

Application Form Troubleshooting Guide

We know online forms can sometimes be tricky - don't worry.

This quick guide will help you complete and submit your application successfully.



1. Fill in all required fields

Some questions have a **red star** (*) next to them.

These are **required** - the form will not submit unless they are filled in.

If you miss one, you'll see an error later (see section 6 below).



2. Number fields - use only numbers

When filling in sections about **income, expenses, savings** or **debts**:

- Only type **numbers** (for example: 2500 or 0).
 - Do not type **words or symbols** like £, \$, or per month.
 - If a question does not apply to you, **leave it blank**.
 - If you are **living with a partner**, please provide the **total** household amounts for **both income and expenditure**, rather than just your individual share.
 - Remember the form requires **monthly** amounts – not annual.
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3. Attach your documents

You **must** attach the following before submitting:

- Your **last two months of bank statements** for **all accounts in your name**.
- Any **medical documents**, if they are relevant to your application.

Use the **“Choose file”** button to attach files from your computer or phone.



4. Submitting your form

When everything is filled out correctly and you click **Submit**, you'll see a message confirming your form was **successfully submitted**. That means we've received it - you don't need to do anything else!



5. If the form reloads without confirmation

If you click **Submit** and the page jumps back to the top **without** a success message, it means there are **errors that need fixing**. Your answers are usually still there - just correct the errors.



6. Finding and fixing errors

When there's a mistake or a missing required field:

- The box will have a **red outline** around it.
- Scroll **down through the form** to find these red boxes.
- Fix each one (for example, add missing information or remove text from number boxes).
- Then click **Submit** again.

Repeat this until you see the success message.



Helpful tips

- Take your time - the form will keep your answers while you fix things.