

How to submit A HARD COPY DOCUMENT

Please note that only PDF or image file format documents with a maximum size of 8MB per document are permitted.

If your documents are available in hard copy form:

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 documents and complete the required fields (these are listed as “required”).
5. If you intend to share a copy of your document with STBB while uploading to your eVault, select “Send a copy to STBB” and remember to select the relevant matter.
6. Take a photo of the document with your mobile phone. Use the round orange markers to align the border with your document and then crop it.
7. Add an extra page or import a file if you need to by selecting “Add Photo” and follow the steps.
8. Select “Submit”. The document will be saved to your eVault and a copy sent to STBB if you selected “Send a copy to STBB”.

Tips for taking pictures:

- Make sure your document is captured 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.
- IDs and passports work best if placed on a white A4 sheet.