**TRANSCRIPT**

**Centrelink Online Account upload documents video**

You can securely provide your Centrelink documents online.

It’s as simple as scanning or taking a photo of the documents you need to send us.

You can use your Centrelink online account through myGov or the Express Plus Centrelink mobile app.

In this video, we’ll show you how to upload a document using your Centrelink online account.

Please make sure all images you upload are appropriate. Don’t upload any images that:

* are distressing, intimidating or offensive
* are of the human body as evidence of physical injuries or to support a claim
* could be considered illegal, as we may report them to the relevant authorities.

First, take a photo or scan the document you want to upload to your account.

Make sure your documents are saved on the device you’re signing in to myGov with.

If you’re signing in to myGov on a computer, you can take a photo of your document with your phone. Then, you can send it to an email account you can access on your computer.

Sign in to your Centrelink account and select **Upload documents** from the home page.

Select the type of document you’re uploading. There are 2 options, **Centrelink form** or **Other document**.

Now you’re ready to upload your documents.

There are a few things to remember:

You need to upload one document at a time.

The total file size for each document needs to be less than 10 megabytes (MB).

But you can upload up to 10 documents (each of **up to 10MB** in size) in one session.

If you’re uploading a Centrelink form, you’ll need to enter the form title and code. The title is at the top of your form and the code is at the bottom.

If your document isn’t a Centrelink form, select **Other documents** and the category that best fits what you’re uploading.

For example, select **Accommodation** to upload a photo of your rent certificate or select **Payslip** for your payslip.

You can drag and drop your files into the **Drop files here box** or choose **Select your file**.

When you’ve added your documents, you can review and submit. Then we’ll give you a receipt number.

You can only view and download copies of your documents for 24 hours after you upload them. Please keep copies of your uploaded documents if you think you’ll need them in the future.

You’re all done.

You can see the documents you’ve uploaded by going to your menu and selecting **View upload history**.

For more information, go to servicesaustralia.gov.au/uploaddocumentsonline