

How it works: The Document Upload Portal

• Once you click on the task to supply documents, you will be directed to the **Document Upload Portal**.

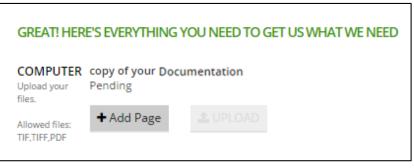
| Return to Task List | CHOOSE METHOD | DOCUMENT CENTER | STATUS | | |
|-------------------------------------|-------------------------------------|-------------------------------|---------------------------|-------------------|----------|
| HOW WOU | LD YOU LIKE TO |) Get us your | DOCUMENTS? | | |
| Send Required [| Documents to Cisive | | | | |
| DC | DCUMENT | (| UPLOAD | SMARTPHONE APP | FAX MAIL |
| | | *SELECT ALL | | | |
| | ers License out of this task | | 0 | 0 | 0 0 |
| | l Security Card out of this task | | 0 | 0 | 0 0 |
| Add any supporti review process. | ng documents and/or additior | al pages you would like to be | considered as part of the | | |
| | ment not listed here | | | ОК | |

 In the Choose Method tab, you can select how each document will be supplied. For each document you would like to upload from a computer; select the option under the "Upload" column.



How it works : Uploading the Documents

• Once your method is selected, the **Document Center** tab of the portal will provide instructions to begin uploading the documents.



• To begin you will select the Add Page button (pictured above) and select the desired file from your computer:

| ⊖ マ 🎍 ► CSR | | | • • | Search CSR | - | |
|--|------------------------------------|--------------------|------------------|-----------------|------|---|
| rganize 🔻 New folder | | | | | • == | 2 |
| Favorites | Name | Date modified | Туре | Size | | |
| Desktop | CARCO Lead Type Definitions.doc | 6/12/2014 11:23 AM | Microsoft Word 9 | 57 KB | | |
| 🗼 Downloads | CSR TRAINING OUTLINE v.7.doc | 11/7/2013 4:24 PM | Microsoft Word 9 | 31 KB | | |
| 🔠 Recent Places | DAILY MAILBOXES TO CHECK.doc REV 2 | 3/5/2012 11:35 AM | Microsoft Word 9 | 24 KB | | |
| 👤 CS Helpdesk Mgrr 😑 | Monthly Client Report Template.DOC | 9/24/2012 9:58 AM | Microsoft Word 9 | 57 KB | | |
| 🍌 Agent-Queue Log | New CHANGE ORDER FORM.docx | 11/18/2013 10:13 | Microsoft Word D | 113 KB | | |
| | 🔁 teams1.pdf | 7/27/2012 4:35 PM | Adobe Acrobat D | 1,257 KB | | |
| i Libraries i Documents i Dictures i Pictures Videos Computer Windows (C:) HP_RECOVERY (D: HP_TOOLS (E:) | ₽ teams2.pdf | 7/27/2012 4:36 PM | Adobe Acrobat D | 742 KB | | |
| File nam | ne: | | | All Files (*.*) | | |

• Once your document is located, select the open button to proceed.



How it works : Uploading the Documents (cont.)

 The selected document will be added to the Document Center tab. If your document requires multiple files, select the Add Page button. However, if you are complete you can finalize the upload by selecting the Upload button.

| COMPUTER Upload your files. | copy of your Documentation Pending | | | | | | |
|-----------------------------------|---------------------------------------|----------|--|--|--|--|--|
| Allowed files: TIF,TIFF,PDF | + Add Page | 🛓 UPLOAD | | | | | |
| | Untitled-2.pdf | | | | | | |

• Once uploaded, the file will be available for review in the Status Tab.

| convictivous Documentation | Pending Review | 10m, 35s to | 0 | REDO | |
|----------------------------|------------------------------------|----------------|------|------|---|
| copy of your Documentation | * | Pending Neview | redo | ~ | U |

- You will have 10 minutes before Cisive begins working on the document. This gives you time to correct any mistakes.
- Once the 10 minutes are complete, the document upload is considered complete.