



Uploading Documents

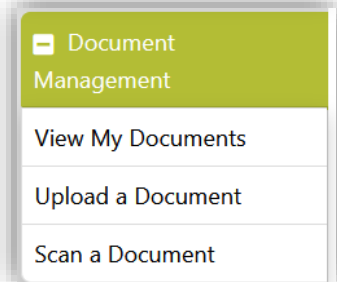
For an Individual to be enrolled virtually, they must upload their source documents directly into NCWorks Online, themselves. In order to upload documents, they must have a computer or mobile device with a web browser, and Internet access to log into NCWorks Online. To upload documents, log into **ncworks.gov** as an Individual. The mobile app doesn't currently support uploading documents.

Documents uploaded to NCWorks Online by Individuals are secure. Uploaded documents are available immediately to Staff, should be redacted when used for data validation, and can't be printed in color.

Uploading Documents from a Computer

To upload documents from a computer:

1. Using a web browser, log in as an Individual
 1. From the left navigation bar, choose **Document Management**.
2. Choose **Upload a Document**.
3. Under **Document Information**, select the **Document Description**, then add the **Document Tag** "Virtual Enrollment."
4. Locate and select the file to upload, then click Save to attach the document.

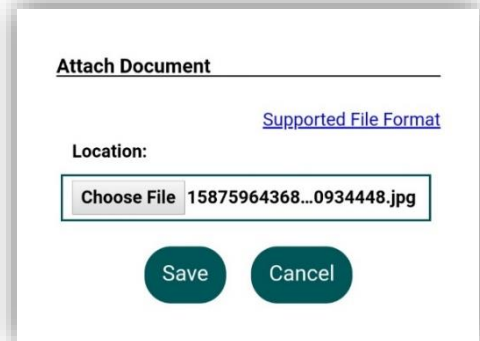
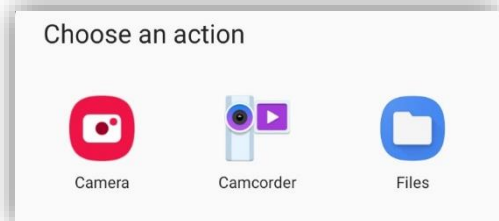
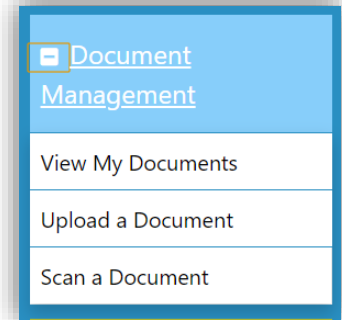


A screenshot of a web form titled "Document Information". The form is divided into two sections. The first section, "Document Information", contains a "Document Description:" field with a dropdown menu showing "None Selected", a "Document Tags:" field with a text area and a note "Keywords that will be indexed with this attachment.", and a "Document Expires:" checkbox. The second section, "Attach Document", contains a "Location:" field with a "Choose File" button and "No file chosen" text. At the bottom right are "Save" and "Cancel" buttons.

Uploading Documents from a Mobile Device

To upload documents from a mobile device using the website:

1. Using the web browser, log in as an Individual.
2. Tap the menu bar in top left corner.
3. From **Document Management**, choose **Upload a Document**.
4. Select the **Document Description**, then add the **Document Tag** "Virtual Enrollment."
5. Choose **Open file** to access the device camera. Depending on device platform, options for uploading will appear differently. Take a picture of the document to upload directly into NCWorks Online.
6. Click **Save** to attach and submit the document.



Uploading Documents Using Live Chat

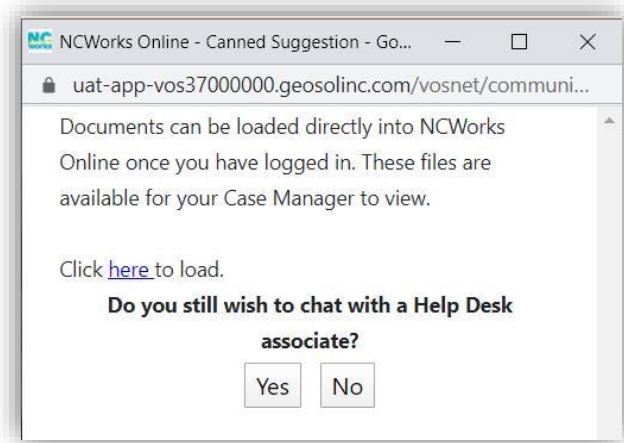
Some Live Chat functions allow uploading documents. To upload documents in Live Chat:

1. Using a web browser, log into the website as an Individual from a computer or mobile device.

Click **Live Chat** in the bottom right.

1. Choose **Contact a NCWorks Career Center**, then **I need to provide documentation to my Case Manager**.

2. Click **Yes** to chat with a Help Desk Associate.

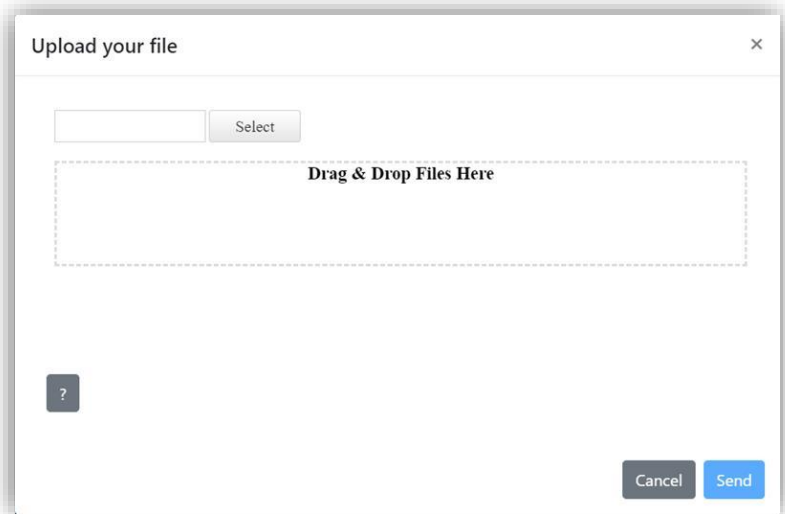


3. Once chat is established, choose **Send File**.



4. Locate then select the document to upload.

5. Click **Send**.



Best Practices

When an Individual uploads a document, they can delete that document unless Staff specifies otherwise. Once Staff accesses a document that shouldn't be deleted, change **User Accessible** to "NO." With this setting, the Individual can no longer delete or see the document, though it remains available in NCWorks Online.


Document Information

Document Description:

Document Name: 1587596436890213557687770934448.jpg

*** Document Tags:**
Keywords that will be indexed with this attachment.

User Accessible: Yes No

Date Received: 

Document Expires: