**TRANSCRIPT**

**Express Plus Centrelink mobile app 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 the Express Plus Centrelink mobile app.

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.

Using the app, select **Upload documents** from the home screen.

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 size of all files for each upload must be less than 10MB. You can include up to 10 files for each upload.

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 **Employment** for your profit and loss statement.

If you get the category wrong, don’t worry. We’ll be able to fix this for you.

You can select **Take a photo**, **Upload a document** or **Add a photo from library**.

If you choose to upload a document, your phone will access where your saved documents are.

To take a photo or choose one from your phone, you’ll need to select **allow** if your device asks for approval.

When your document or photo is uploaded, select **Submit**.

Next, you need to read the declaration. When you accept the declaration you’ll get 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.

Select **Finish**.

You can see the documents you’ve uploaded by selecting **Upload documents** from the home screen.

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