



How to upload and organise documents

- ➔ There are two ways to submit the application form and your documents:
 - **Online:** using the website form and the 'choose file' button. This will prompt a search for a file on your computer.
 - **By email:** website downloading the form, filling it by hand or on your computer and emailing it to us with your documents attached.

- ➔ Whichever you use, it would help us a lot if you could **name your documents**. For example:
 - **Official court forms:** use the form number. For example, 'Form ET1', 'Form C100' or 'Form N1'. You can usually find this in the bottom left hand corner of the form.
 - **Court orders:** describe it and give a date. For example, 'consent order 3.1.20' or 'witness statement 7.3.19'. Use the title given on the order to help you. This will usually be near the top of the page and clearly underlined.
 - **Emails or letters:** describe who it is **from** and **to** with a date. For example 'email from A Hill to N Smith 5.2.20'.

- ➔ **Please send your documents in as few emails as possible.** You can attach more than one document to one email. If your documents are large, you may need more than one email.

- ➔ When sending us an email with attachments, tell us which documents are included. For example: I am attaching 1) court order made on 5.5.19, 2) Form ET1 and 3) my statement.

- ➔ Where possible send all files in **pdf** or **word** format. If you send it in a different format, we may not be able to process it and have to ask you to send it again. This will delay your application.

- ➔ If it is too complicated to add the documents as attachments, **in limited cases** we can accept links to WeTransfer or Google Drive if the folder is shared using a link and the settings are 'can be accessed by anyone with link'. If using WeTransfer or Google Drive, please sort documents into folders, for example:
 - **Court documents** (such as notices of hearings, applications to the court, court orders, and communication to and from the court).
 - **Supporting documents** (evidence of your case).
 - **Key correspondence** (letters or emails to and from other parties in the case or their legal team).

- ➔ **Do not send documents that are password protected unless you can also supply the password.** Without the password, we cannot open the documents.

- ➔ If attaching a picture taken on a phone, please try to name it and send it as an attachment rather than in the body of an email. Make sure you can read what you have photographed.
- ➔ If you're having trouble, ask a referral agency, family member or a friend with a computer to help you.