

How to gather your evidence

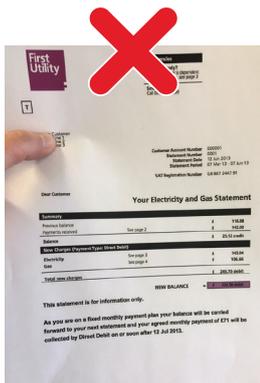
You can either:

- Take a picture of printed evidence - a passport, driving licence or printed bill for example
- Upload a PDF - Many banks and utility providers now have online account management facilities. Often you can view and download your latest bill with the help of an online guide. If you're unsure, contact them to find out how.
- Save a web page as a pdf

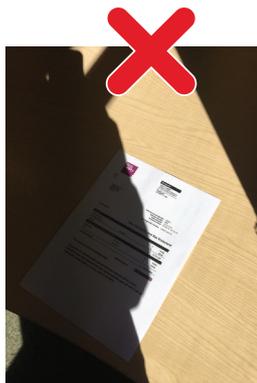
Please keep your file sizes small and the information readable.

• How to take a picture of your evidence

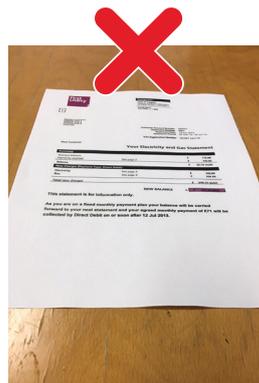
Take the picture from directly above, with your evidence in the centre and filling the screen.



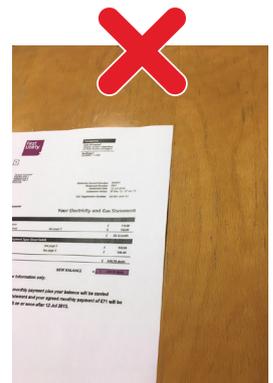
Do not obscure any part of the document. We need to see your full name and address.



Make sure the document is in good light and there are no shadows over the page.



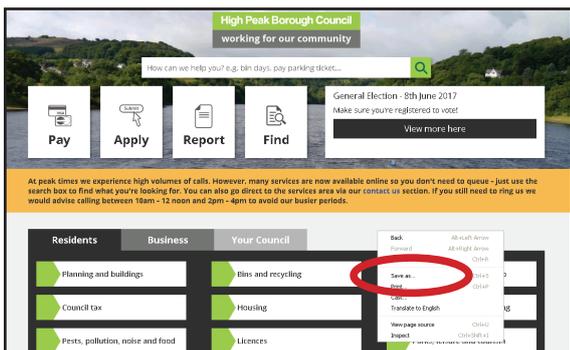
Do not take the picture at an angle.



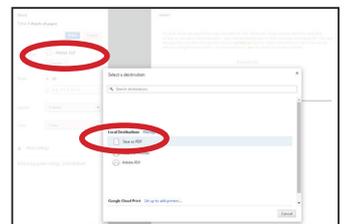
Include all the document.

• How to save a web page as a pdf

- 1 Find the page you want to save
- 2 Right click on the page and select print – this will open a new window



- 3 Each browser and device will display differently. However before pressing print, make sure you select Adobe PDF, save to PDF or similar from the list of printers



- 4 Once you have selected to print to PDF from the menu press 'Print'
- 5 A new window will appear – this will allow you to save the PDF you have just generated
- 6 Find where you would like to save the document and press 'Save'

Make sure all of the information requested is visible so we don't need to request it again.