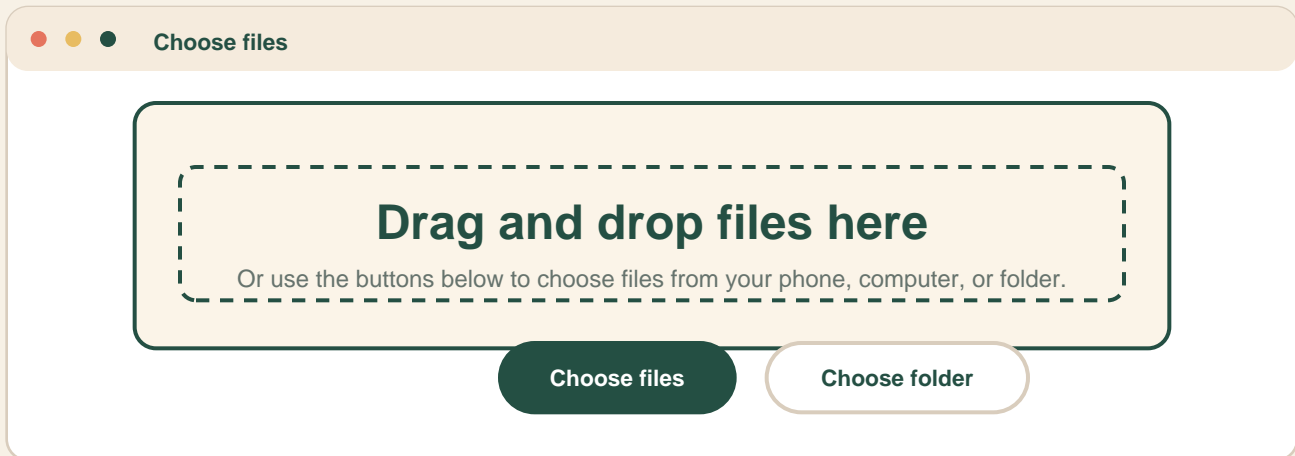




# How to Upload Documents

A simple step-by-step guide for uploading supporting paperwork in the HTAG Member Paperwork area.



**Tip:** Sign in, open **Member Paperwork**, add a title and description, choose files, review the selected file list, then press **Upload selected documents**.

Prepared for Hoffman Tenants Advocacy Group members.

# How to get to Member Paperwork

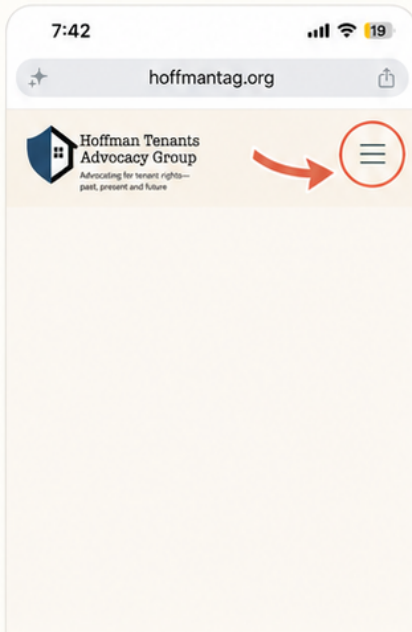
Follow these simple steps to find the Member paperwork area.



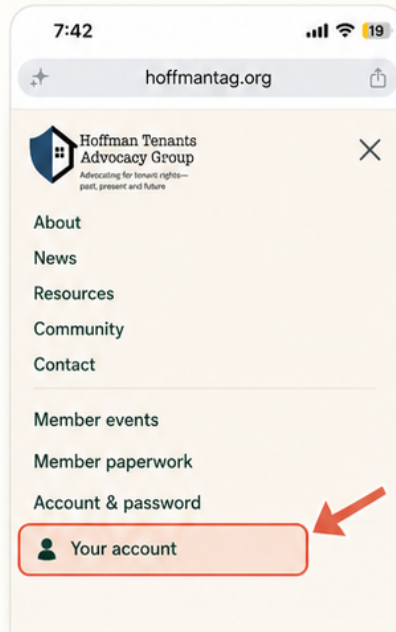
## ON MOBILE

Tap the menu, then open your account menu, then tap Member paperwork.

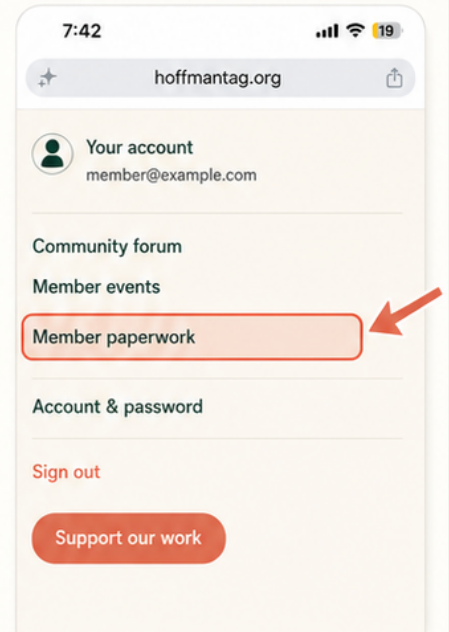
- 1 Tap the menu (☰) in the top right.



- 2 Tap “Your account” in the menu.



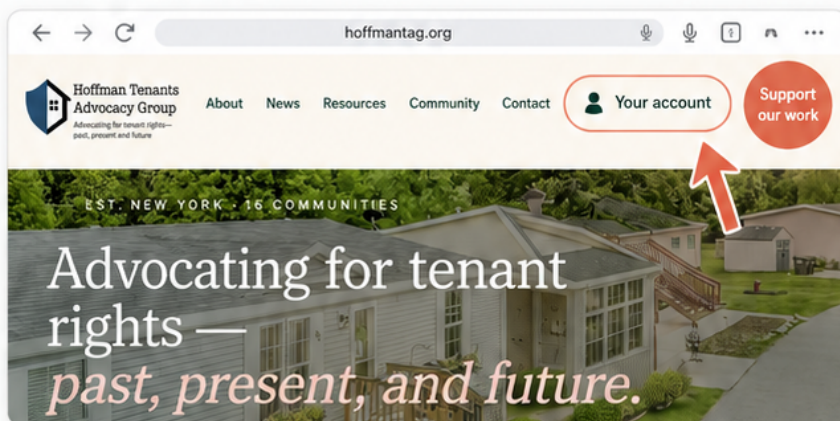
- 3 Tap “Member paperwork” in your account menu.



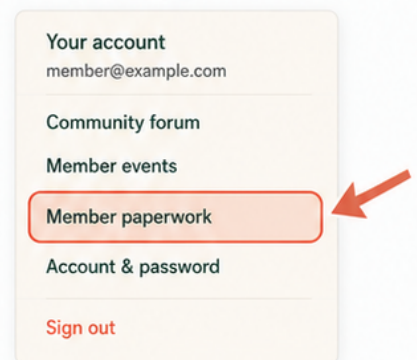
## ON COMPUTER

Click your account in the top right, then click Member paperwork.

- 1 Click your account in the top right.

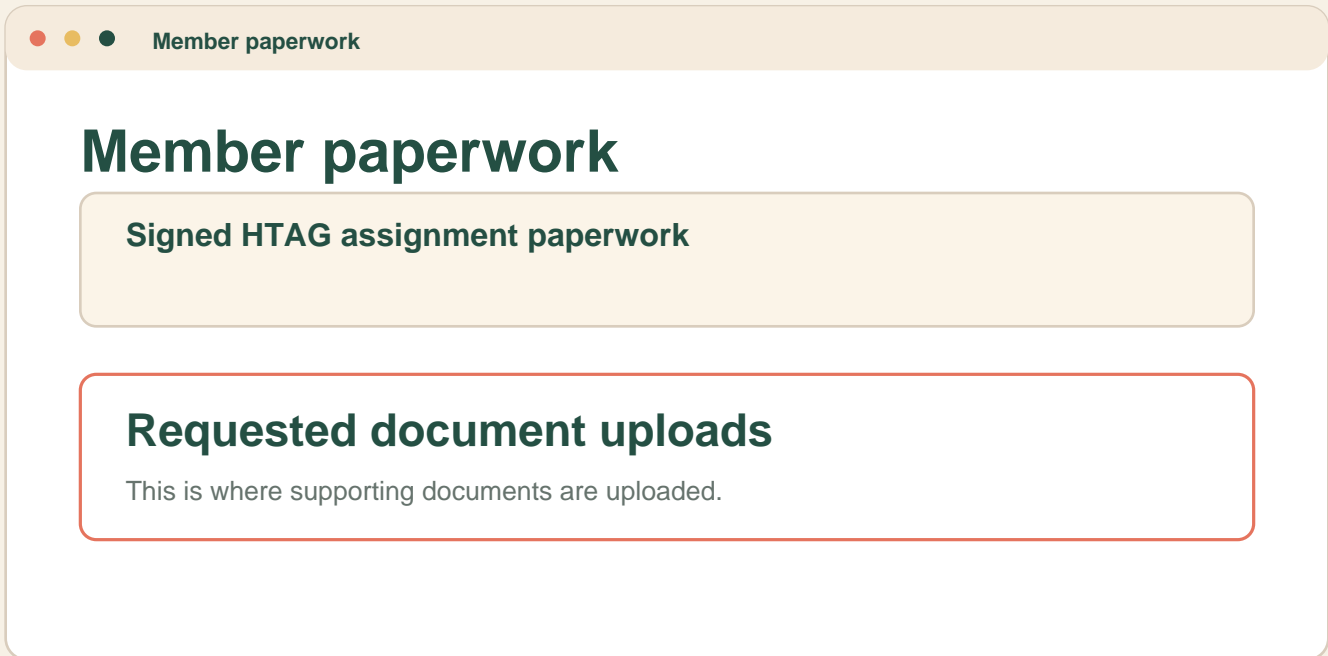


- 2 Click “Member paperwork” in the dropdown menu.



# Step 1: Open Member Paperwork

Sign in at hoffmantag.org. Use the mobile menu or your account dropdown to open **Member Paperwork**.



## 1. Sign in to the HTAG website

Go to hoffmantag.org and sign in with your account.

## 2. Open Member Paperwork

Use the mobile menu or account dropdown to open Member Paperwork.

## 3. Use the Requested document uploads section

Only upload documents here when HTAG asks for them or when they support your tenant record.

# Step 2: Add a clear title and description

The upload button will not work until the title, description, and at least one file are ready.

Requested document uploads

**1** **Document title**

Example: Lot rent notice

**2** **Description**

Example: Notice received from park management on June 20.

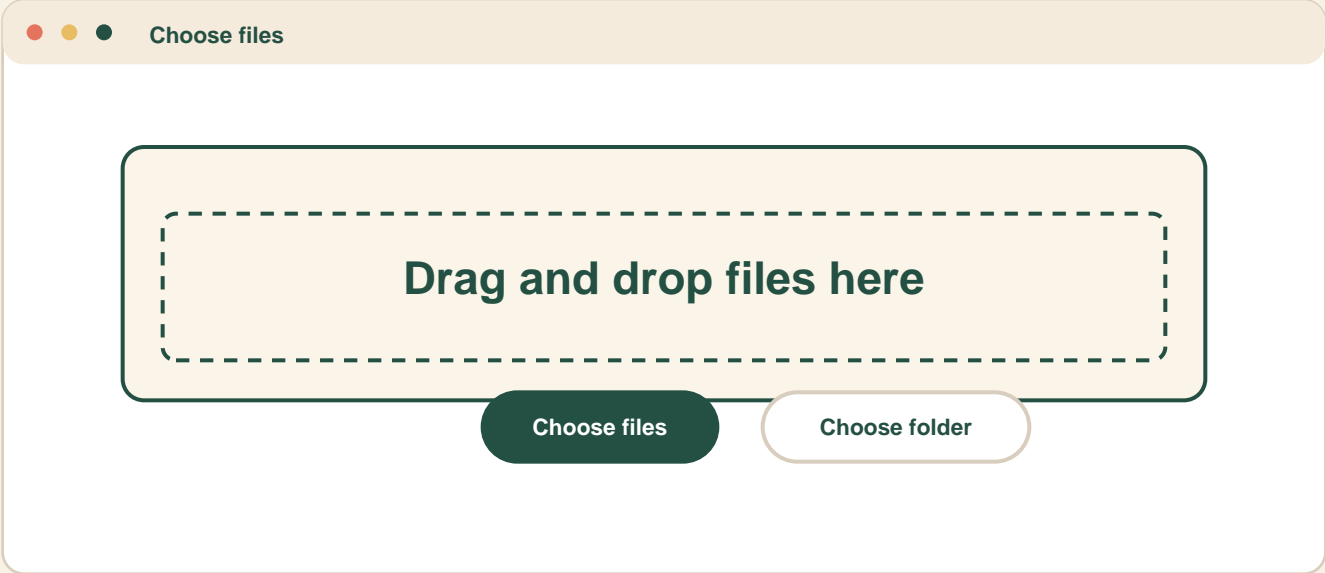
## Good titles:

- Lot rent notice
- Water bill
- Photo evidence
- Management letter

**Best practice:** If uploading multiple files for the same issue, use one title and one description for the whole group. Example: **Water bill and photos.**

# Step 3: Choose your files

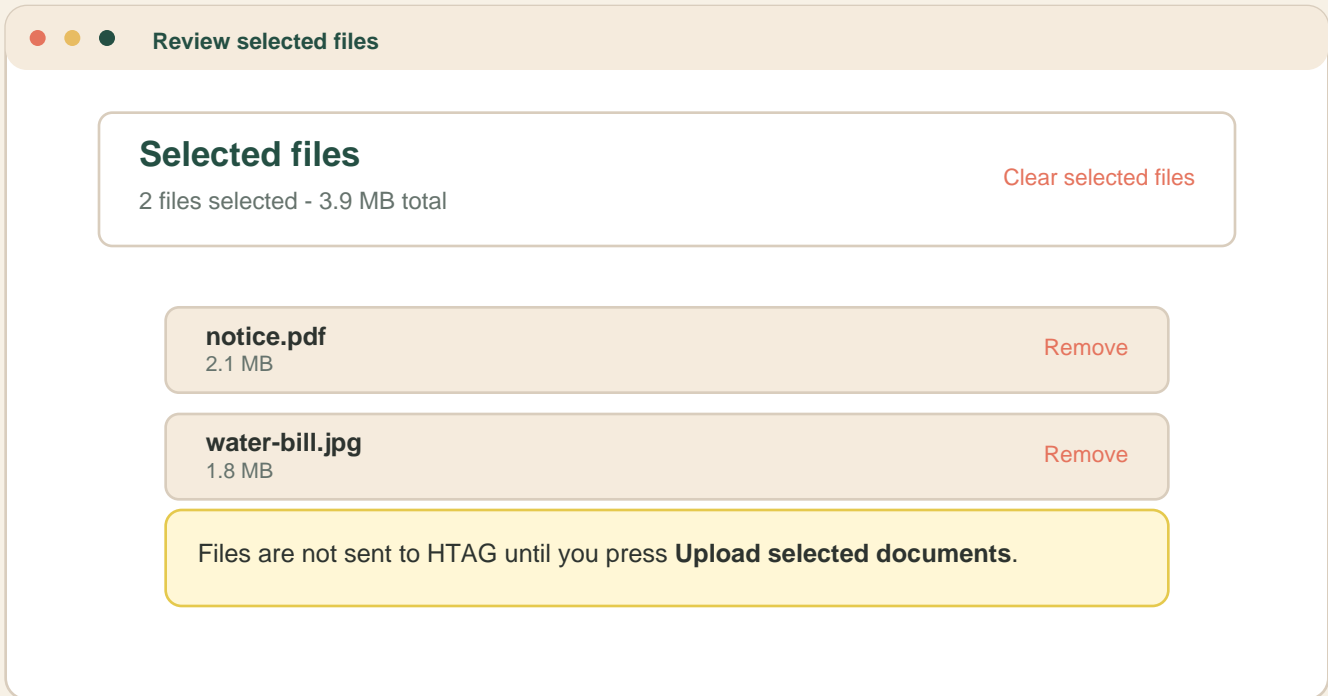
Use whichever option works best on your device. On phones, the most reliable method is **Choose files**.



<b>Desktop computer</b>	Drag files into the upload box, click Choose files, or click Choose folder to add files from a folder.
<b>Phone or tablet</b>	Tap Choose files. Your phone may show Photos, Camera, Files, or Browse.
<b>Limit</b>	Maximum 10 files per upload batch. Files can be PDFs, photos, screenshots, or documents up to 32MB each.

# Step 4: Review the selected file list

After choosing files, check the list before uploading. Files are ready on the page, but they are not sent to HTAG yet.

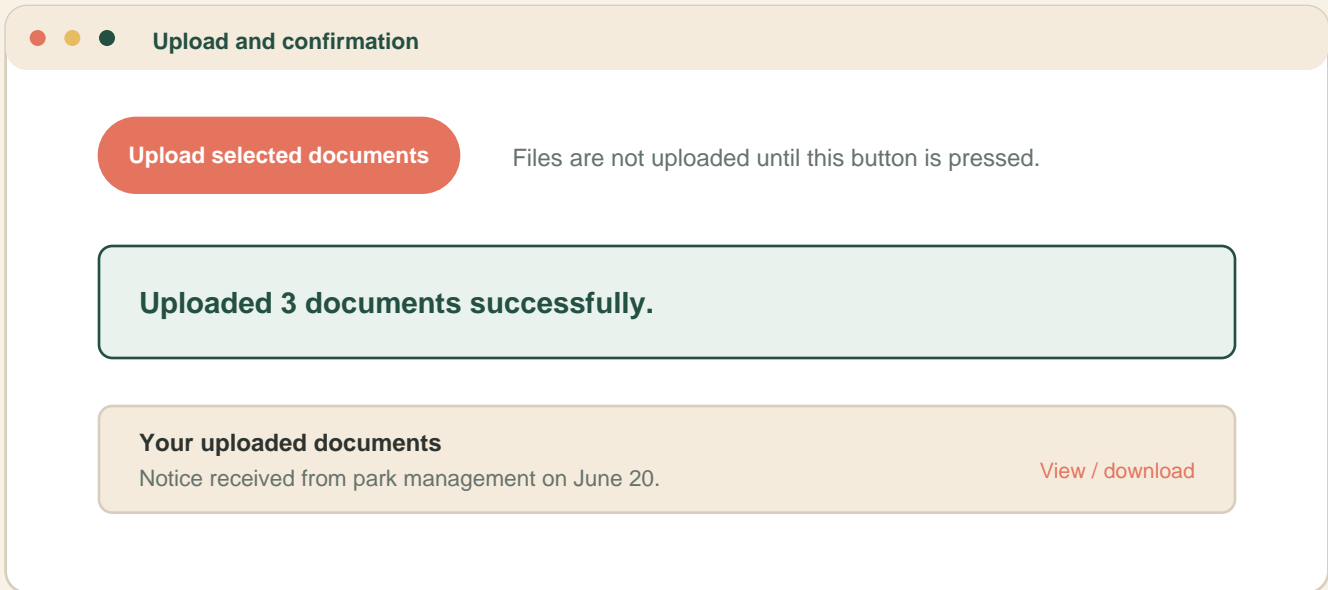


## Before pressing upload, check that:

- The title and description are filled in.
- The file names look correct.
- You removed any file you did not mean to upload.
- You have not selected more than 10 files.

# Step 5: Upload and confirm

When everything looks right, press **Upload selected documents**. Keep the page open until the upload finishes.

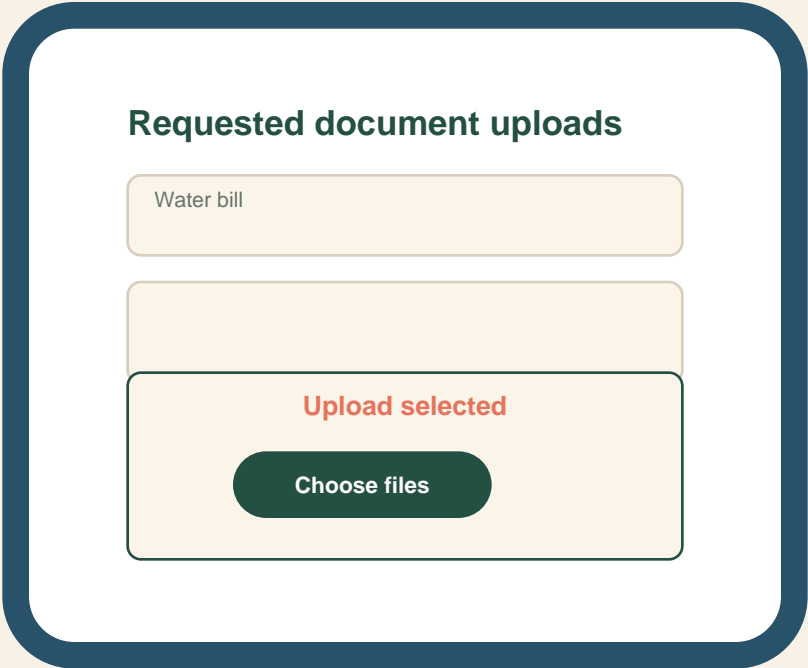


## After a successful upload:

- The uploaded document appears under Your uploaded documents.
- You can use View / download to open the file.
- HTAG admins can view the file from your tenant profile.
- Only admins can delete uploaded documents. Contact HTAG if something needs to be removed.

# Mobile upload notes

Phones and tablets may not support drag and drop. The best mobile method is usually **Choose files**.



## On mobile:

- Tap Choose files.
- Select from Photos, Camera, Files, or Browse, depending on your device.
- Select multiple files if your phone allows it.
- Return to the HTAG page and press Upload selected documents.

**Tip:** If your phone does not let you pick several files at once, upload one batch, then repeat the process for the next batch.

# Troubleshooting

- **The upload button is disabled**

Make sure the title has at least 2 characters, the description has at least 5 characters, and at least one file is selected.

- **Drag and drop does not work**

Use Choose files instead. Drag and drop support depends on the browser and device.

- **I am on mobile**

Tap Choose files. On most phones this opens Photos, Camera, Files, or Browse.

- **A file will not upload**

Check the file size. The upload area supports files up to 32MB each.

- **I picked the wrong file**

Before uploading, press Remove next to that file. After uploading, contact HTAG to remove it.

- **I need to upload a whole folder**

Use Choose folder on a desktop browser. Mobile browsers may not support folder selection.

**Admin note:** Uploaded documents show on the admin tenant profile with download access. The delete button is admin-only.