

how to

# SUBMIT A DOCUMENT TO STBB

Only documents requested by STBB via eVault can be submitted. Remember to activate your account first. Only PDF or image file format documents.

I want to submit a...

1

A Hard copy document

2

Electronically saved document

3

Email attachment or document in another app  
(Dropbox, Google Drive, WhatsApp)

Submitted documents can be **securely viewed** in your eVault. Only documents shared and downloaded will create a copy outside of your eVault.



STAY... ✓ ON TRACK ✓ SECURE ✓ INFORMED

# 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.

# how to submit AN ELECTRONICALLY SAVED DOCUMENT

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

## I have my documents saved as PDF or an image file:

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 “File” and browse to the location where you have stored the documents, select your 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. If the document you selected was an image file, you will be able to crop the image before selecting “Submit”. Use the round orange markers to align the border with your document and then crop your document.
6. Submit your documents to STBB and a copy will be saved to your eVault.



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# how to submit A DOCUMENT STORED IN ANOTHER APP

Eg. email attachment, Whatsapp.

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

## I have my documents electronically on email or in another app:

1. Open the document from your email or app first, then select “Share”, “Send File” or “Share a Copy”. The option you select depends on your app.
2. Select STBB Direct to share to.
3. If documents have been requested, a list of requested documents will pop up. Select the document that you will be sharing. Your document will be saved to your eVault and a copy will be sent to STBB.
4. Alternatively, select the “+” icon on the bottom right hand side of the eVault window.
5. 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).
6. 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.
7. Select “Complete”.
8. Your document will be saved to your eVault and a copy will be sent to STBB if you selected “Send a copy to STBB”.



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