



Upload a document to your Homefinder Somerset application

To upload a document to your Homefinder Somerset application:

- Login to the Homefinder Somerset website by entering your email address and password.

[Login to your account](#)

Email address

Password

[Forgotten your password?](#)

[How do I get an email address?](#)

- Click the 'Unlock your account page' button.

Updating Your Account Details

If you need to update your contact details or upload supporting documents, please click the 'Unlock your account page' button. You will then receive an email containing a One-Time-Password to unlock your account.

Your application

Reference	SC/1156222
Status	Live
Banding	BRONZE - No Housing Need
Priority Date	1 Sep 2023



- A One-Time Password will then be sent to your email address. Enter the One-Time Password and click Login.

Check Your Email

We've sent a One-Time-Password (OTP) to your email address, please enter the OTP code below to verify your account.

If you use your internet browser to access your email, please open another session and do not navigate away from this page.

Didn't receive the email? Make sure to check your spam or junk folder.

One-Time-Password

Important:

- The One-Time Password will work for 5 minutes. If you do not use it within 5 minutes you will need to enter your email address and password again.
- Do not close or navigate away from the Homefinder Somerset website to get the One-Time Password from your email. [Click here for instructions.](#)

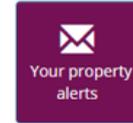


Upload a document to your Homefinder Somerset application

- Click 'Add supporting documents to my application'

Your application

Reference	SC/1156222	Home telephone	None edit
Name	Mr Test Ignore & Mrs Test Ignore	Mobile	01234321356 edit
Status	Live	Email	test.ignore@somerset.gov.uk edit
Banding	BRONZE - Adequately Housed		
Priority Date	15 Jan 2025		
Action Plan	Click here to view your Action Plan This will only show for applications completed since August 2021		



- The following screen will be displayed. Click 'Next'

Please ensure you have all required documents ready to be submitted.

Next

- Follow the instructions at the top of the screen. First, click 'Add document' and select the image or file you want to upload. **Please note:** You can only upload images (.jpg, .png, .gif or .tiff file formats) or PDF documents. You can save documents as a PDF in Word and Excel. Documents must not be bigger than 4MB – [there are instructions below on how to reduce the size of images and files.](#)

Document Upload

To add a document, please follow these steps:

- Click 'Add Documents' and select the document
- Select the person who the document relates to from the [drop down](#) list of people in your household, and the type of document from the drop down list of document types
- If you need to add another document please click 'Add Documents' and repeat the above steps for each document.
- When you have added all the documents click 'Submit Documents'

You can only upload images (.jpg, .png, .gif or .tiff file formats) or PDF documents. You can save documents as a PDF in Word and Excel. Documents must not be bigger than 4MB.

IMPORTANT: If you have evidence that you are at risk of homelessness (e.g. notice from your landlord) please upload it but also contact the homelessness team as soon as possible if you have not done already. [Homelessness referral and assessment](#)

Add document
Submit documents



Upload a document to your Homefinder Somerset application

- Then select the person that the document relates to and the type of document it is from the drop-down lists. If you are unable to find an exact match, choose the closest match or select 'Other'.

Local Connection evidence.png

Test Ignore

2. Proof of local connection through work c

Add document

Submit documents

- If you need to add more documents, click 'Add document' again and repeat this process. When you have uploaded all your documents click 'Submit documents'.
- The message below will be shown. Click 'Yes'

Have you finished?

You are about to submit your documents for assessment.

Pressing Yes will submit your documents to the Council.

Please keep the page open until a message has been displayed to say the upload has been successful. It will then close automatically.

Pressing No will return you to the page to add more documents.

- A message will be shown to confirm that your document(s) have been uploaded

www.homefindersomerset.co.uk says

You have successfully uploaded your documents
An email has been sent to the address registered to your account

OK

Local Connection evidence.pdf

File has been uploaded

Test Ignore

2. Proof of local connection through work c



homefindersomerset.co.uk

Upload a document to your Homefinder Somerset application

- An email will also be sent to you confirming the document(s) that you uploaded

Evidence Upload Receipt



donotreply@locatamail.org.uk

To



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15



homefindersomerset.co.uk

You have just uploaded the following files to support your application.

2. Proof of local connection through work or close family - Test Ignore.pdf

You will be contacted if further information is required.

This is an automatically generated message; please do not reply to this mail.

Document over 4MB? How to reduce the size

If your document is over 4MB in size you will not be able to upload it. To reduce the size the following may help:

- If you are using a smartphone, take a screenshot of the document(s), and upload the screenshot(s). You may need to take more than 1 screenshot if it is a long document.
- If you are using a laptop, [use the Snipping tool to take a screenshot\(s\)](#) and upload the screenshot(s)