



User guide eSolo web application
DOCUMENT MANAGEMENT SYSTEM

 **TLscontact**
A Teleperformance Company



CHAPTER
1

GETTING STARTED

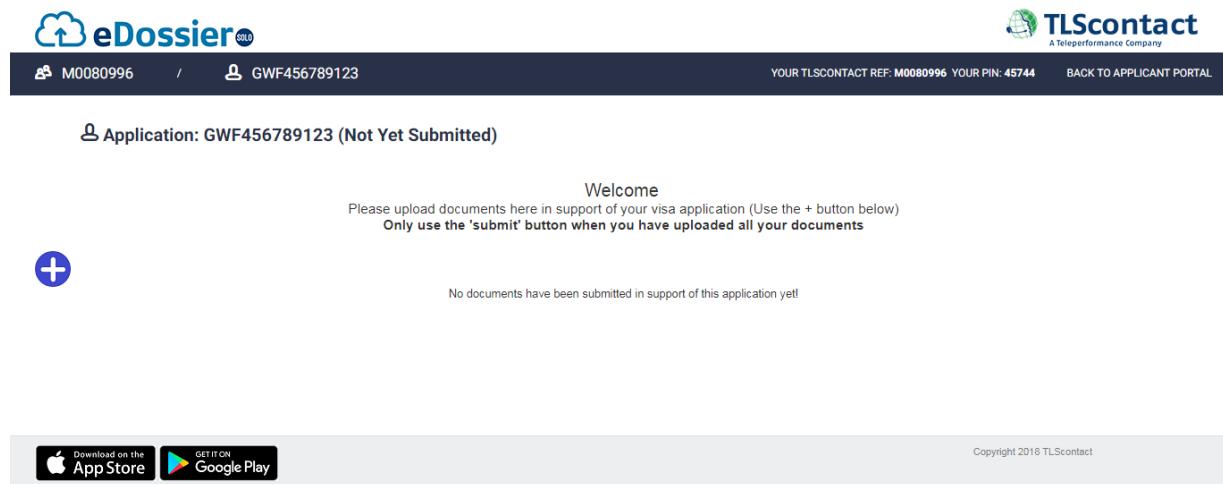
This chapter describes the eDossier Solo
Web Application portal

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



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

Copyright 2016 TLScontact

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

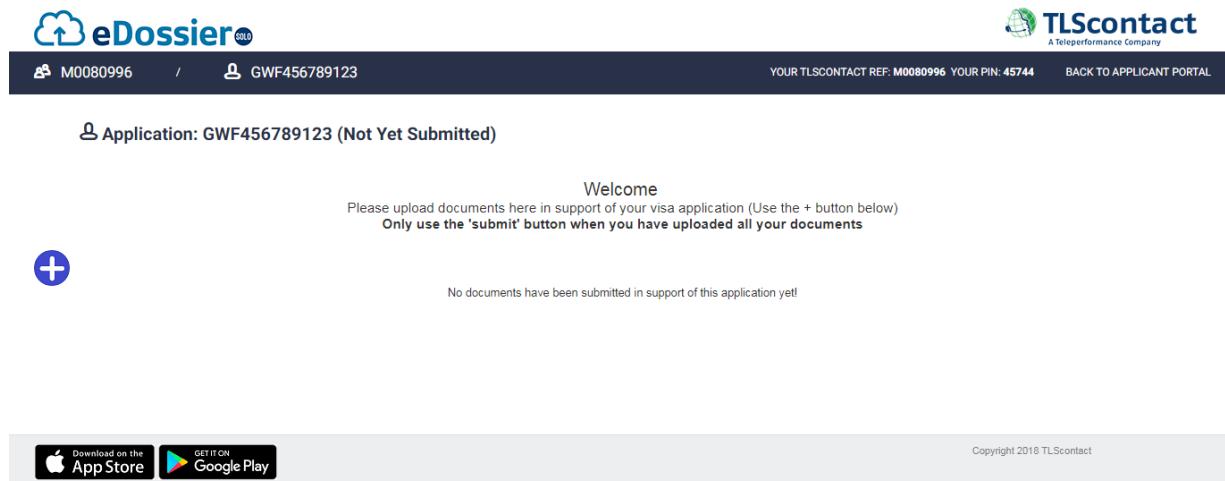
START UPLOADING YOUR DOCUMENTS TO EDOSSIER SOLO

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

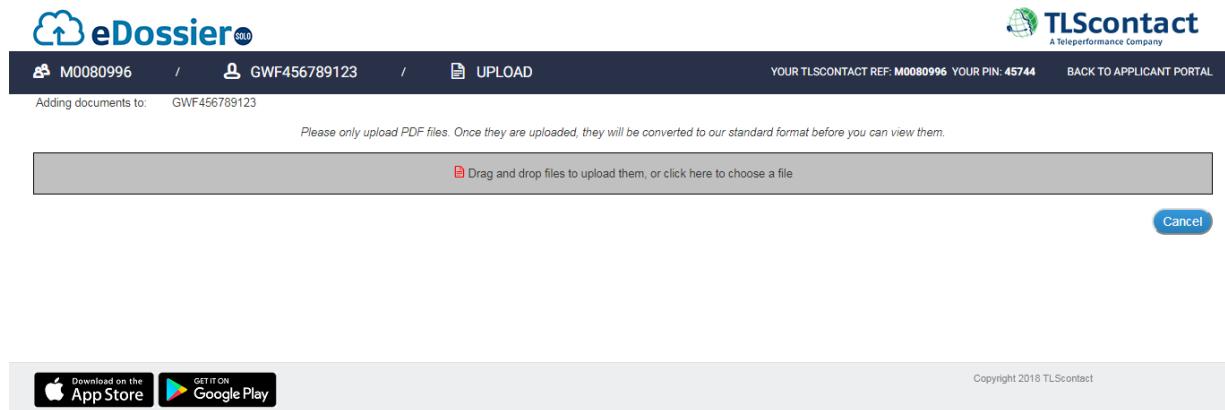


The screenshot shows the eDossier Solo application interface. At the top, there are navigation links for 'M0080996' and 'GWF456789123'. On the right, there are links for 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744' and 'BACK TO APPLICANT PORTAL'. The main heading is 'Application: GWF456789123 (Not Yet Submitted)'. Below this, a 'Welcome' message instructs users to upload documents and submit when all are uploaded. A large blue '+' button is centered, with the text 'No documents have been submitted in support of this application yet!' underneath. At the bottom, there are download links for the 'App Store' and 'Google Play', and a copyright notice 'Copyright 2018 TLScontact'.

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.

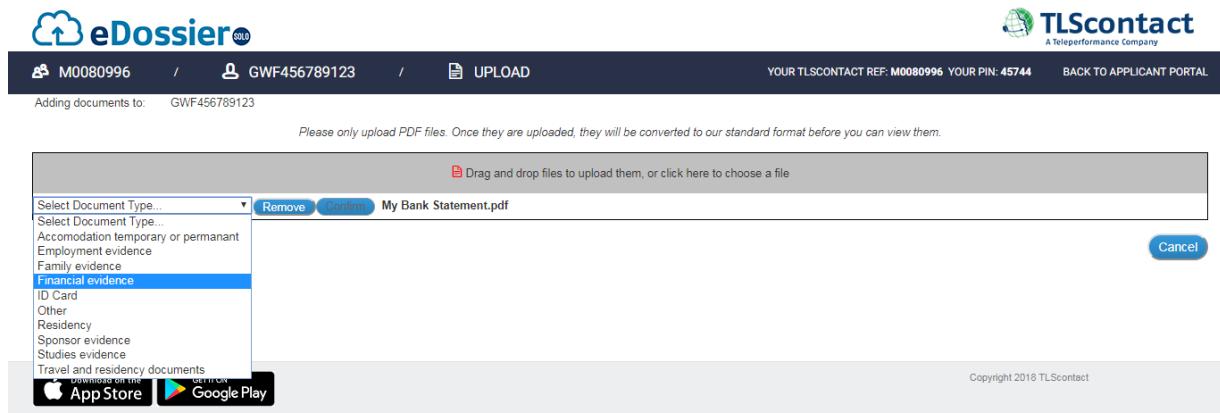
Please note that only documents in pdf format are accepted.



The screenshot shows the eDossier Solo application interface for document upload. At the top, there are navigation links for 'M0080996' and 'GWF456789123', and an 'UPLOAD' button. On the right, there are links for 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744' and 'BACK TO APPLICANT PORTAL'. The main area displays a message: 'Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.' Below this is a large grey rectangular area with the text 'Drag and drop files to upload them, or click here to choose a file' and a 'Cancel' button. At the bottom, there are download links for the 'App Store' and 'Google Play', and a copyright notice 'Copyright 2018 TLScontact'.

STEP 3

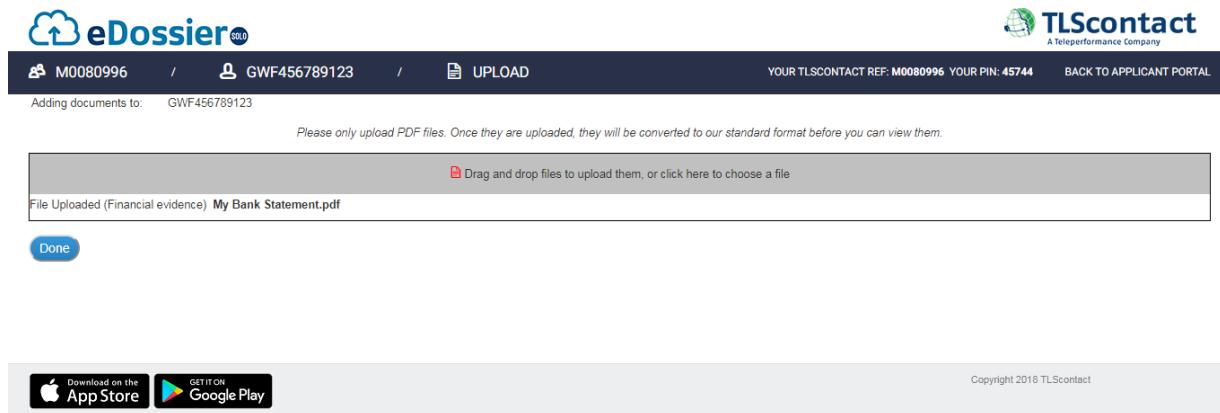
You will be asked to select the category type of document that you are adding



The screenshot shows the eDossier upload interface. At the top, there are navigation links for 'eDossier', 'M0080996', 'GWF456789123', and 'UPLOAD'. The 'UPLOAD' link is highlighted with a blue border. On the right, there are links for 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744' and 'BACK TO APPLICANT PORTAL'. Below the navigation, it says 'Adding documents to: GWF456789123'. A message at the top of the upload area says 'Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them.' Below this is a large input field with a placeholder 'Drag and drop files to upload them, or click here to choose a file'. A file named 'My Bank Statement.pdf' is listed in the field. To the left of the file list is a dropdown menu titled 'Select Document Type...' with the following options: 'Select Document Type...', 'Accommodation temporary or permanent', 'Employment evidence', 'Family evidence', 'Financial evidence' (which is highlighted in blue), 'ID Card', 'Other', 'Residency', 'Sponsor evidence', 'Studies evidence', and 'Travel and residency documents'. To the right of the file list are 'Remove' and 'Cancel' buttons. At the bottom of the interface, there are download links for the App Store and Google Play, and a copyright notice 'Copyright 2018 TLScontact'.

STEP 4

Click on Done when the upload is completed

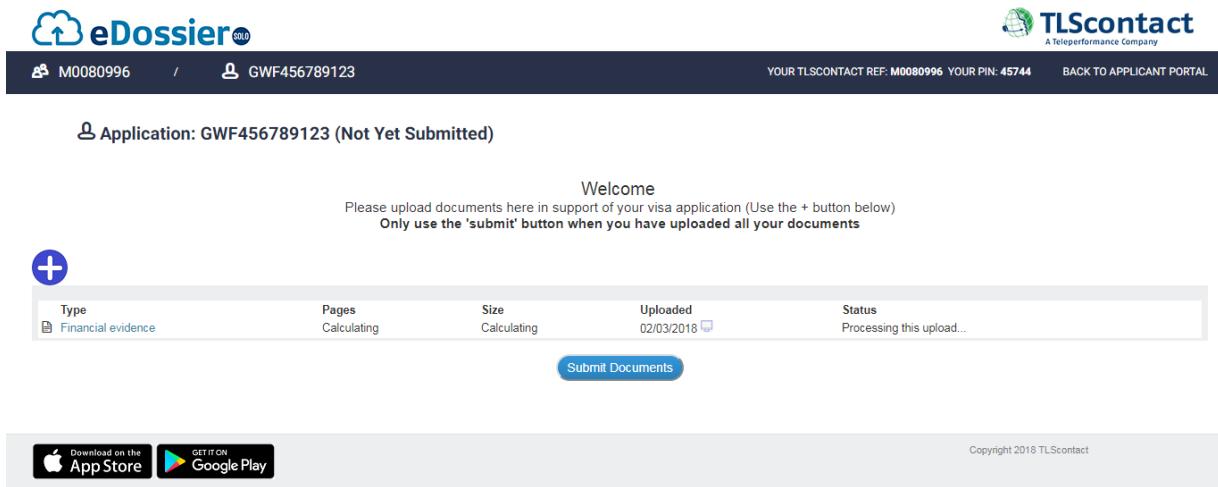


The screenshot shows the eDossier upload interface after the file has been uploaded. The layout is identical to the previous screenshot, with the 'UPLOAD' link highlighted. The 'File Uploaded (Financial evidence) My Bank Statement.pdf' message is now displayed in the input field. A 'Done' button is visible at the bottom left of the upload area. The bottom of the interface features download links for the App Store and Google Play, and a copyright notice 'Copyright 2018 TLScontact'.

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.



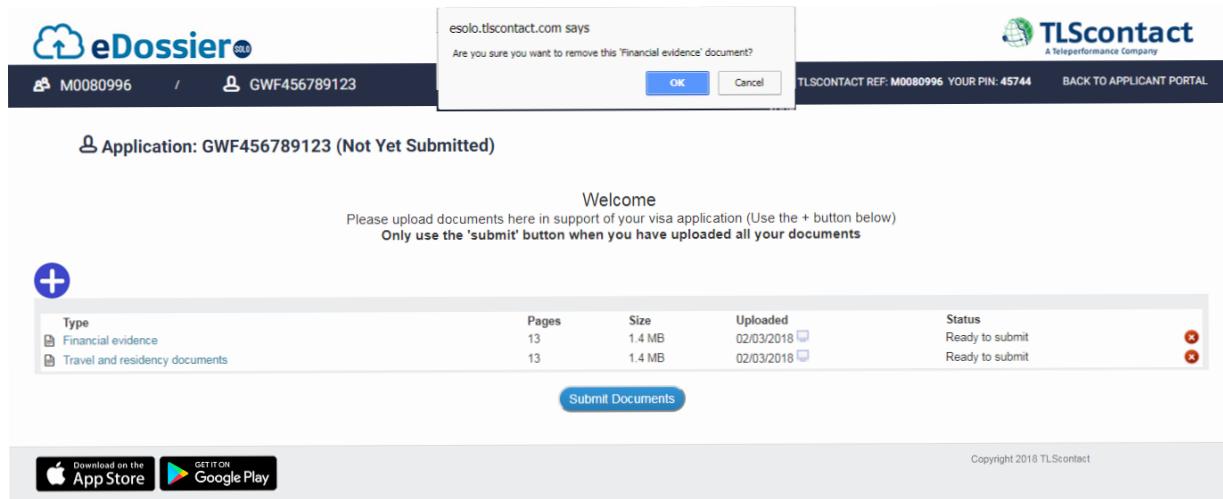
The screenshot shows the eDossier TLScontact application interface. At the top, there are navigation links for 'M0080996' and 'GWF456789123'. On the right, there are links for 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744', 'BACK TO APPLICANT PORTAL', and the 'TLScontact' logo with the tagline 'A Teleperformance Company'. Below the header, a message says 'Application: GWF456789123 (Not Yet Submitted)'. A 'Welcome' message with instructions to upload documents and a note to 'Only use the "submit" button when you have uploaded all your documents' is displayed. A table shows the uploaded document: Type (Financial evidence), Pages (Calculating), Size (Calculating), Uploaded (02/03/2018), and Status (Processing this upload...). A 'Submit Documents' button is at the bottom of the table. At the bottom of the page, there are download links for the App Store and Google Play, and a copyright notice: 'Copyright 2018 TLScontact'.

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.

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.



The screenshot shows the eDossier application interface. At the top, there is a header with the eDossier logo, user ID M008096, and application ID GWF456789123. On the right, there is a TLScontact logo and a link to the applicant portal. A modal dialog box is centered on the screen, asking "Are you sure you want to remove this 'Financial evidence' document?". There are "OK" and "Cancel" buttons. Below the dialog, the application shows a list of uploaded 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 |

At the bottom, there is a "Submit Documents" button and download links for the App Store and Google Play. The TLScontact logo and copyright information are also present at the bottom right.

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!

The screenshot shows the eDossier TLScontact application interface. At the top, there is a navigation bar with the eDossier logo, user ID M0080996, and application ID GWF456789123. A central modal window asks, "esolo.tlscontact.com says Are you sure you want to submit this application? YOU CANNOT SUBMIT ANY MORE DOCUMENTS" with "OK" and "Cancel" buttons. Below the modal, the main content area shows a "Welcome" message: "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". A table lists uploaded documents: "Type" (Financial evidence, Travel and residency documents), "Pages" (13, 13), "Size" (1.4 MB, 1.4 MB), "Uploaded" (02/03/2018, 02/03/2018), and "Status" (Ready to submit, Ready to submit). A "Submit Documents" button is at the bottom of the table. At the bottom of the page, there are download links for the App Store and Google Play, and a copyright notice: "Copyright 2018 TLScontact".

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.



The screenshot shows the eDossier and TLScontact websites. The eDossier header includes the logo, user ID M008096, and application ID GWF456789123. The TLScontact header includes the logo, reference M008096, PIN 45744, and a 'BACK TO APPLICANT PORTAL' link.

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 |



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