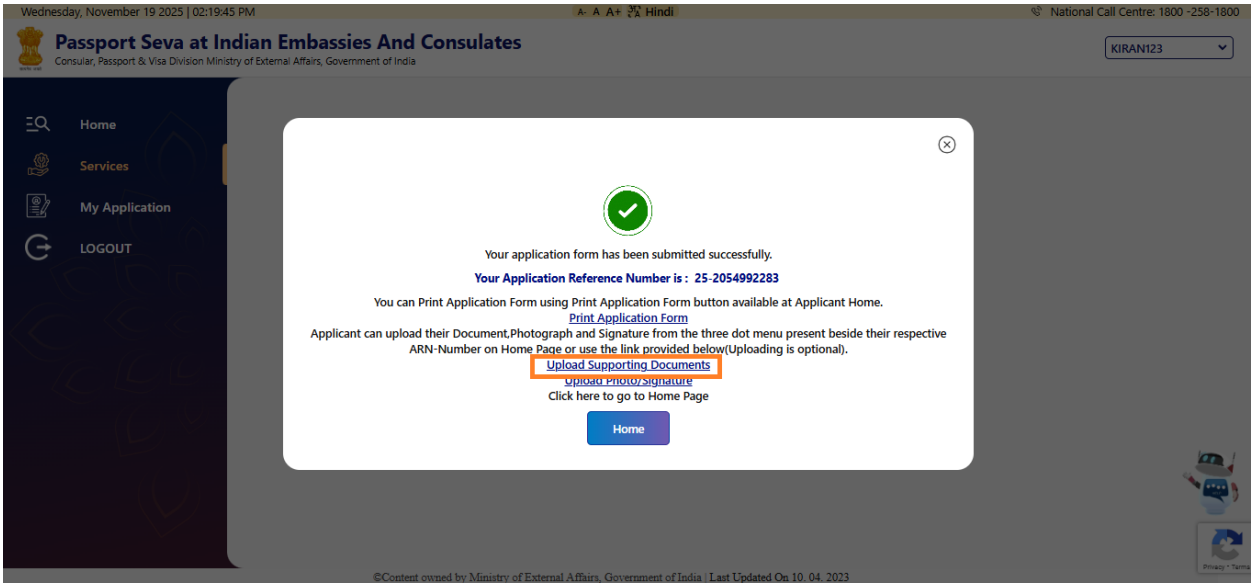
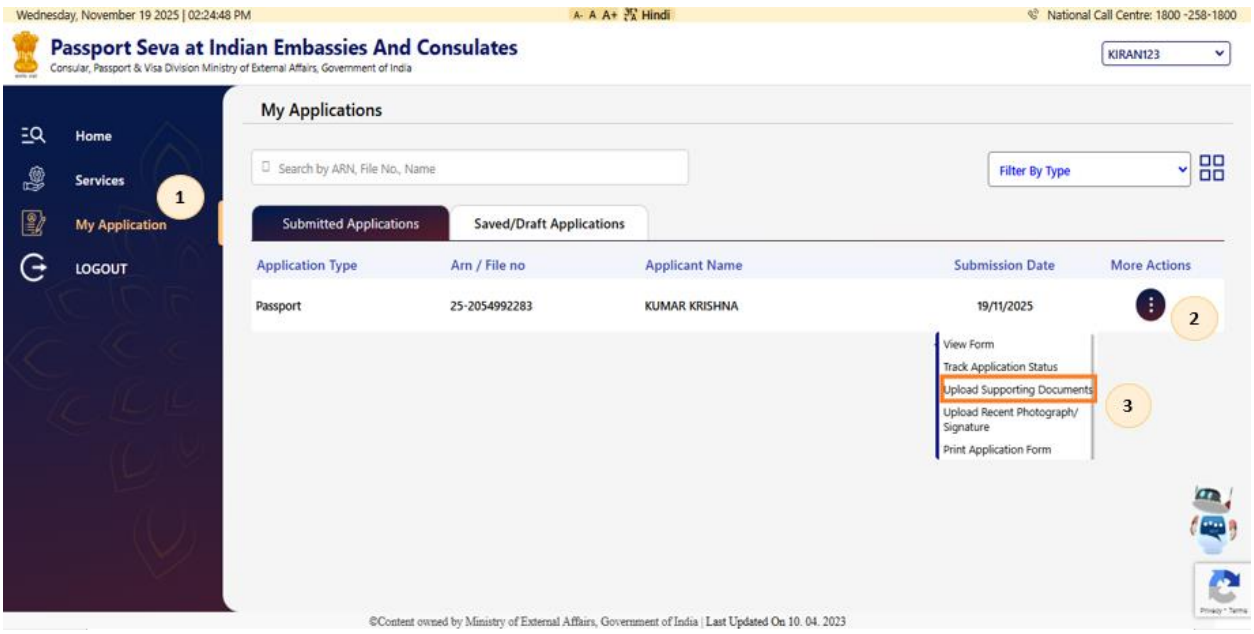
SOP for document uploading in Applicant Portal

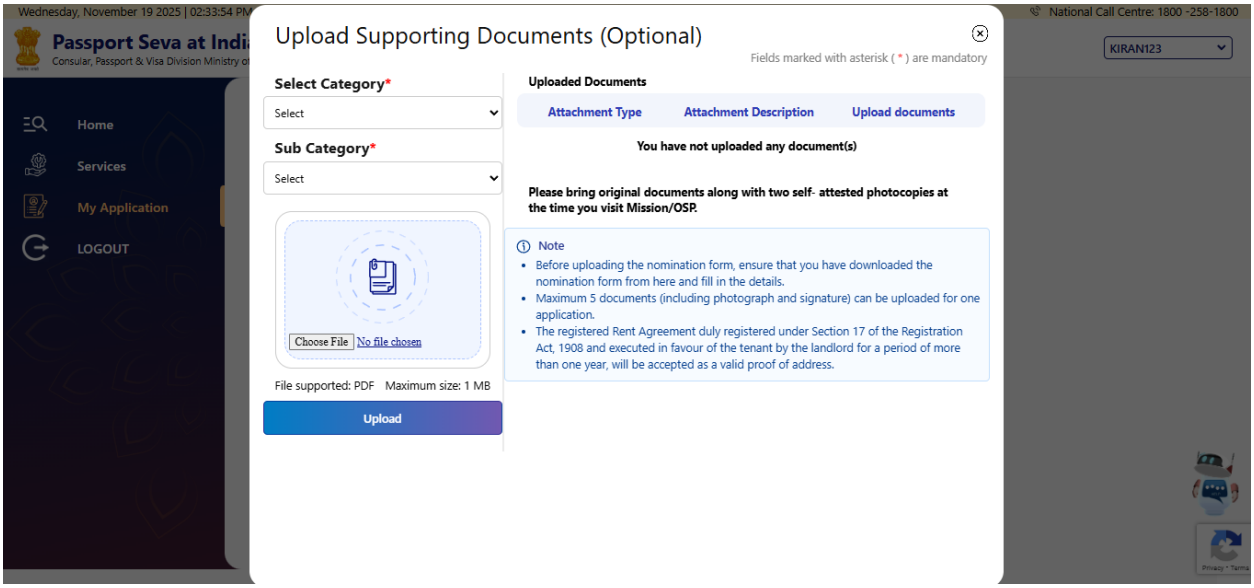
1. Login and Navigation



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 dots 3) choose Upload Supporting Documents**

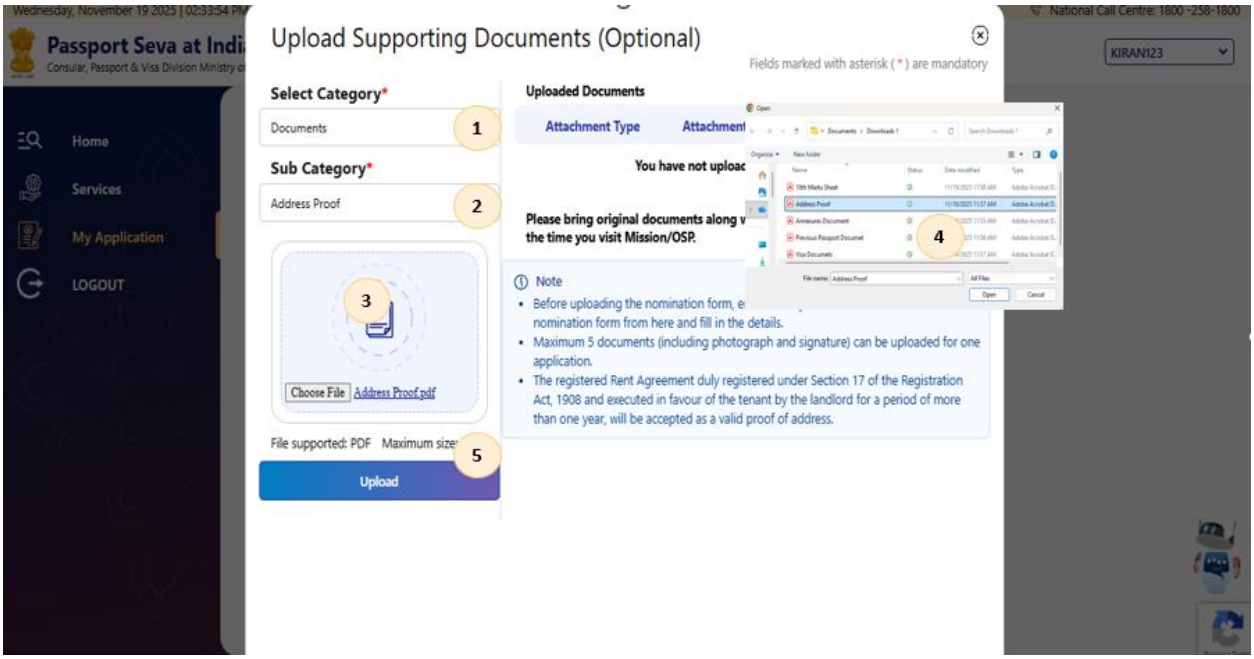


The application will display the document upload page, where you can upload the required supporting documents.

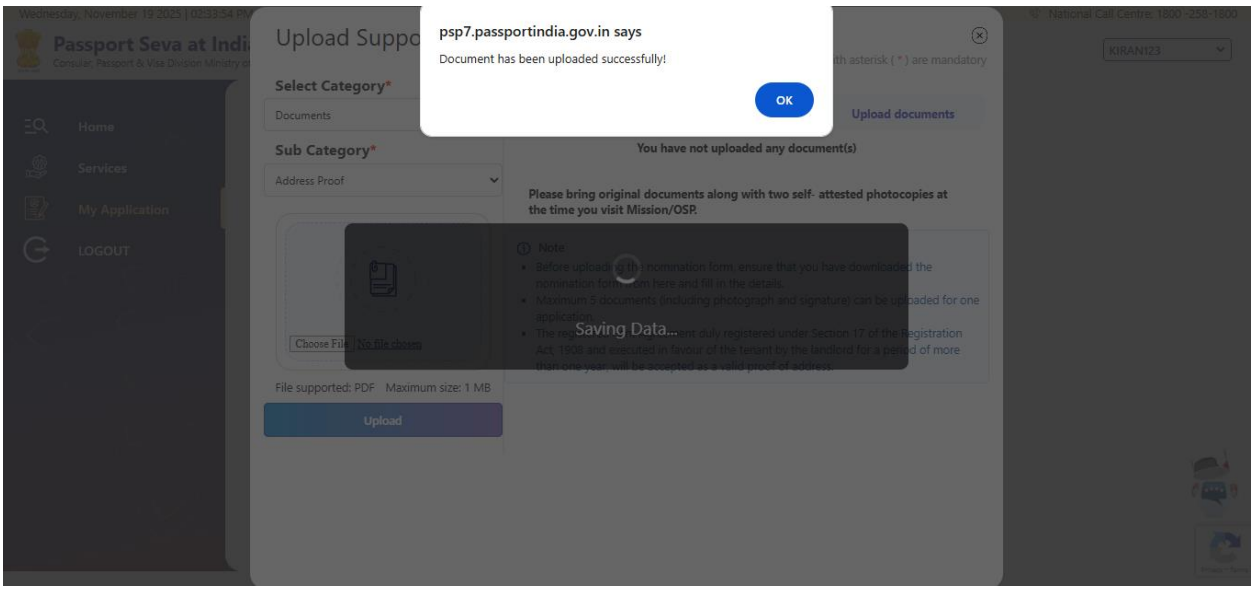
2. Document Requirements

- 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.

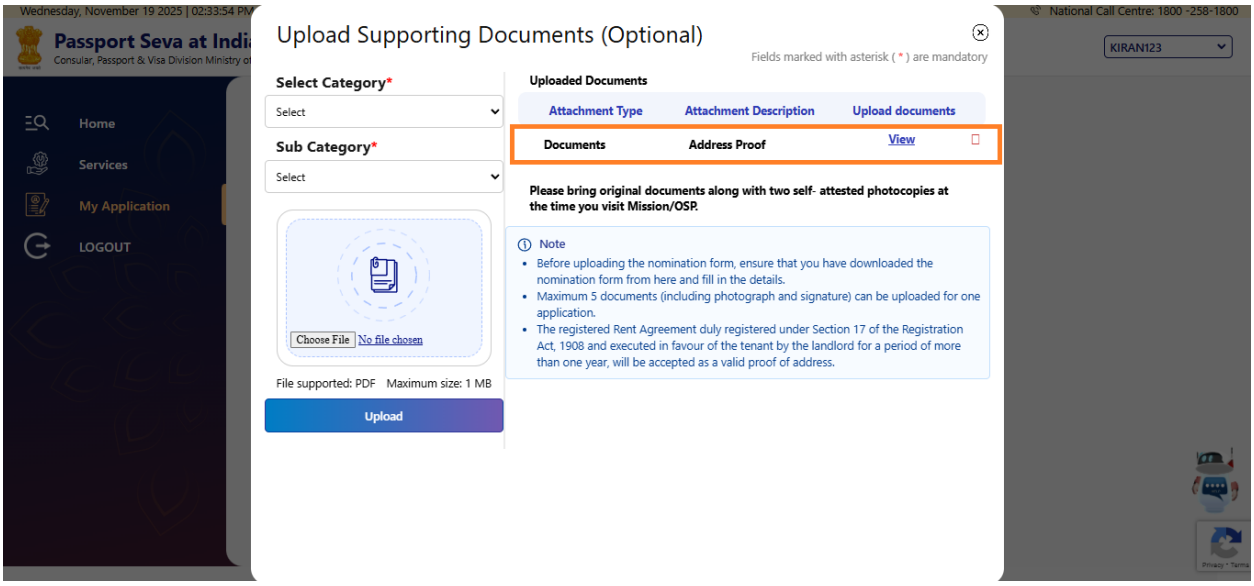
3. **Uploading a Document:** Steps to be followed



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**

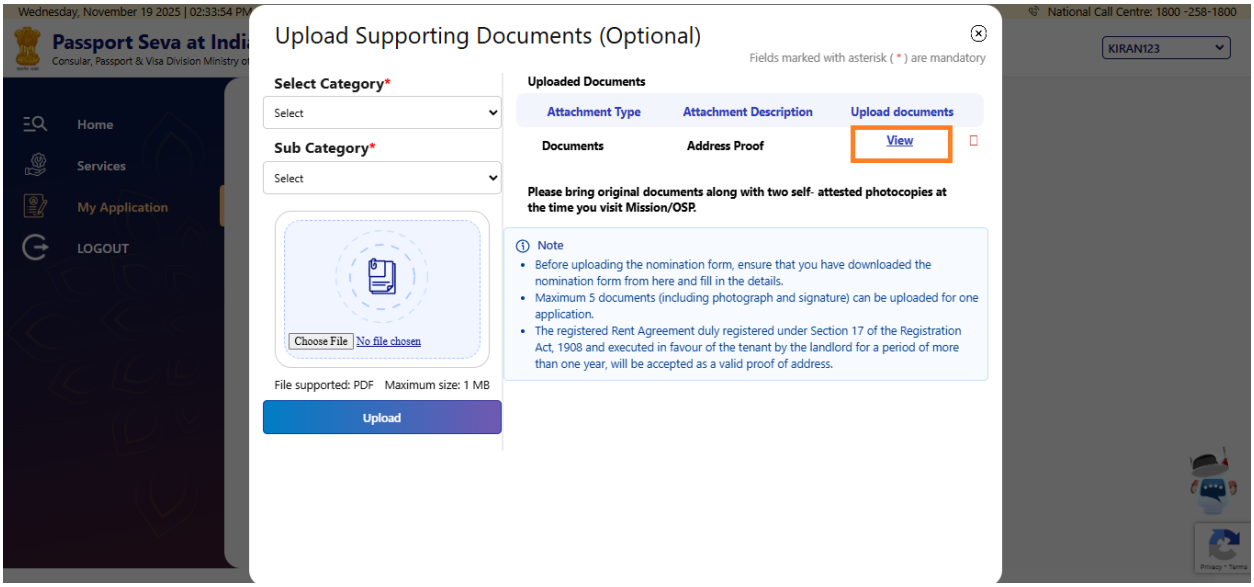


A confirmation message stating “Document has been uploaded successfully!” will be displayed on the screen.



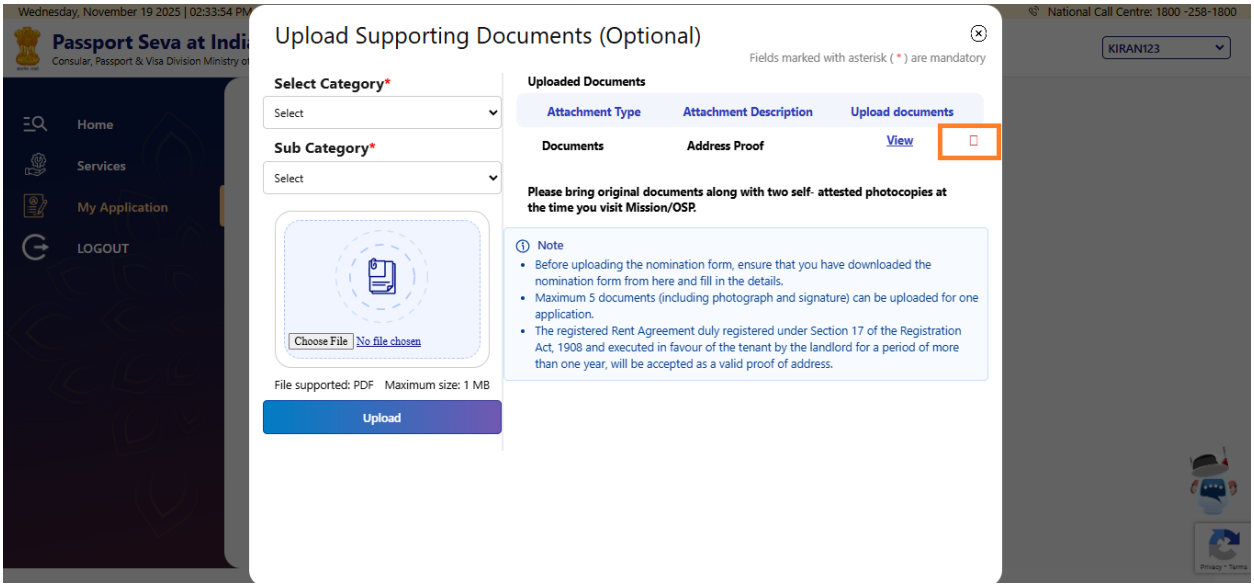
Once uploaded, the document will be displayed on the screen for your review.
Note: The total of all uploaded documents should be no more than **1 MB**

4. View the Uploaded Document

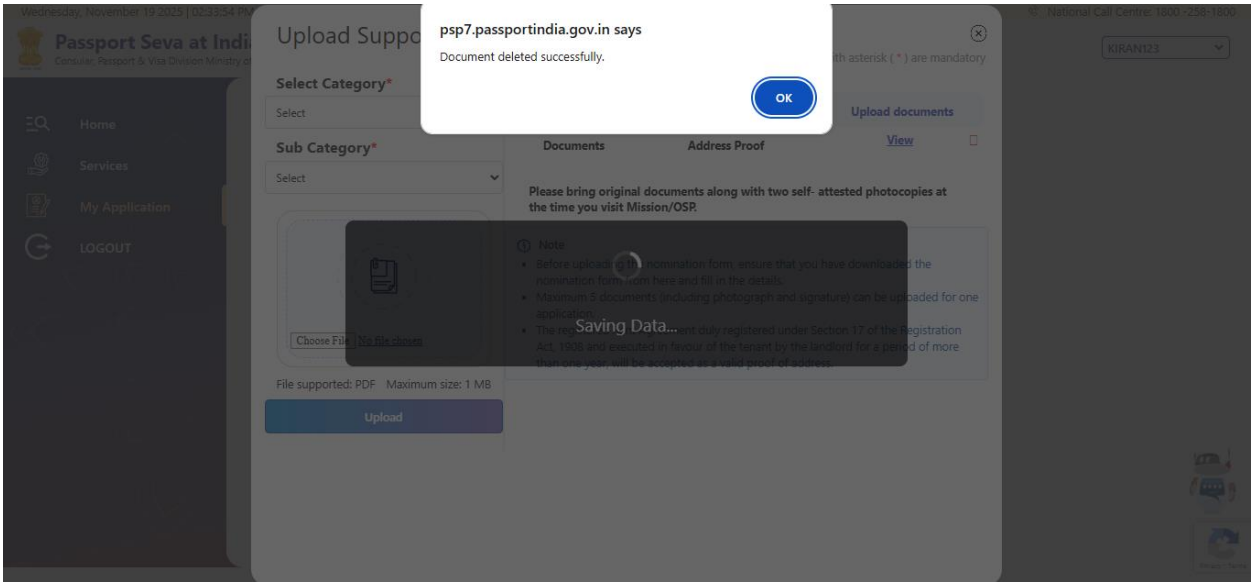


Applicant may click on the **View** button to access the uploaded document. It will be displayed in a new window.

5. Delete the Uploaded Document

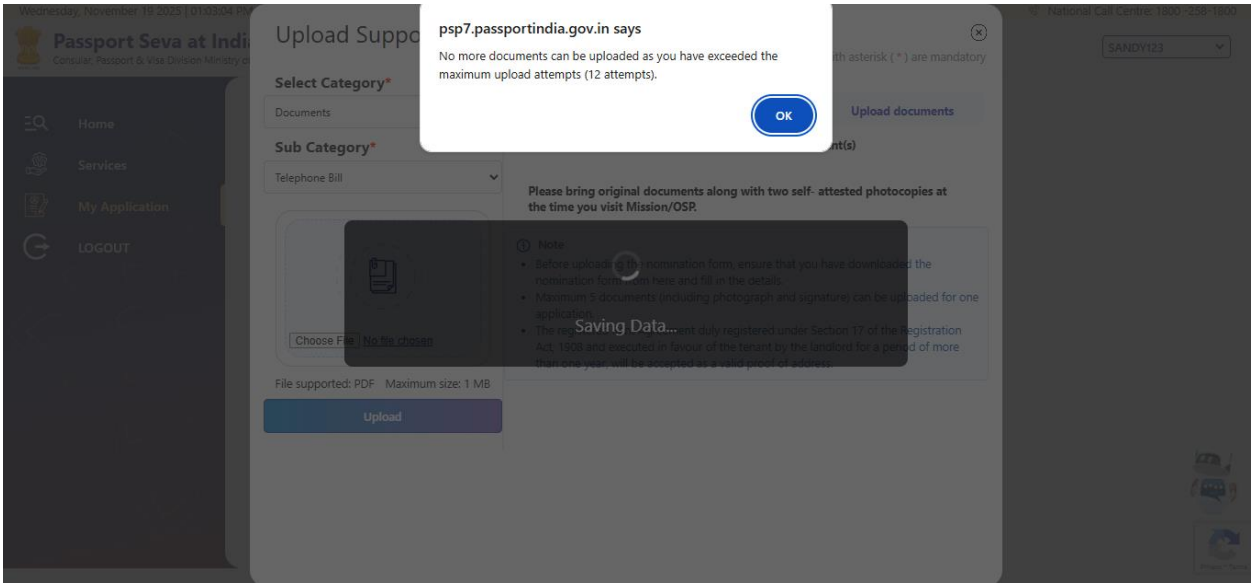


If the applicant wishes to remove the uploaded document, they can do so by clicking the red colored delete button.

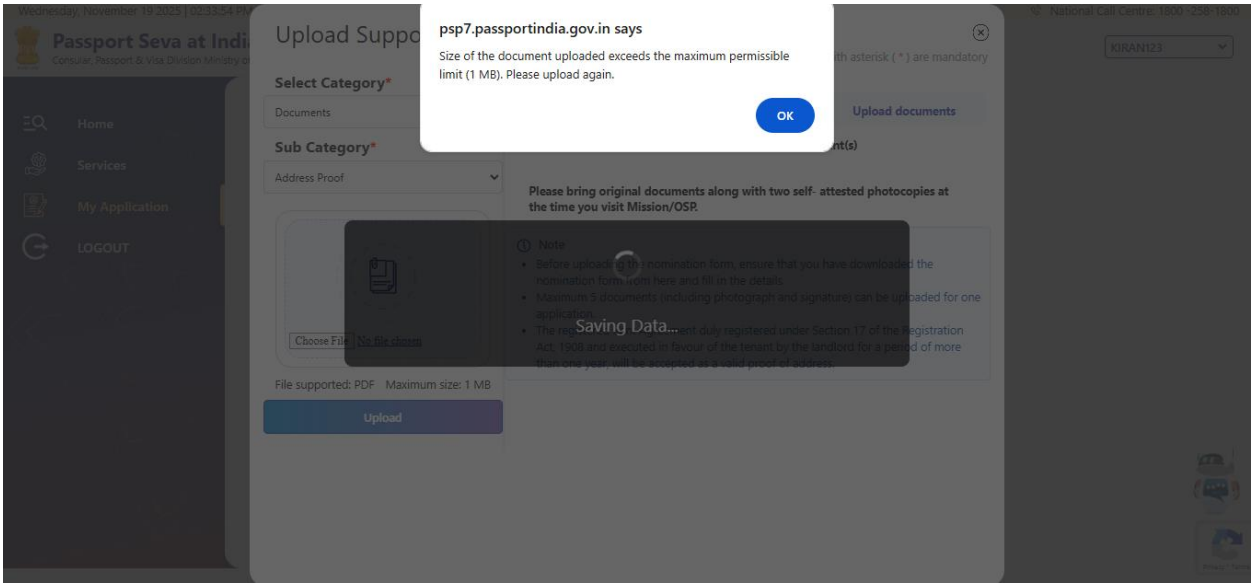


After the document is successfully deleted, a confirmation message stating “Document deleted successfully” will be displayed on the screen.
Note: If the applicant intends to delete and re-upload the documents, a maximum of 12 attempts is permitted (including photograph and signature).

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.