Customer help guide

# Uploading Your Documents

Use this guide to upload the supporting documents the Fire Service needs to assess your property.

3
of 6 guides

Go to **https://my.egov.ky/web/cifs**. Use an up-to-date web browser on a computer, tablet or phone.

**Your journey** Each stage has its own guide. You are here: Guide 3.

| 1 | 2 | 3 | 4 |
|---|---|---|---|
| **Sign In**<br>Guide 1 | **Complete Your Application**<br>Guide 2 | **Upload Documents**<br>Guide 3 · You are here | **Book Your Inspection**<br>Guide 4 |

Guide 5 helps you track and manage your application. Guide 6 explains error messages.

## In this guide


- File Limits
1. Upload Your Required Documents
2. Add Optional Documents and Save
- Contact Us


## Before You Start

**Documents** is the second page of your application. The documents you need depend on your property and the inspection types you chose. They are listed under **Required Documents**. They can differ a lot from one property to another, so use the list on your own screen.

**You will need:**

- ✓ your documents, saved on your device
- ✓ files that meet the limits in the table below

Check your files against the limits before you upload. This avoids error messages.

# File Limits

| Check | Limit | If your file does not fit |
|---|---|---|
| **File type** | PDF, PNG or JPEG | Save the file again in one of these formats, then upload it. |
| **Size of each file** | Up to 5 MB | Rescan the document at a lower resolution or save it as a PDF, then upload it again. |
| **All files together** | Up to 10 MB | Make your files smaller, then upload them again. |

# 1 Upload Your Required Documents

Required documents are marked with a red asterisk (*). They are mandatory and must be uploaded. For each one, choose **Select file** and pick the file from your device.

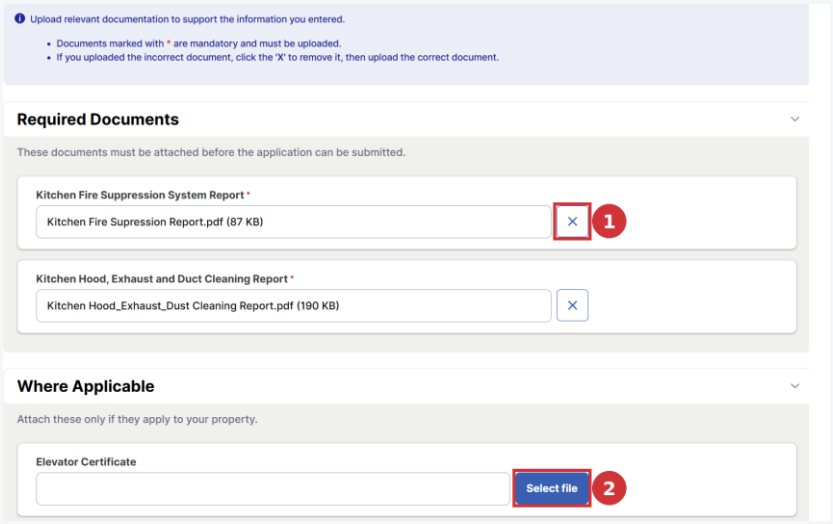



**Figure 1** Required documents

1. When a file is attached, its name appears. If it is the wrong file, choose **X** to remove it and add the right one.
2. Repeat for each remaining document. Choose the **Select file** button beside it.

## If a File Does Not Upload

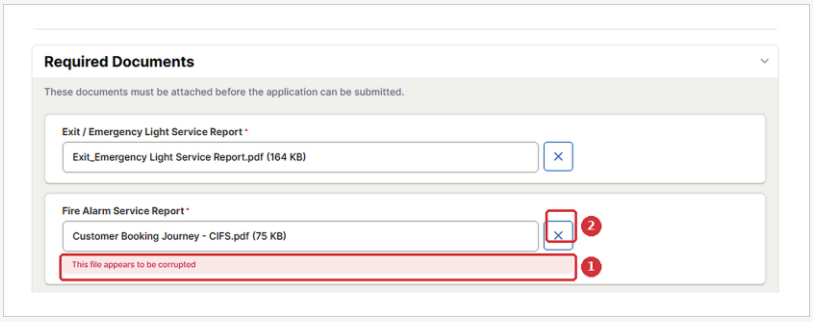



**Figure 2** A file that cannot be read

1. A file that cannot be read shows **This file appears to be corrupted**.
2. Check that the file opens on your device. Choose **X** to remove it, then add a working copy.

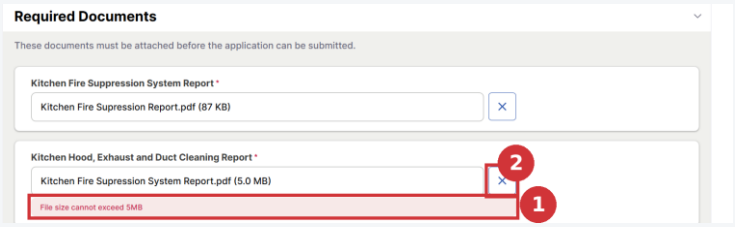



**Figure 3** A file that is too large

1. A red message appears if a file is over 5 MB. Choose **X** to remove it, then add a smaller file.

## 2 Add Optional Documents and Save

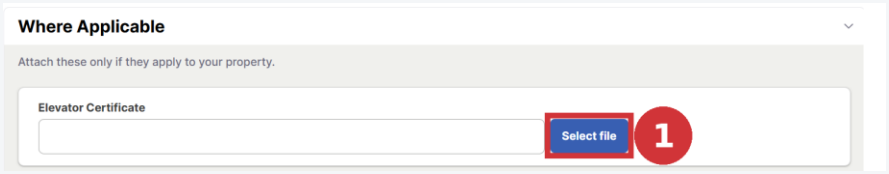



**Figure 4** Where Applicable documents

1. **Where Applicable** lists documents to attach only if they apply to your property. These are optional.

When you have added your documents, choose **Save and Continue**. To stop for now, choose **Save and exit application form** and finish later.

> **If you remember a document after you send your application.** The Fire Service emails you a link if it needs the document. Your status then shows **AWAITING INFORMATION**.

✓ **You are done when your application shows 2 of 2 complete.**

# Contact Us

### Questions About Your Inspection or Application

Contact the Fire Service.

| Email | Telephone | Opening hours |
|---|---|---|
| **firesafetyinspections@gov.ky** | **(345) 949-2276** | **Monday to Friday, 8:30am to 5:00pm** |

### Problems Signing In or With Your eServices Account

Contact eServices Sign In support.

| Telephone | Email | Online |
|---|---|---|
| **(345) 244-3621** | **eservices@gov.ky** | **my.egov.ky/web/myegov/support** |

When you contact us, tell us what you were doing and what you saw. If you have one, tell us your Application ID.

Next step →

**Guide 2, Step 8: Check That Both Pages Are Complete**

Then go on to Guide 4: Booking Your Inspection.