

## **ONLINE DOCUMENT UPLOAD SERVICE HELP GUIDE**

Please refer to this guide for help with using this service. If you need further assistance, call us on 0300 555 0505.

### **General Information**

Who can use this service?  
What is the Online Document Upload Service for?  
How many documents can I upload?  
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### **Step by Step Guide**

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My file has a virus, what do I do now?  
My upload has failed, why?

### Who can use this service?

Any student who has applied to us for full time funding or DSA only funding in session 2011-2012 or later, has a student reference number and a SAAS online account.

### What is the Online Document Upload Service for?

This service is to enable students to upload documentation to SAAS in support of their funding application. It can be used to upload the following document categories and document types:

- **Certificates**
  - Adoption Certificate
  - Birth Certificate
  - Certificate of Naturalisation
  - Civil Partnership
  - Death Certificate
  - Deed Poll (Name Change)
  - Divorce Decree
  - Marriage Certificate
  - Other Certificate
  - Passport
- **General Correspondence**
  - AB1 Loan Forms
  - Council Tax Evidence
  - Education/Employment Form
  - Home Office Documents
  - Letter from other person
  - Letter from student
  - Nursing Students Childcare Form
  - Other General
  - Residency Forms
  - Tenancy Agreement
- **Income Documentation**
  - Benefits Confirmation
  - Maintenance Deductions
  - Other Income
  - P45
  - P60
  - Pay Slips

- Pensions Confirmation
- SAAS Forms AB1b
- SAAS Forms AB1c
- SAAS Forms AB36 Household Income
- Shares/Dividends Confirmation
- Tax Confirmation
- Working Tax Credits Confirmation
  
- **Offer Letters**
  - College Offer Letter
  - University Offer Letter
  
- **Loan Forms**
  - AB1 Loan Form
  - Top Up Fee Loan
  - Top Up Student Loan Application
  
- **DSA Correspondence**
  - DSA Claim (NMPH/Training)
  - DSA Claim (Taxi Costs)
  - DSA GP Letter/Medical Document
  - DSA Other
  - DSA Receipts
  - DSA Supporting Information

### **How many documents can I upload?**

You can upload up to a maximum of 5 documents in the one transaction. If you have more than 5 to upload you can complete the transaction of your first 5 then return to the home page of the service and start a new transaction.

### **Can I upload different document types and multiple page documents?**

If you need to upload a mixture of document types, i.e. birth certificate, college offer letter, P60, upload each document as an individual file as you are required to select a document type for each one. If you have a multiple page document and it all relates to the same document type e.g. Benefits Confirmation you can upload this as one document provided it does not exceed the maximum file size limit.

### **What type of files can I upload?**

You can upload any jpg, jpeg, tiff, tif or pdf file to us.

### **What is the maximum files size I can upload?**

Each document can be NO MORE than 5MB each in size. You can upload a maximum of 5 documents in the one transaction.

### **Document Quality**

We need to be able to read all documents that are sent to us. If your documents are not clear after they have been uploaded and received by us, we will get in touch to tell you.

### **Can I tell you information about the documents I have uploaded?**

Yes, after the document upload page, you will be taken to the additional information page where you can type in any additional information you need to tell us (up to a maximum of 1500 characters).

### **How will I know my document upload has been a success?**

After clicking on the Next Stage button on the Additional Information page, your document(s) will be submitted to us and you will be taken to a confirmation page. You will be able to download and print/save a confirmation of your upload from this page. You will also be sent an email of the confirmation if we hold an email address for you.

### Step 1 – Document Upload Instructions

#### How to upload a document

If you have a paper document, you will need to scan this to your computer or you could take a photograph of it with your camera, smart phone or tablet. You should save the file as a jpg, jpeg, tif, tiff or pdf image file. The maximum file size we accept is 5MB. The maximum length of the file name is 50 characters. Once you have your document(s) on your computer/mobile device click on the Browse button (this may display as Choose or Choose File depending on what web browser you are using). This will open up a view of your computer/device file system, select the document image file you wish to upload. The location or name of this file on your computer/device will display in the text box next to the Browse button. Please double check you have selected the correct file.

#### Selecting a document category and document type

You are required to select a document category and a document type so we can display this on your processing record. Please select from the drop down lists. The document types are:

- **Certificates**
  - Adoption Certificate
  - Birth Certificate
  - Certificate of Naturalisation
  - Civil Partnership
  - Death Certificate
  - Deed Poll (Name Change)
  - Divorce Decree
  - Marriage Certificate
  - Other Certificate
  - Passport
  
- **General Correspondence**
  - AB1 Loan Forms
  - Council Tax Evidence
  - Education/Employment Form
  - Home Office Documents
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  - Nursing Students Childcare Form
  - Other General
  - Residency Forms
  - Tenancy Agreement

- **Income Documentation**
  - Benefits Confirmation
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  - Other Income
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  - Pensions Confirmation
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  - DSA GP Letter/Medical Document
  - DSA Other
  - DSA Receipts
  - DSA Supporting Information

### **Document Types and Multiple page documents**

If you need to upload a mixture of document types, i.e. birth certificate, college offer letter, P60, upload each document as an individual file as you are required to select a document type for each one. If you have a multiple page document and it all relates to the same document type e.g. Benefits Confirmation you can upload this as one document provided it does not exceed the maximum file size limit.

### **The Upload Process**

Once you have chosen your document, selected a document category and document type, double check the details. If you have made any errors, you can rectify them individually or click on the Clear button and this will remove everything in the upload area. When you are happy you have entered everything correctly, click on the Upload Document button

The system will carry out checks on your document. While this process is taking place, DO NOT click on any buttons on the screen or on the back button of the browser. If the document passes all the checks, a thumbnail will appear below the upload area. Below the thumbnail there is an information icon and a remove document icon. Clicking on the information icon will display the details of your uploaded document. Clicking on the cross icon will enable you to remove the document from the upload process.

If you wish to upload further documents up to a maximum of 5, repeat the process. Once you have uploaded all your documents click on the Next Stage button.



### **Step 2 – Additional Information Instructions**

#### **How to tell us Additional Information**

If you need to add information in support of the document(s) you have uploaded or if you have anything else you need to tell us, you can add this on the Additional Information page, up to a maximum of 1500 characters. Type your information in the text box. The Check Length button will tell you how many characters you have typed. After completing your additional information, click on the Next Stage button and your document(s) will be submitted to us along with any additional information you entered.

If you do not need to add any additional information, you can click on the Next Stage button and your document(s) will be submitted to us.

### **Step 3 – Confirmation of Upload**

If your document(s) submit to us correctly you will be presented with a confirmation page. You will be able to download and print/save a confirmation page which will give details of your upload. You will also be sent an email of the confirmation if we hold an email address for you.

### **Troubleshooting**

#### **Why am I not allowed/not eligible to use this service?**

You **MUST** have applied to us for full time funding in session 2011-2012 or later, have a student reference number and a SAAS online account to be eligible to use this service.

#### **My files are not being accepted, why not?**

You can only upload files that are no more than 5MB in size. The length of the file size name is restricted to 50 characters excluding the file extension e.g .jpg.

#### **My file has a virus, what do I do now?**

To safeguard the security of our network we virus scan all documents that are uploaded. If a virus is found in ANY of the documents you upload, we will terminate the whole transaction. It would be in your own interests to remove the document we have indicated has a virus from your computer/device. You can then upload any documents that did not contain a virus.

#### **My upload has failed, why?**

The upload may have failed if our system was experiencing any network connectivity problems or if we were unable to carry out all the necessary checks on your uploaded document(s). Please try and upload them later.