



# The EA Self-Service Document Upload Tool

You can now submit documents for your EA Family Shelter application using the **Self-Service Document Upload Tool** at <https://applyhousinghelp.mass.gov/s/anonymousupload>.

## To use the tool, you will need:

1. Access to an internet browser on a computer or mobile device
2. **Your last name** (exactly as supplied in your application) and **Case ID**
3. The documents you want to upload

## How to Use the Self-Service Document Upload Tool

**Step #1:** Enter your last name and Case ID *exactly* as they appear in the instructions email.

**Step #2:** Select the **I'm not a robot** check box and complete the instructions.

**Step 3:** Click the **Next** button.

Dear John,

Thank you for applying for help through the EA Family Shelter Program. We need some documents from you to finish processing your application.

The NFL-16 we gave you when you applied lists the kind of documents we need from you. This form tells you the deadline for giving us any missing documents. You must give us your documents before that date. If you do not, you will need to begin the application process again.

To make this process easier, we have created a new way for you to upload documents using your phone or computer. To upload documents, go to the <https://applyhousinghelp.mass.gov/s/anonymousupload> and follow the steps below.

1. Provide this name: **Smith** and case number: **123456**
2. Click the "Next" option.
3. Click "upload documents" or drag and drop documents to upload additional documentation.
4. Click "Done".

Last name and ETO Case ID can be found in Step #1 of the email's instructions.


Sincerely,

Massachusetts Executive Office of Housing & Livable Communities (EOHLC)

**Find my case to upload documents**

\* Enter Case Number or ETO Case Number:

\* Enter Last Name or Legal Business Name:

I'm not a robot 

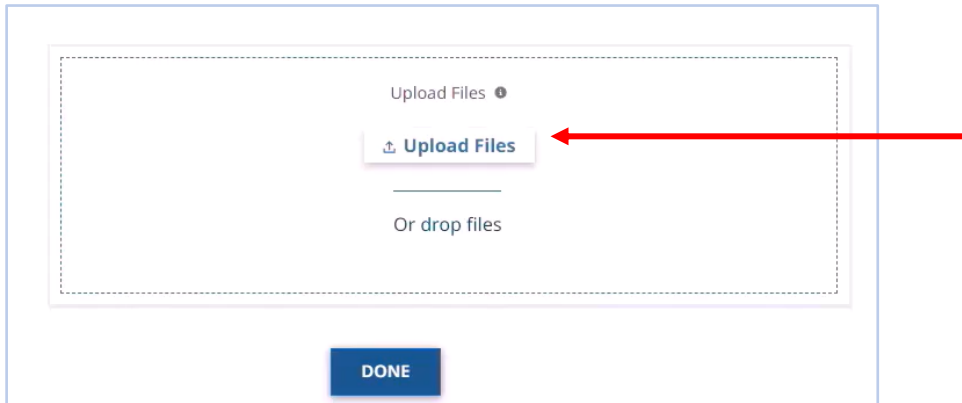
**NEXT**

**Important Note: You must wait one (1) business day after applying for EA Family Shelter to upload your documents.**



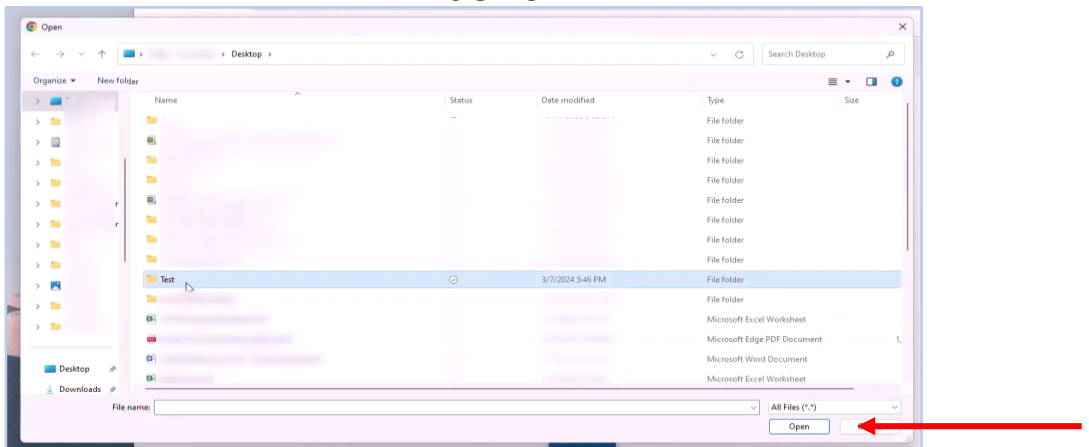
# The EA Self-Service Document Upload Tool

**Step #4:** Click the **Upload Files** button.

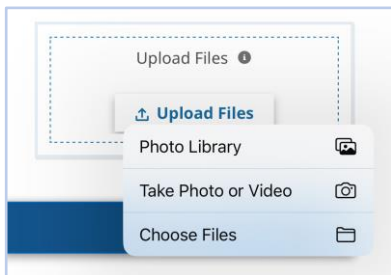


**Step #5:** Select the document(s) you want to upload and then click the **Open** button. You can upload multiple documents at a time. **Note:** This step will vary depending on the type of device you use.

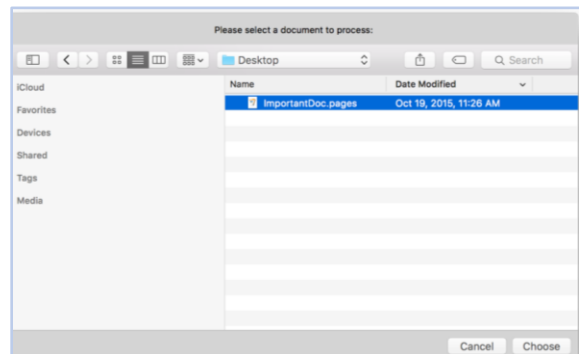
## Windows:



## iPhone:



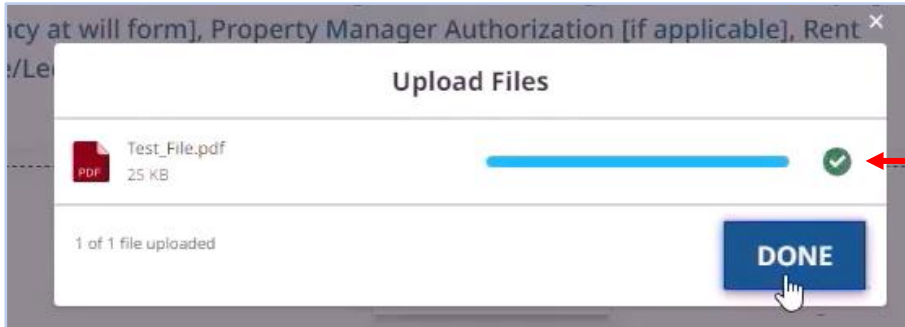
## Mac:



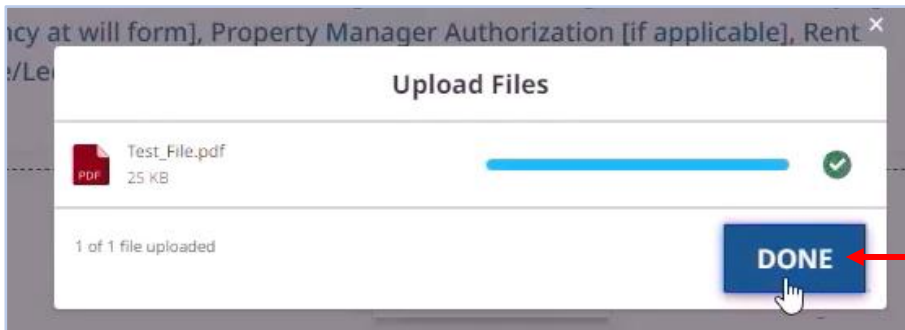


# The EA Self-Service Document Upload Tool

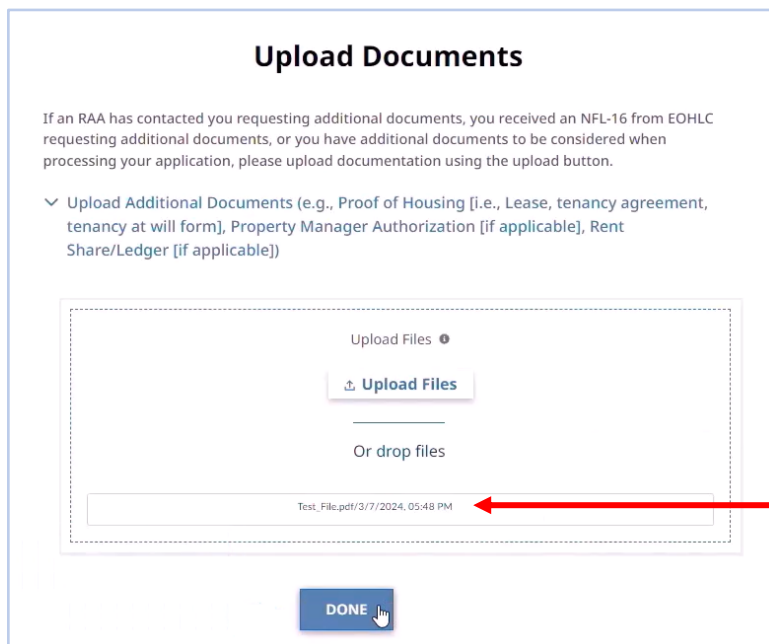
**Step #6:** Wait for the **green check mark** to appear on the screen next to each document.



**Step #7:** Next, click the **Done** button.



**Step #8:** Confirm that the file you selected appears in the **Upload Files** section.





# The EA Self-Service Document Upload Tool

**Step #9:** Click the **Done** button.

### Upload Documents

If an RAA has contacted you requesting additional documents, you received an NFL-16 from EOHLC requesting additional documents, or you have additional documents to be considered when processing your application, please upload documentation using the upload button.

✓ Upload Additional Documents (e.g., Proof of Housing [i.e., Lease, tenancy agreement, tenancy at will form], Property Manager Authorization [if applicable], Rent Share/Ledger [if applicable])

Upload Files ⓘ

⬆️ Upload Files

Or drop files

Test\_File.pdf/3/7/2024, 05:48 PM

DONE

←

## Tips for Using the Document Upload Tool

- **Important Note:** Wait one (1) business day after applying for EA Family Shelter to upload your documents.
- Enter your last name and Case ID **EXACTLY as they appear** in the instructions email or on the NFL-16 form you received at time of application.
- Call the **remote line at (866) 584-0653** if you need assistance using the Document Upload Tool.