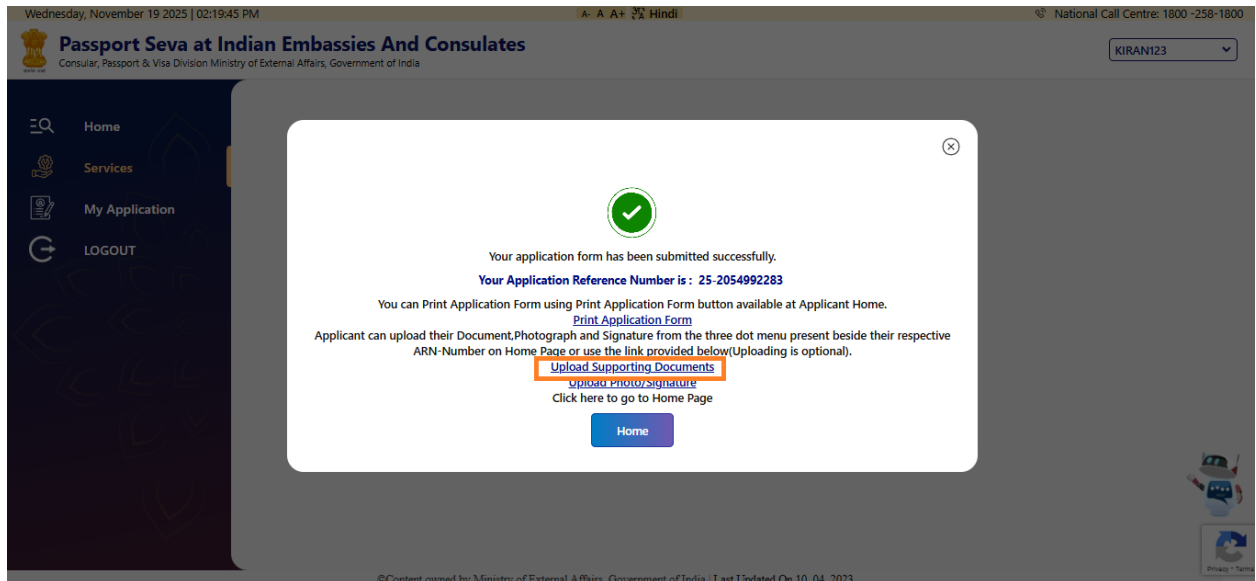
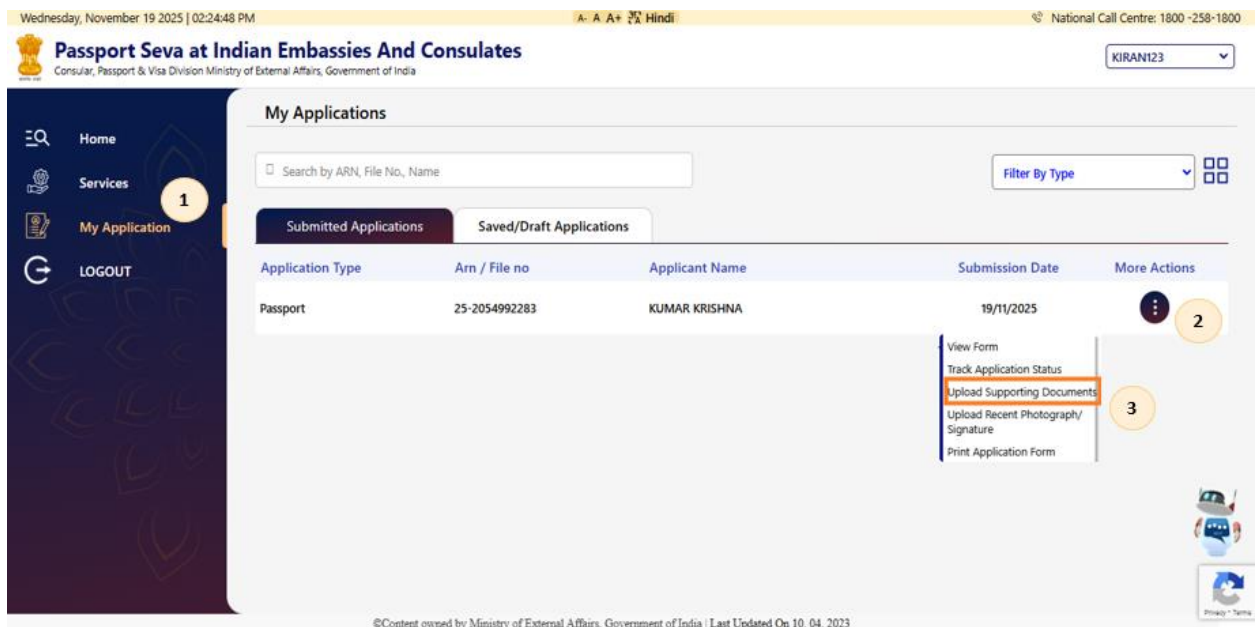


# SOP for document uploading in Applicant Portal

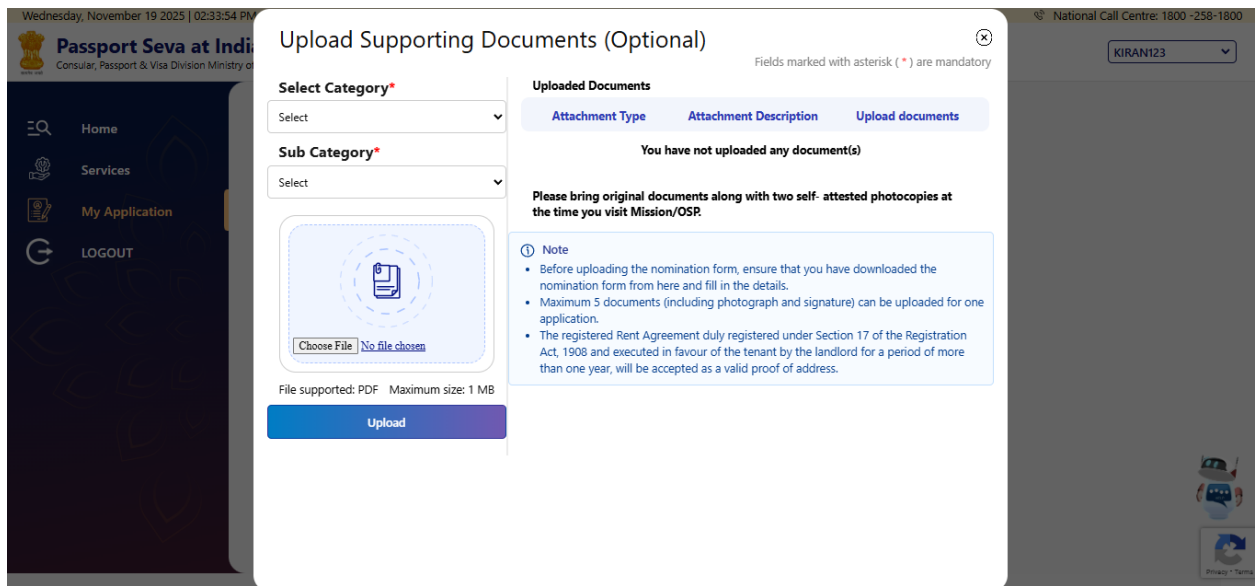
## 1. Login and Navigation



Once the form is submitted, a pop-up message will be displayed. Select “**Upload Supporting Documents**” to continue with the document upload process.



Applicant can click on 1) **My Application** 2) **Select more actions** 3) **choose Upload Supporting Documents**

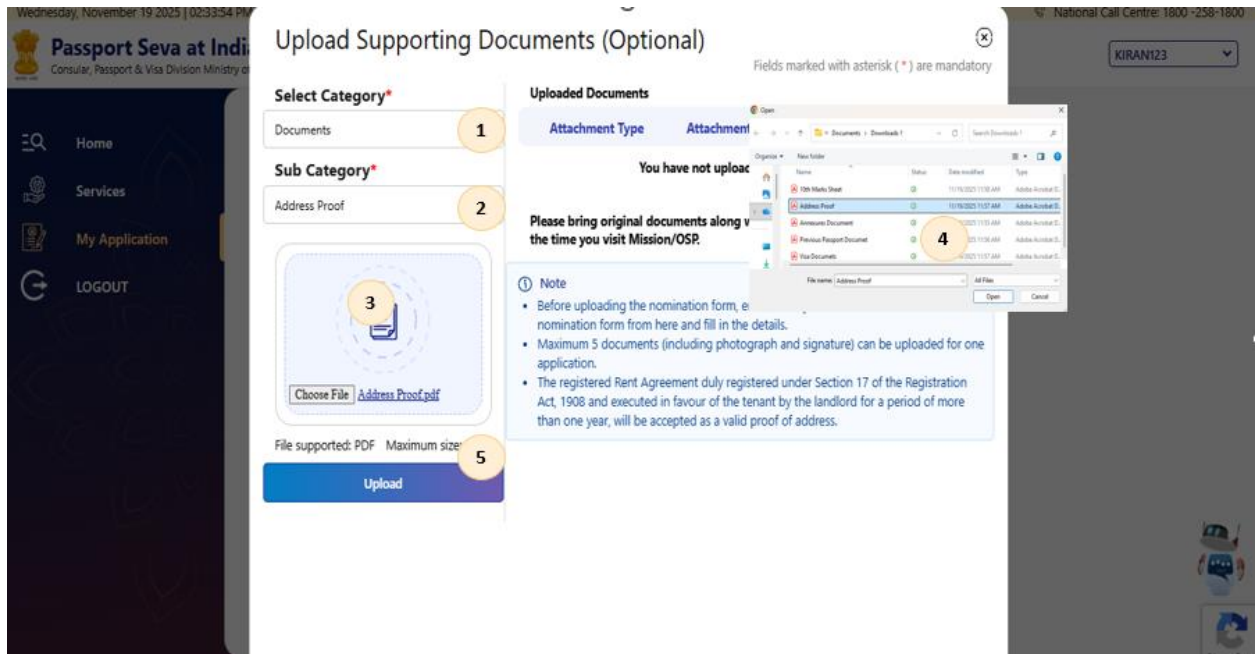


The application will display the document upload page, where you can upload the required supporting documents.

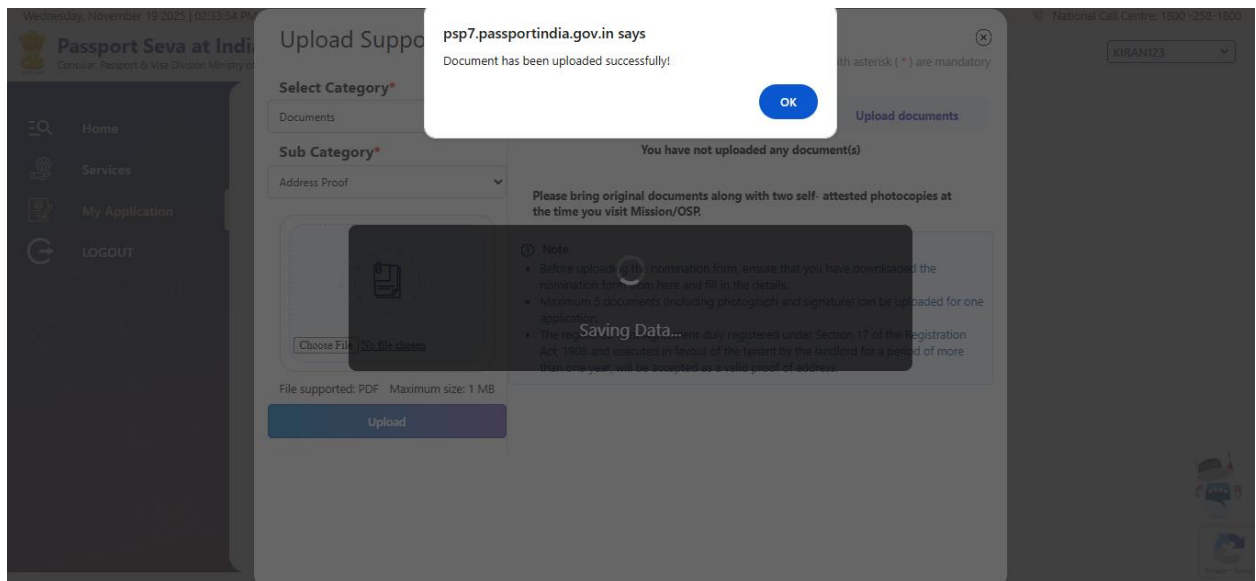
## 2. Document Requirements

- Maximum Size allowed 1 MB
- The total of all uploaded documents should be not more than 1 MB
- Please ensure the document uploaded is in PDF format
- Maximum 5 documents (including photograph and signature) can be uploaded for one application (In Upload Supporting Documents - Only 3 documents can be uploaded).
- The maximum number of attempts allowed to upload documents is 12 (including photograph and signature)
- If the applicant wishes to delete and re-upload the documents, a maximum of 12 attempts is permitted.

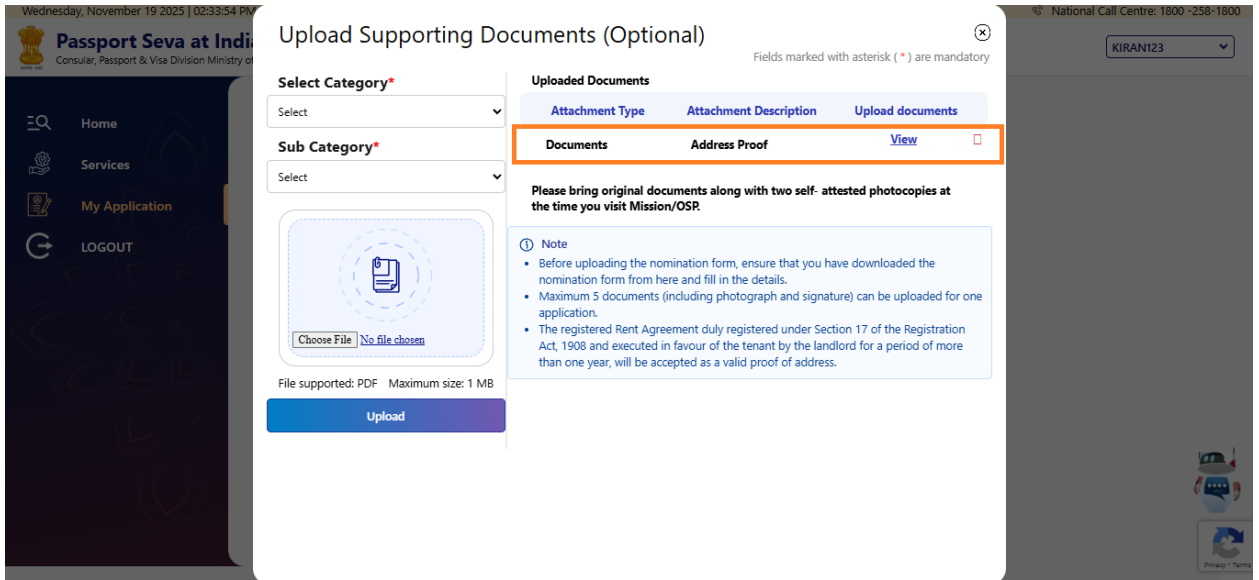
### 3. Uploading a Document: Steps to be followed



Choose the option to upload a document **1) Select Category** **2) Sub Category** **3) Click on Choose file** **4) Select the file from the local device** **5) Click on Upload**



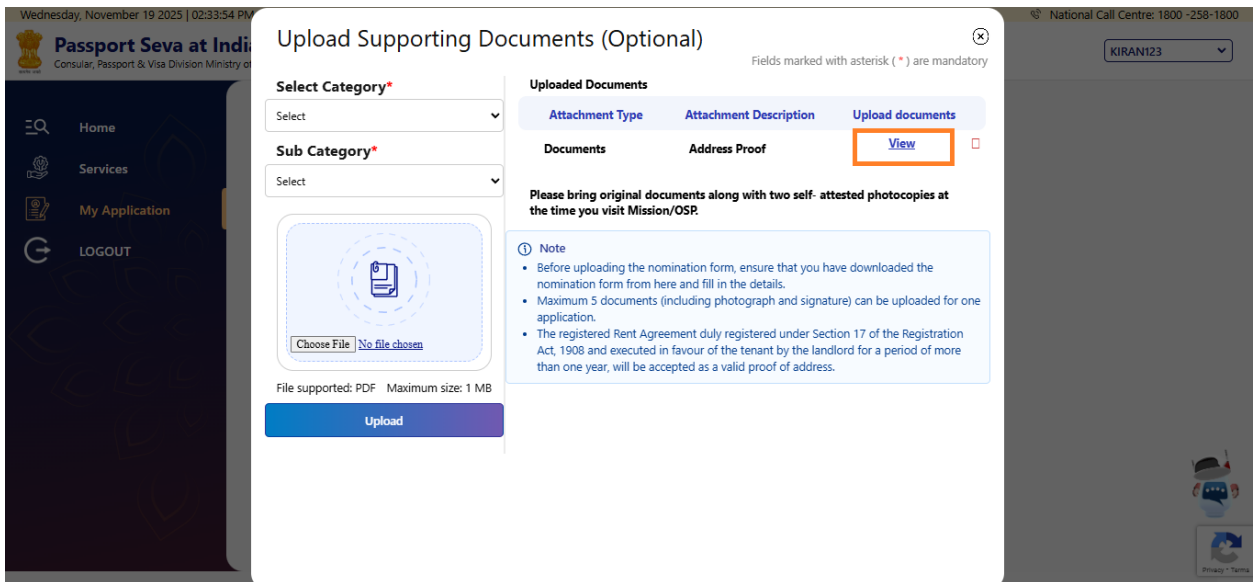
A confirmation message stating “Document has been uploaded successfully!” will be displayed on the screen.



Once uploaded, the document will be displayed on the screen for your review.

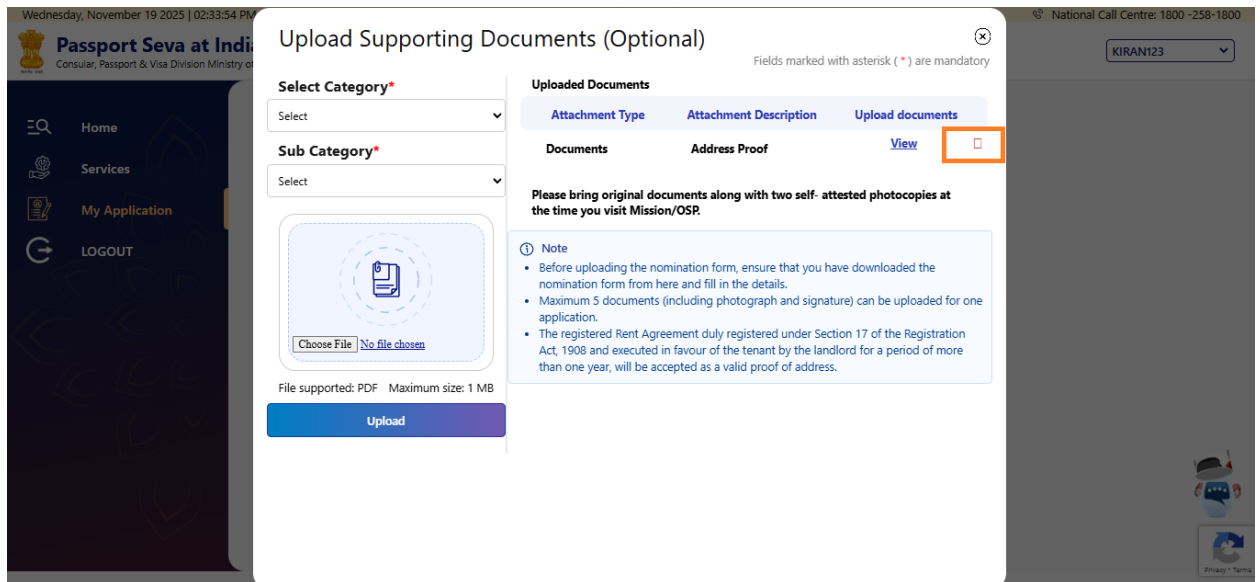
**Note:** The total of all uploaded documents should be no more than **1 MB**

#### 4. View the Uploaded Document

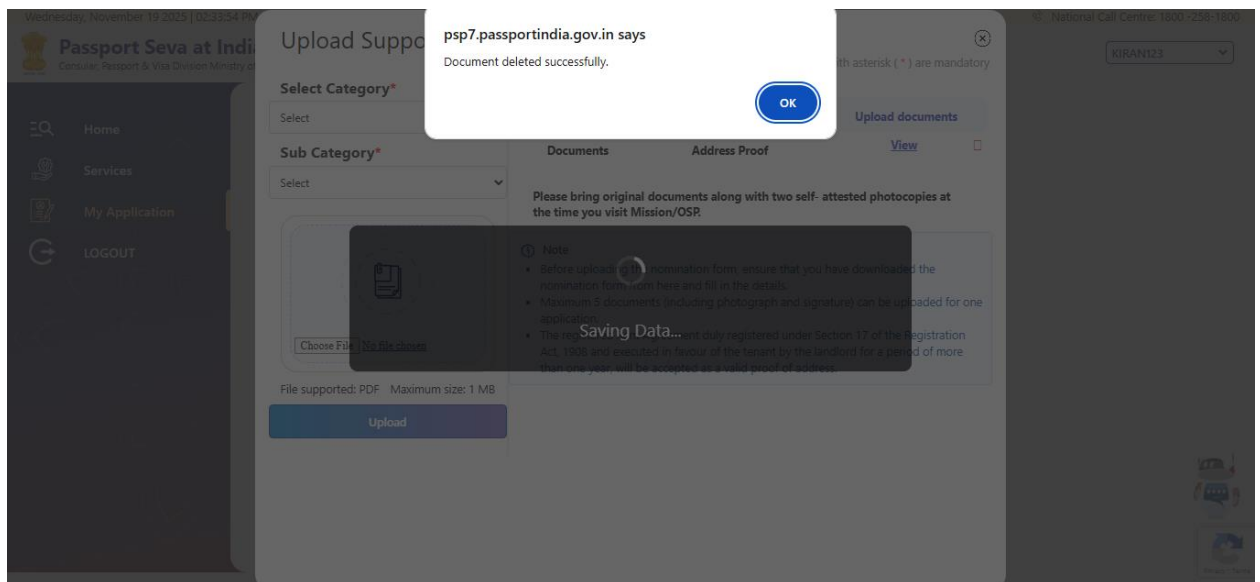


Applicant may click on the **View** button to access the uploaded document. It will be displayed in a new window.

## 5. Delete the Uploaded Document



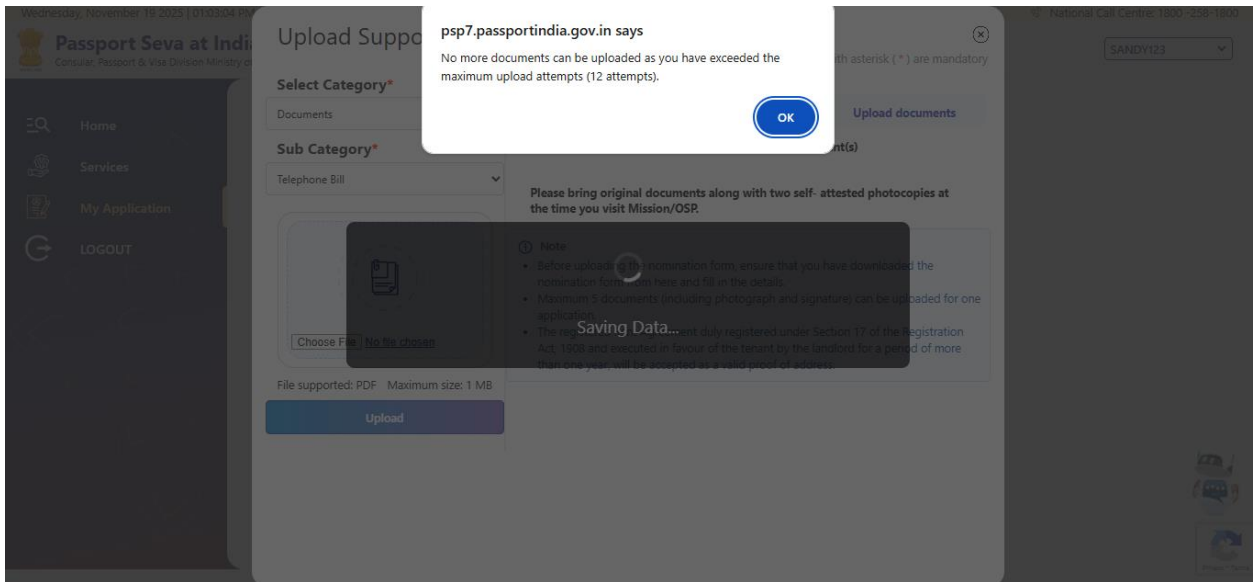
If the applicant wishes to remove the uploaded document, they can do so by clicking the red colored delete button.



After the document is successfully deleted, a confirmation message stating “Document deleted successfully” will be displayed on the screen.

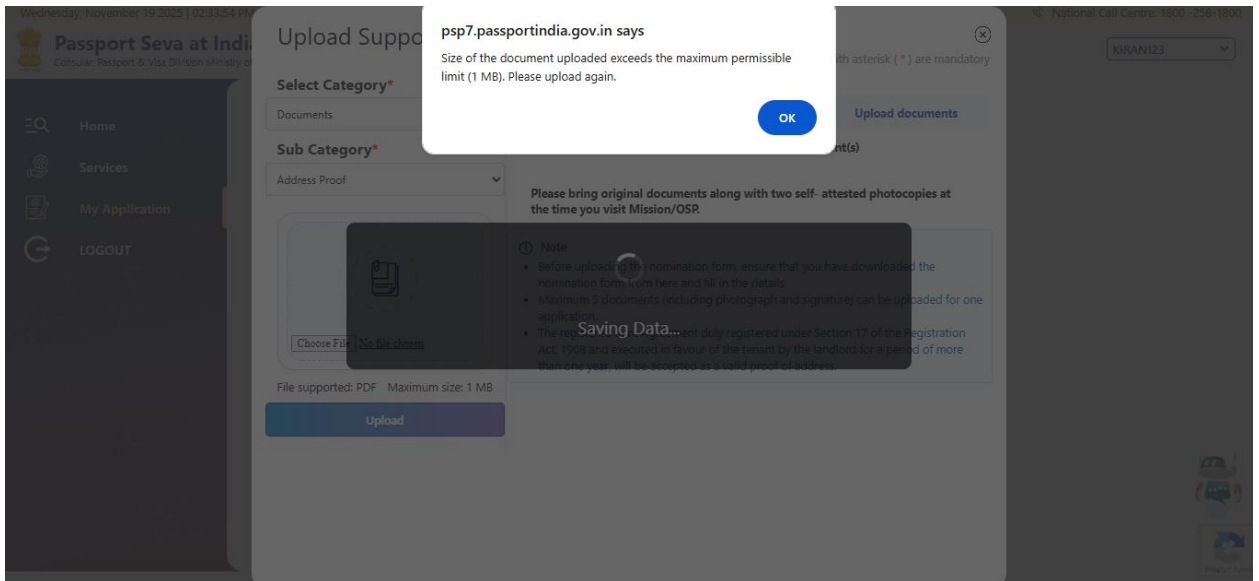
**Note:** If the applicant intends to delete and re-upload the documents, a maximum of 12 attempts is permitted (including photograph and signature).

## 6. Error Handling



Error “No more documents can be uploaded as you have exceeded the maximum upload attempts (12 attempts)”

**Solution:** This form should be ignored. The applicant must fill and submit a new form for processing.



Error: Size of the document uploaded exceeds the maximum permissible limit (1 MB). Please upload again.

**Solution:** Ensure that the total size of all documents uploaded is not more than 1 MB.