

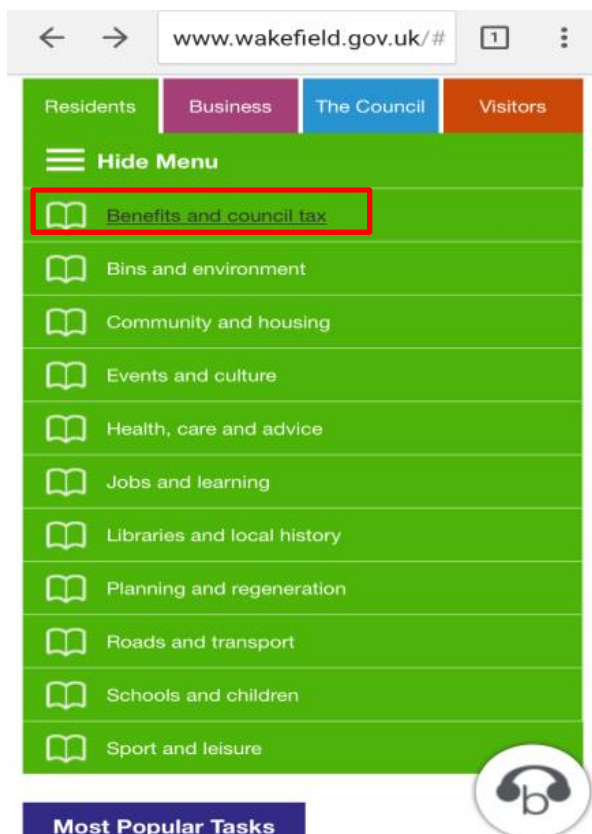
How to upload documents using a tablet or phone

Go to www.wakefield.gov.uk.

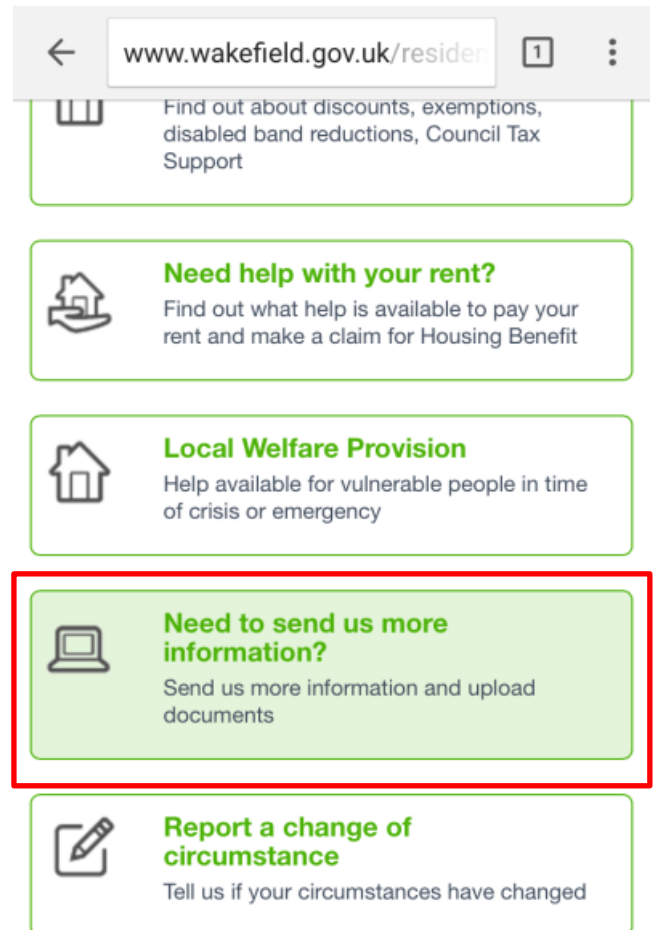
1. Select 'Show Full Menu'



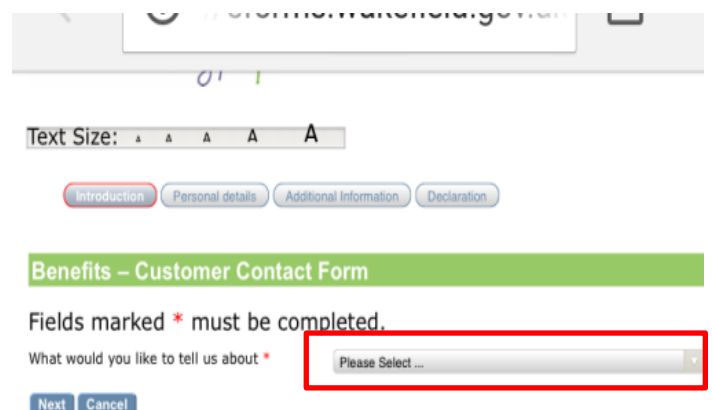
2. Select 'Benefits and council tax'



3. Scroll down until you see 'Need to send us more information' and select this option.



4. Touch where it says 'please select'



5. Select 'I want to send you some extra information'.

orm

leted.

Please Select ...



Moving house ONLY
Moving house AND other changes.
NOT moving house, just some other...
I want to send you some extra inf...

6. This will bring up two further options. It will ask who is completing the form and what prompted them to report the change. Select the appropriate options.

Form

ompleted.

I want to send you some extra information about

Claimant

- Advert on a bus
- Poster
- Leaflet
- Radio advert
- Google advert
- Advice from WMDC sta
- Wakefield Council web

7. Enter your details and press next.

wakefieldcouncil Online Forms
working for you

Text Size: A A A A A

Introduction Personal details Additional Information Declaration

Benefits – Customer Contact Form

About you

First name *
Surname *
Address *

Date of Birth * DD MM YYYY

National Insurance Number *

Claim reference (if known)

Please provide at least one of the following:

Contact telephone number

Email address

Do you want an email confirming we've got your submission? Not available until an email address is entered.

Previous Next Cancel

8. This will bring up some further options. Select the box that says 'I want to send you some extra information about my benefit claim'. This will then bring further options at the bottom of the screen. To upload a document, select 'Choose File'.

Please tick the relevant box(es) as requested.

I want to send you some extra information about my Benefit claim

Please upload your documents u
give us more information in the

Upload supporting documents

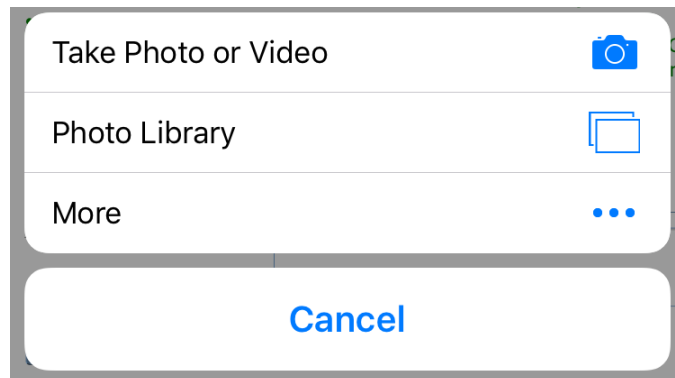
Choose File no file selected

Additional Comments or Information

Additional comments/information

Text input field for additional comments/information.

9. You will then be given some further options. If you have already taken a picture of the document, select 'photo library' and choose the document. If you want to take a picture of the document at that point then select 'Take Photo or Video'.



10. You can then take a photo of the document; once you have done this you will be asked if you want to retake the photo or to use the photo.



11. You will then be able to see the documents you have uploaded. If you want to delete then you can press the cross and if you want to add some more you can select add. Once you have finished press 'Next'

Upload Supporting Documents

If you need to supply evidence to us, you can:

- Use the **Upload supporting documents** facility below;
- Send it electronically via <https://securemail.wakefield.gov.uk> to RBInfo@wakefield.gov.uk. Please do not send any personal information your own email address. - please remember to include your Name and Claim Reference or National Insurance number in the subject heading
- Bring it to us at Wakefield One, Burton Street, Wakefield.

Did you know that free internet access is available in all Wakefield Council premises. To send in scanned documents you can use one of the printers in any of our premises so. Please ask one of the library staff if you need assistance.

Upload supporting documents



Additional Comments or Information

Additional comments/information



12. Read the declaration and press submit.

Text Size: [A](#) [A](#) [A](#) [A](#) [A](#)

[Introduction](#) [Personal details](#) [Additional Information](#) [Declaration](#)

Benefits – Customer Contact Form

Declaration

Thank you for sending us this information.

By submitting this form you understand and agree to the following:

I declare that the information I have given on this form is correct and complete as far as I know and believe.

I understand that if I knowingly give information that is incorrect or incomplete I may be liable to prosecution or other action.

I understand that it is my responsibility to inform Wakefield Council's Revenues and Benefits Service straight away of any changes that may affect my Housing Benefit and/or Council Tax Support. This includes changes to my circumstances, and those of any other member of my household.

I understand that failure to report a change may incur an overpayment or a penalty as regulations allow.

[Previous](#) [Submit](#) [Cancel](#)