TLScontact
A Teleperformance Company

TLSdocuments.
User Guide

Self-upload your supporting documents
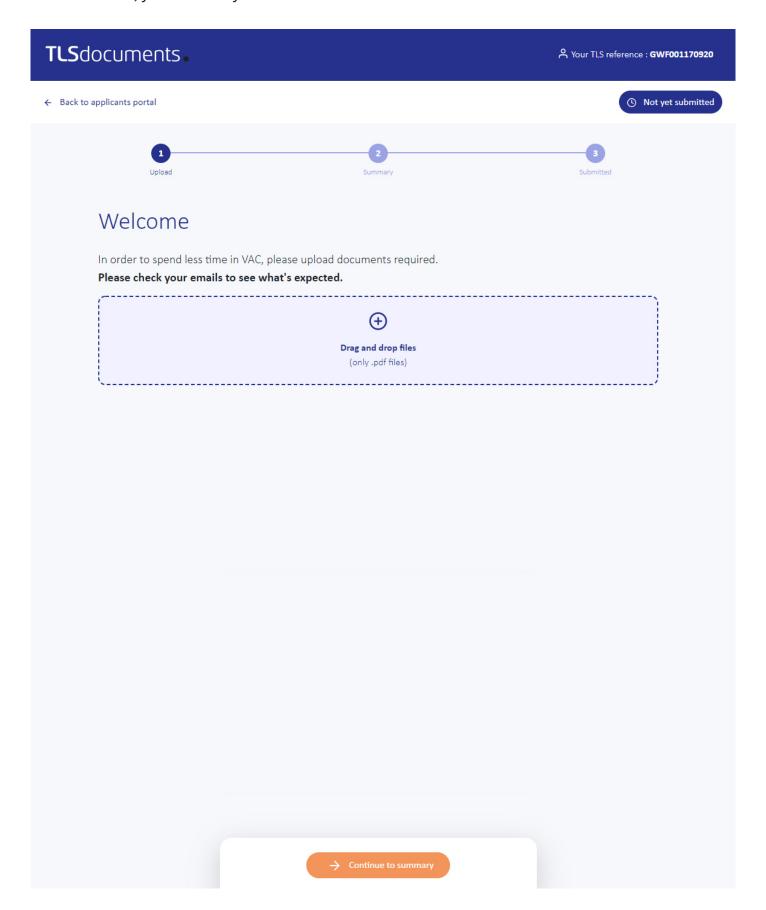
Getting started

You have chosen to **self-upload** the documents supporting your visa application.
You have been directed to TLSdocuments, our dedicated **web app**.
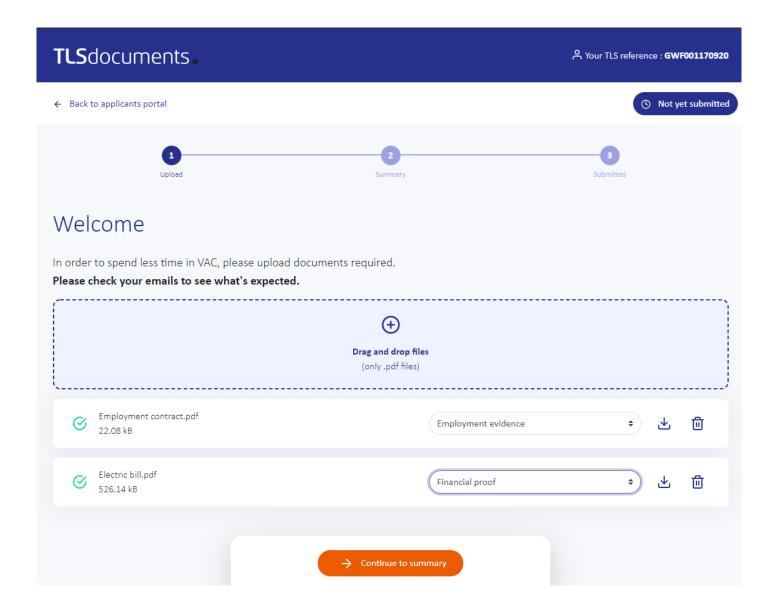On this screen, you can find your TLScontact **reference**.

TLSdocuments.

Your TLS reference : **GWF001170920**

← Back to applicants portal

🕐 Not yet submitted

1 ———————————————— 2 ———————————————— 3
Upload   Summary   Submitted

Welcome

In order to spend less time in VAC, please upload documents required.
Please check your emails to see what's expected.

⊕

Drag and drop files
(only .pdf files)

→ Continue to summary

Step 1

Click on the plus button (⊕) in order to browse your hard drive and choose the documents you want to upload. Or you can choose to Drag and Drop your files from your hard drive to the dedicated blue space.

Please note that only documents in PDF format are accepted.

Step 2

Choose the category type for each document you add, using the arrow icon (⇕). Please note that once you have chosen the category for your document, a validation message "Change category success" appears on the top right corner. Please note that you can **delete documents**, by clicking on the trash icon (🗑) and "Confirm". You can **preview your document** by downloading it: click on the download icon (⬇).
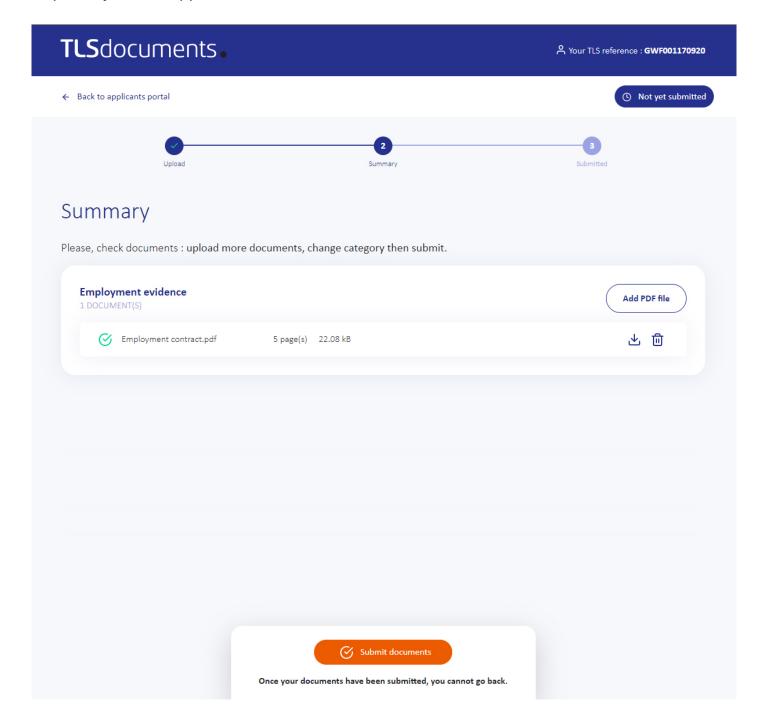
Step 3

Once all your documents have been chosen, click on **"Continue to summary"**.

The status **"Not yet submitted"** displays until your documents have been submitted to a secure server.

Step 4

On this summary page, check carefully all the documents you have chosen to submit as part of your visa application.

TLSdocuments.   ○ Your TLS reference : **GWF001170920**

← Back to applicants portal   ○ Not yet submitted

✓ ———————— ② ———————— ③
Upload   Summary   Submitted

Summary

Please, check documents : upload more documents, change category then submit.

Employment evidence 1 DOCUMENT(S)				Add PDF file
✓ Employment contract.pdf	5 page(s)	22.08 kB		⬇ 🗑

⊘ Submit documents

Once your documents have been submitted, you cannot go back.

Step 5

You can add a document by clicking on **"Add a PDF file"**.
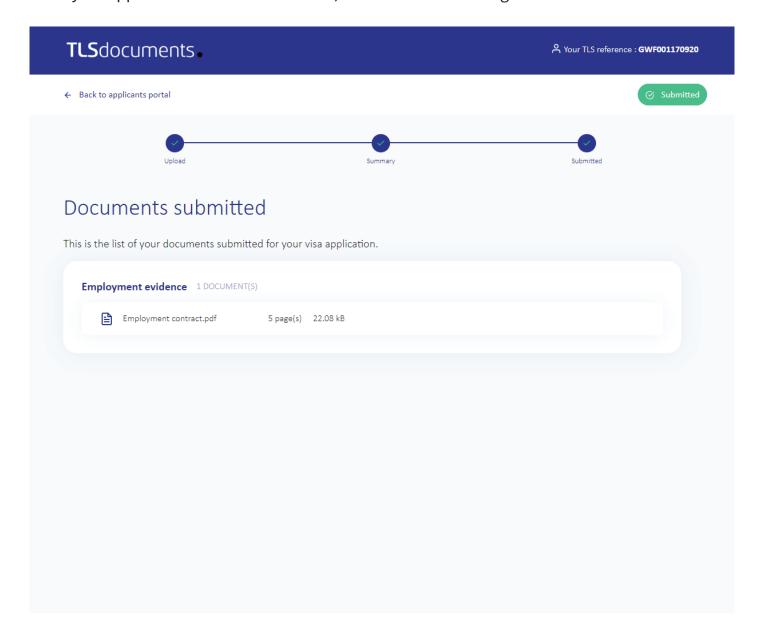You can preview your document by downloading it: click on the download icon (⬇).
You can delete documents by clicking on the trash icon (🗑) and **"Confirm"**.

Step 6

Once you have confirmed the list of documents you want to submit for your visa application, click on **"Submit documents"** and confirm.

Important: Once you have pressed on **"Submit documents"**, you will not be able to go back or add any more documents to your application.

Once your application has been submitted, the status will be changed to **"Submitted"**.

Congratulations, you have successfully uploaded your documentation using the TLSdocuments web application!

Click on "Back to applicant portal" to check your appointment details and find more about your TLScontact centre and the additional services available.