



User guide eSolo web application
DOCUMENT MANAGEMENT SYSTEM



CHAPTER

1

GETTING STARTED

This chapter describes the eDossier Solo
Web Application portal

STEP 1

You have chosen to self-upload the documents supporting your application by using the eDossier Solo solution and have been directed to the eDossier Solo Web app.

On this screen you can find the following information:

- Your TLSCONTACT reference: M+7 digits
- Your PIN: 5 digits
- The UKVI application reference (this could be a list if you are traveling in a group): GWF + 9 digits
- Link to download the app on Play Store
- Link to download the app on the App Store

The screenshot shows the eDossier Solo Web app interface. At the top, there is a header bar with the eDossier logo on the left and the TLScontact logo on the right. Below the header, a dark navigation bar displays the user's ID (M0080996) and application reference (GWF456789123). The main content area shows the application status as 'Not Yet Submitted' and a 'Welcome' message. A large blue plus icon is visible, indicating where to upload documents. At the bottom, there are links to download the app from the App Store and Google Play.

eDossier Solo

TLScontact
A Teleperformance Company

M0080996 / GWF456789123

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Application: GWF456789123 (Not Yet Submitted)

Welcome
Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents

+

No documents have been submitted in support of this application yet!

Download on the App Store GET IT ON Google Play

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Important:

- At any time, you can switch between the Web and mobile application
- You can connect to both system simultaneously, your documents will be automatically synchronized between both systems



CHAPTER

2



START UPLOADING YOUR DOCUMENTS TO EDOSSIER SOLO

This chapter explains how to upload
your documents using the
eDossier Solo Web application

NOTE If some of the documents that you need to provide to support your application are only available in paper format, you can use the smartphone mobile app to scan them and upload them to eDossier Solo. In that case, please refer to the *eSolo Mobile App User Guide*.

STEP 1

Click on the (+) button in order to start the upload of your documents



M0080996 / GWF456789123


YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744

BACK TO APPLICANT PORTAL



Application: GWF456789123 (Not Yet Submitted)

Welcome

Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents





No documents have been submitted in support of this application yet!


 

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STEP 2

To upload your documents, you can either click on the grey banner in order to browse your hard drive, or simply Drag and Drop your files to the banner.
Please note that only documents in pdf format are accepted.




M0080996 / GWF456789123 /  UPLOAD


YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744



BACK TO APPLICANT PORTAL

Adding documents to: GWF456789123

Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.

 Drag and drop files to upload them, or click here to choose a file



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STEP 3

You will be asked to select the category type of document that you are adding

eDossier GOV

M0080996 / GWF456789123 / **UPLOAD**

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Adding documents to: GWF456789123

Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.

Drag and drop files to upload them, or click here to choose a file

Select Document Type... **Remove** **Done** My Bank Statement.pdf

- Select Document Type...
- Accommodation temporary or permanent
- Employment evidence
- Family evidence
- Financial evidence**
- ID Card
- Other
- Residency
- Sponsor evidence
- Studies evidence
- Travel and residency documents

Cancel

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STEP 4

Click on Done when the upload is completed

eDossier GOV

M0080996 / GWF456789123 / **UPLOAD**

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Adding documents to: GWF456789123

Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.

Drag and drop files to upload them, or click here to choose a file

File Uploaded (Financial evidence) My Bank Statement.pdf

Done



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STEP 5

After the upload is completed, you will see the document appearing in the list. To fit the UKVI decision making standards, your document will be automatically converted into black and white. The status of the document is changed to ***“Processing this upload”*** and you will not be able to open it until the conversion completion.

You can in the meantime continue the upload of your other supporting documents.





M0080996 / GWF456789123

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL


Application: GWF456789123 (Not Yet Submitted)


Welcome

Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents

Type	Pages	Size	Uploaded	Status
 Financial evidence	Calculating	Calculating	02/03/2018 	Processing this upload...

Submit Documents


 Download on the App Store

 GET IT ON Google Play

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STEP 6

Once conversion completed, you are now able to open the document in order to preview it. Click on the document to open it within your web browser or any pdf reader.

 eDossier

STEP 7


If you are not happy with the quality or have made any mistakes, you can always delete the uploaded document by clicking on the (X) button.



M0080996 / GWF456789123

esolo.tiscontact.com says
Are you sure you want to remove this 'Financial evidence' document?

OK Cancel









BACK TO APPLICANT PORTAL



Application: GWF456789123 (Not Yet Submitted)

Welcome

Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents

Type	Pages	Size	Uploaded	Status
 Financial evidence	13	1.4 MB	02/03/2018 	Ready to submit 
 Travel and residency documents	13	1.4 MB	02/03/2018 	Ready to submit 

Submit Documents


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STEP 8

If you are happy with the list of the documents, you have provided and do not wish to add any more documents to your application you can press the ***Submit Documents*** button.

Important:

Once you have pressed the submitted button, you will not be able to go back or add any more document to your application!




M0080996 / GWF456789123

esolo.tlscontact.com says

Are you sure you want to submit this application?

YOU CANNOT SUBMIT ANY MORE DOCUMENTS

OK Cancel







YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Application: GWF456789123 (Not Yet Submitted)


Welcome


Please upload documents here in support of your visa application (Use the + button below)

Only use the 'submit' button when you have uploaded all your documents

Type	Pages	Size	Uploaded	Status
 Financial evidence	13	1.4 MB	02/03/2018 	Ready to submit
 Travel and residency documents	13	1.4 MB	02/03/2018 	Ready to submit

Submit Documents

 Download on the App Store


 GET IT ON Google Play


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STEP 9

Once your application is submitted, the Status will be changed to “Accepted”.

Important: The “Submit document” button will only submit the application you are working on. If you are applying for a group, you will have to repeat this step for each application within your group.






 M0080996 /  GWF456789123

YOUR TLSCONTACT REF: M0080996







YOUR PIN: 45744


BACK TO APPLICANT PORTAL


 Application: GWF456789123 (All documents accepted)

Your documents have been received successfully. After your VAC appointment they will be forwarded to the UK Government for inspection.

There is no further action for you to take on this site.

Type	Pages	Size	Uploaded	Status
 Financial evidence	13	1.4 MB	02/03/2018 	Accepted
 Sponsor evidence	41	4.6 MB	02/03/2018 	Accepted
 Travel and residency documents	13	1.4 MB	02/03/2018 	Accepted

 Download on the App Store

 GET IT ON Google Play

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Congratulation,
you have successfully uploaded
your documentation using
the eSolo web application!