teal header bar with the text "Files to add to application". Below this is a light blue box containing the instruction: "Note, you can upload multiple files. Please ensure you have selected all chosen files before saving." The form has two main input fields: "Document name" with the value "upload docs 1.png" and "Document type*". The "Document type*" field is a dropdown menu that is currently open, showing a list of options: "Please select a document type", "Proof of address", "Proof of ID - Proof of ID - Birth Certificate, Passport, Driving licence, NHS Medical card", "Proof of National insurance number - DWP, NI Card, Payslip", "Rural Local connection - Proof of connection to the Rural areas", and "The type of document I want to upload is not listed above". An arrow points from the text in the list item above to the dropdown menu. At the bottom of the form, there are three buttons: "Back to Things you need to supply", "Cancel", and "Upload".



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- **Step 5 - Then select which household member this information is related to by tapping or clicking (left click with your cursor) on the drop down menu.**

Upload document

Files to add to application

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.

Document name
documents 1.png

Document type*
Please select a document type

Household member
Please select a household member

Comments
Please enter a comment for this file, this must not exceed 250 characters

Is sensitive
 Allow customer to see this upload?

Return to application Cancel Upload



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- **When uploading If you are asked to provide the same evidence to support the other household members you may use the same document for each individual if applicable.**

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.

Document name
application form.png

Document type*
Proof of child benefit

Household member
Please select a household member

Hayley
Sophie
Gary

Is sensitive
 Allow customer to see this upload?

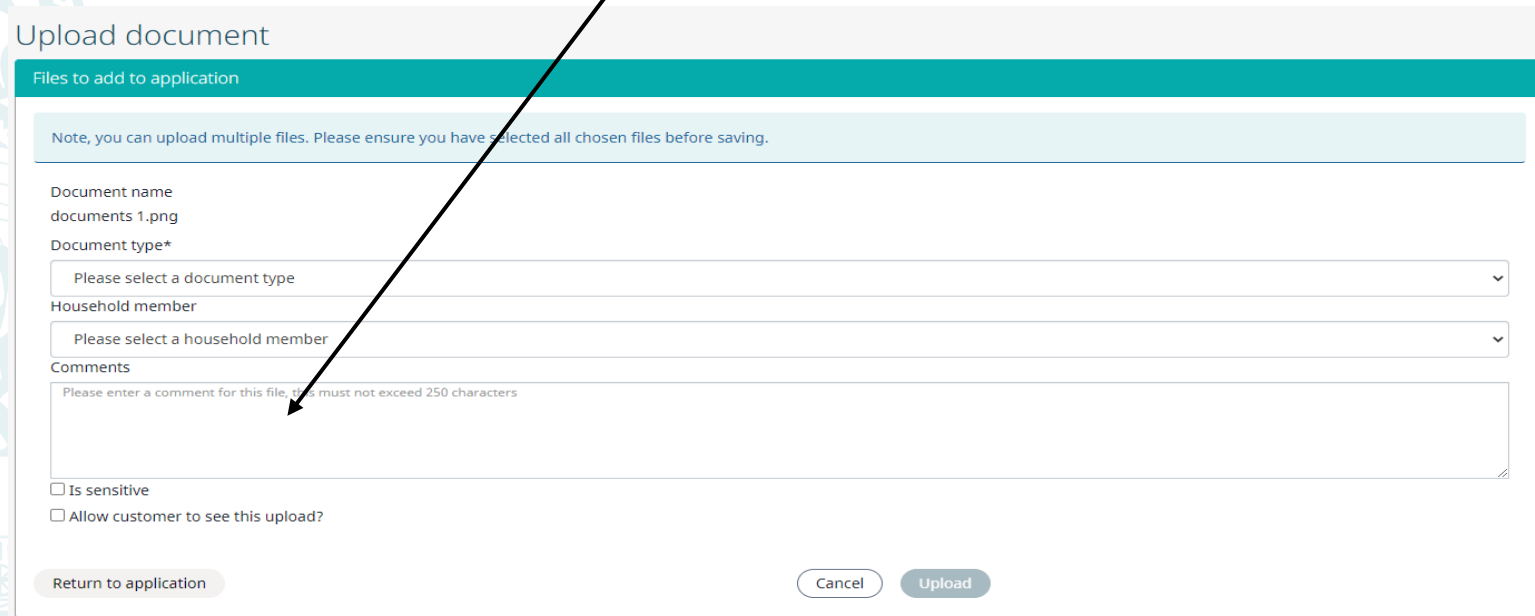
Return to application

Cancel Upload



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- **Additionally, you can add a comment if you wish to provide any other information regarding this file.**



Upload document

Files to add to application

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.

Document name
documents 1.png

Document type*
Please select a document type

Household member
Please select a household member

Comments
Please enter a comment for this file. This must not exceed 250 characters

Is sensitive
 Allow customer to see this upload?

Return to application Cancel Upload



How to Upload documents on Darlington HomeSearch

- **Step 6 - Once finished, Tap or click (left click with your cursor) the “Upload” button. If you wish to upload more documents just repeat the process form the “Upload document screen”.**

Upload document

Files to add to application

Note, you can upload multiple files. Please ensure you have selected all chosen files before saving.

Document name
documents 1.png

Document type*
Please select a document type

Household member
Please select a household member

Comments
Please enter a comment for this file, this must not exceed 250 characters

Is sensitive
 Allow customer to see this upload?

Return to application

Cancel Upload

