

# how to submit A HARD COPY DOCUMENT

Only PDF or image file format documents with a maximum size of 8Mb per document.

## I have my documents available in hardcopy format:

1. Open the STBB Direct App and select eVault.
2. Select the “+” icon on the bottom right hand side of the eVault window
3. Select “Scan Document”.
4. Select the type of document that you are uploading from the list of document types and then fill in any required fields (these will be listed with the word “required” next to them).
5. Make sure to select “Send a copy to STBB” if you intend sharing a copy with STBB while uploading to your eVault. Select the relevant matter if sending to STBB.
6. Point your phone camera and capture. Use the round orange markers to align the border with your document, then crop your document.
7. Add an extra page or import a file if you need to by selecting “Add Photo” and following the steps.
8. Select “Submit”, the document will be saved to your eVault and a copy will be sent to STBB if you selected “Send a copy to STBB”.

## Tips for taking pictures:

- Make sure your document is in a well-lit area.
- Place your document on a flat surface.
- Even-coloured and clutter-free backgrounds work best.
- Avoid shadows or sharp light on the document.
- ID's and Passports work best if placed on a white A4.