

## EMA – Guide to uploading supporting documents

If you have a paper document, you can either:

- scan it to your computer, or
- photograph it with your smartphone or tablet.

Save the file as a jpeg, png or pdf image file.

Make sure that all text can be clearly read.

Documents of more than one page should be scanned as one file e.g. Universal Credit Statements.

Be aware of where these documents have been saved on your device as you will need to select them when uploading.

## Uploading documents with initial application

Please note: uploading supporting documentation with your initial application means processing time will be reduced.

1. Go to [www.north-ayrshire.gov.uk/ema](http://www.north-ayrshire.gov.uk/ema)
2. Click “upload additional documents” link.
3. Select “Yes” under “Are you able to upload this proof electronically”.
4. Select “Apply”.
5. Complete all fields requested - at the end, you will be requested to upload your supporting documentation.
  - Select the “Browse” button under “Please select a file”, locate and select the appropriate documents on your device and click on “Open”.
  - Select “Save”.
  - Select “Add another file” if you have more documents to upload.
  - Repeat the above until you have added all your documents.
  - Select “Next”.

## Uploading more documents after submitting application

Please have your Case Reference Number and the date of birth of applicant ready.

The Case Reference number is automatically emailed to you when you submit an online application. Please check your junk or spam email folders. If you haven't received this, email us and let us know [ema@north-ayrshire.gov.uk](mailto:ema@north-ayrshire.gov.uk)

1. Go to the webpage [www.north-ayrshire.gov.uk/ema](http://www.north-ayrshire.gov.uk/ema) and click on the link "upload additional documents".
2. Enter the Case Reference Number and Student Date of Birth in this format DD MM YYYY eg 21 03 2005.
3. Select "Next".
4. Select the "Browse" button under "Please select a file", locate and select the appropriate documents and click "Open".
5. Select "Save"
6. Select "Add another file" if you have more documents to upload.
7. Repeat the above until you have added all your documents.
8. Select "Submit".