Customer Portal Series

How to: Upload Documents

1. During the Application process you may be required to Upload Files. All Required documents must be uploaded for the application to be processed by municipal staff. Click on the Upload File button.
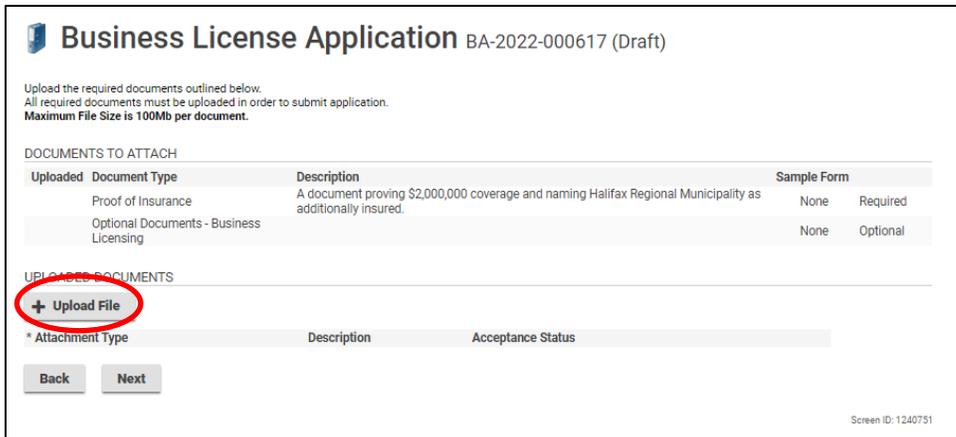
2. From the resulting pop-up window, you can either click and drag files from File Explorer or click Add Files.
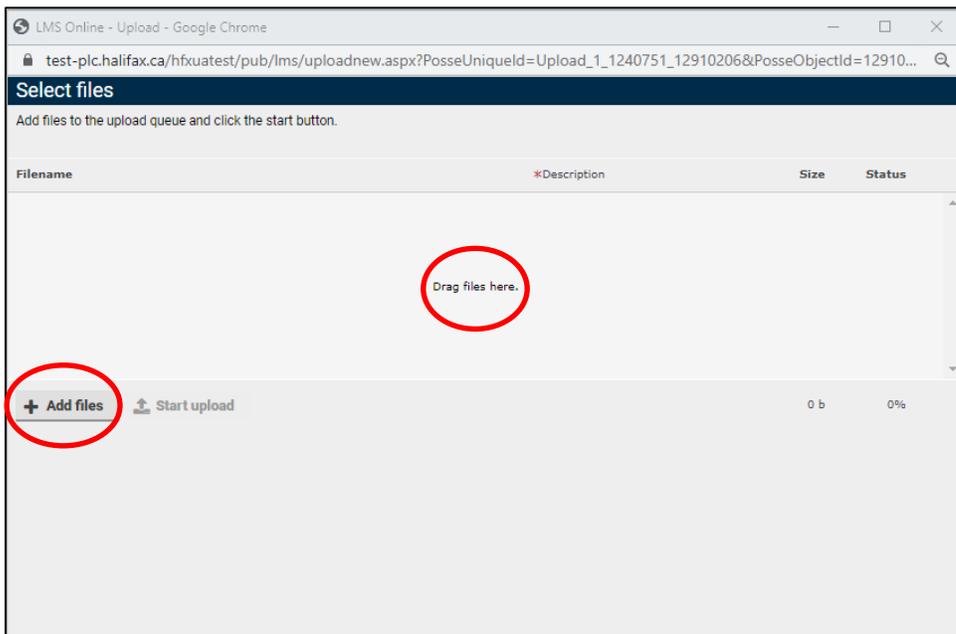
3. Select the file(s) from File Explorer and click Open.
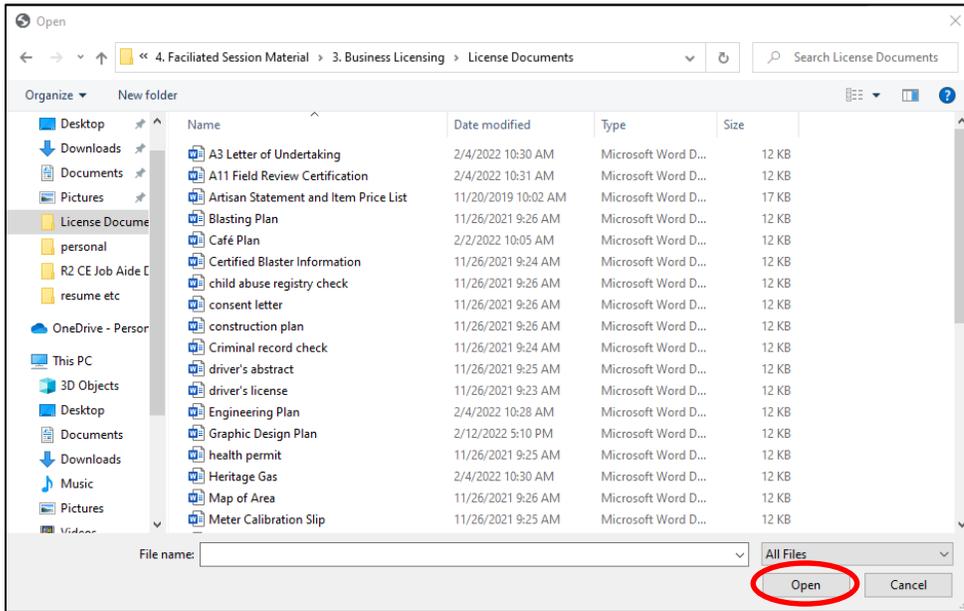
4. Once a file is selected you must enter a Description for each file uploaded.
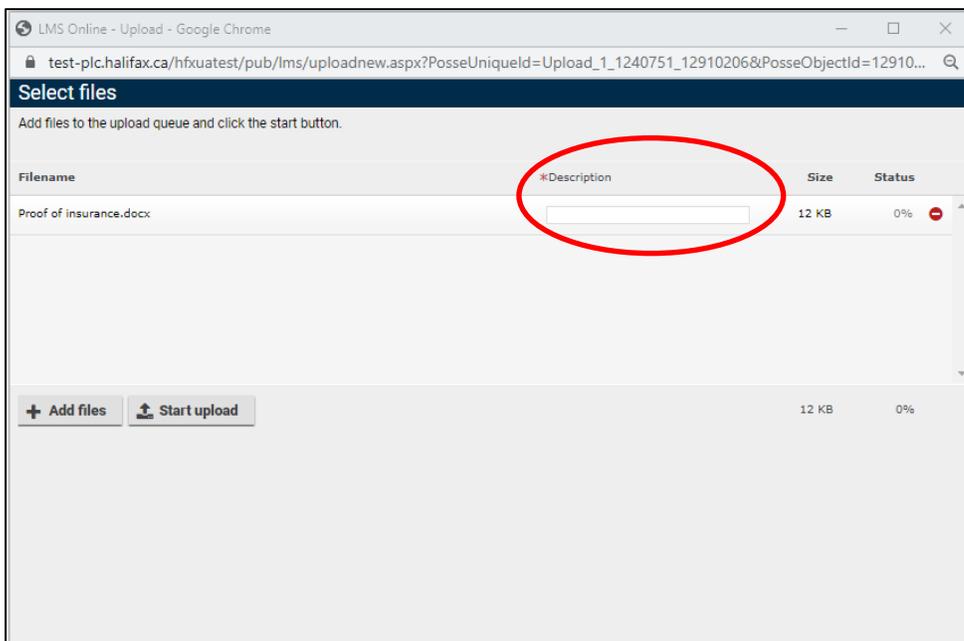
5. When all files selected for Upload are added and a Description is entered for each, click Start upload.
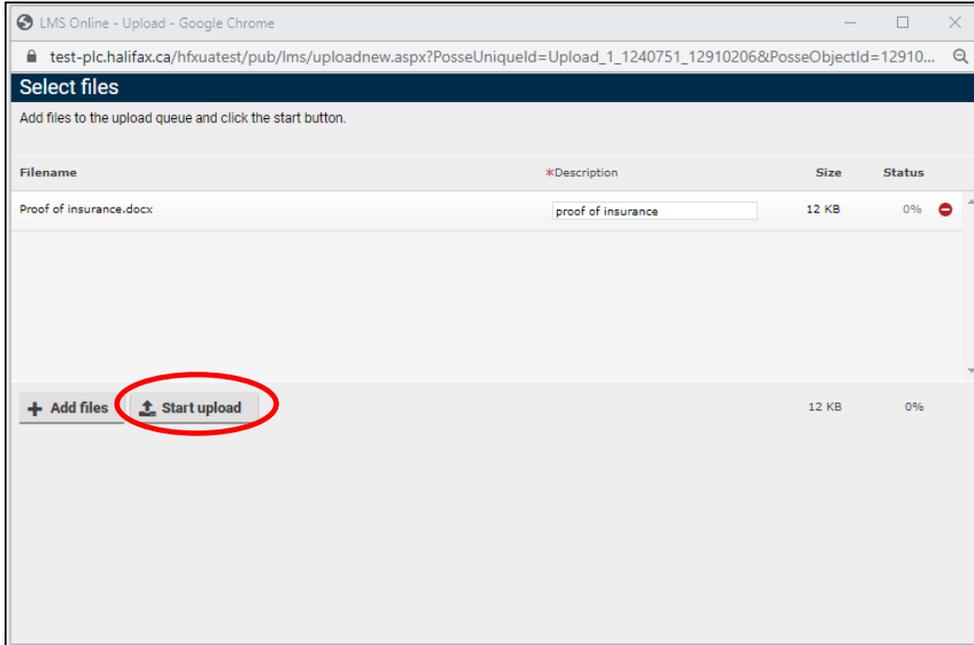
6. Once upload is complete, the application will reopen. In the application itself, you will need to select the appropriate Attachment Type – that is the type of file noted as Required or Optional in the Documents to Attach list.
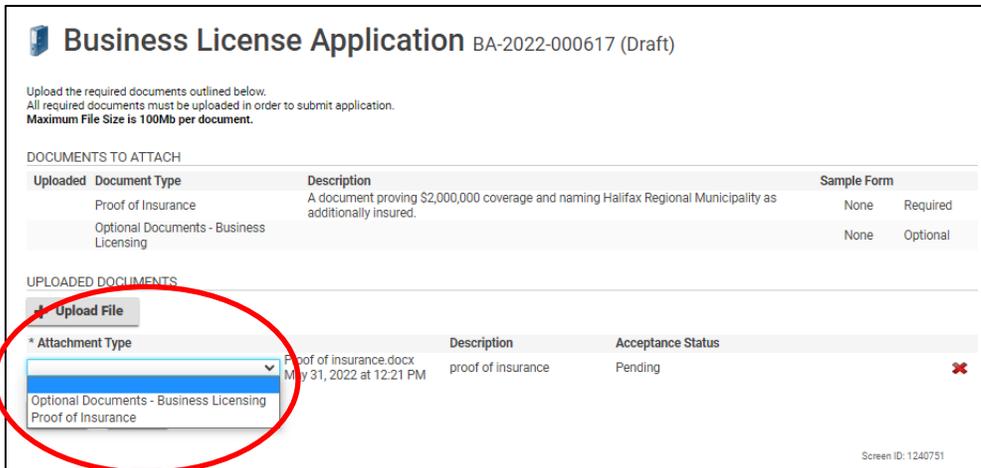
Note: **All** Required documents **must** be uploaded in order for municipal staff to process your application. Any missing or incorrect documents will result in the application being returned to you for action.