# Guide to Uploading Documents using EOL

August 2019

1. Introduction

1.1 Environmental Bodies (EBs) can now upload documents to EOL which may be requested as part of our compliance review process or other ENTRUST information requests. The facility provides a safe, quick and cost-effective method for EBs to provide information and supporting documents to ENTRUST.

1.2 If you do not have access to EOL you will need to contact the ENTRUST Helpline to be issued with log-in details.

1.3 This guide explains the steps you should follow to upload a document using EOL.

1.4 If you require any assistance please contact the Helpline on 01926 488 300 or by emailing helpline@entrust.org.uk.

2. Login to EOL

2.1 Go to EOL (eol.entrust.org.uk/) or our website (www.entrust.org.uk) and click on the link to ENTRUST Online at the top of the website home page (see below:)
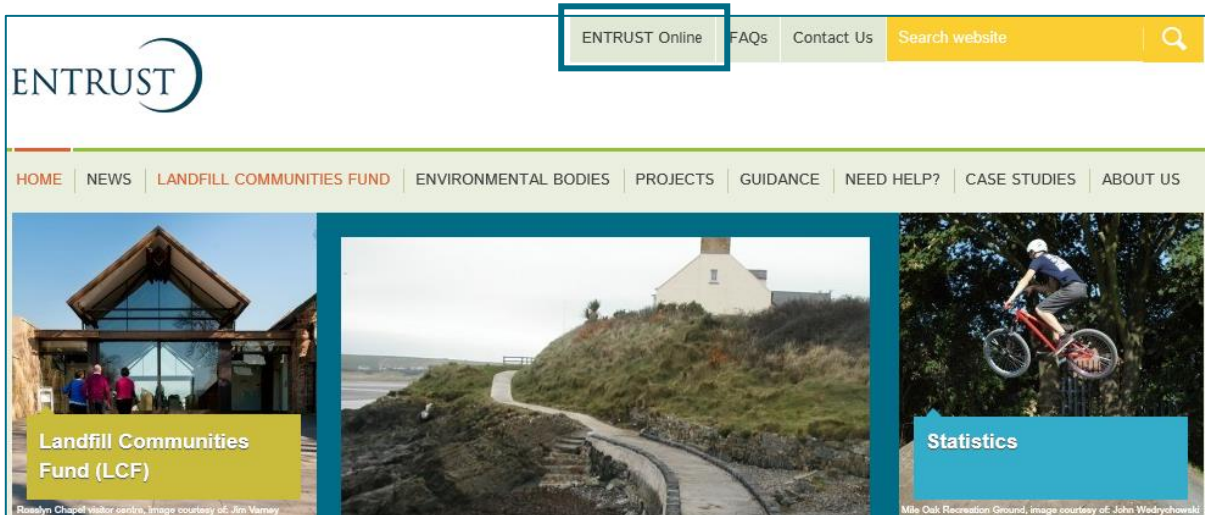
2.2 You will then be taken to the EOL login page.

2.3 If this is the first time you have visited EOL on your computer you will need to click on the 'Accept and Continue' button at the bottom of the page to allow cookies before attempting to login. You will need to do this every 90 days. For more information on Cookies and how EOL uses them please visit our Cookie Policy

2.4   Enter your email address (user name) and password in the appropriate box and click the 'Login' button. Alternatively, if you have forgotten your password, click on the 'Forgotten Password' link and follow the instructions:
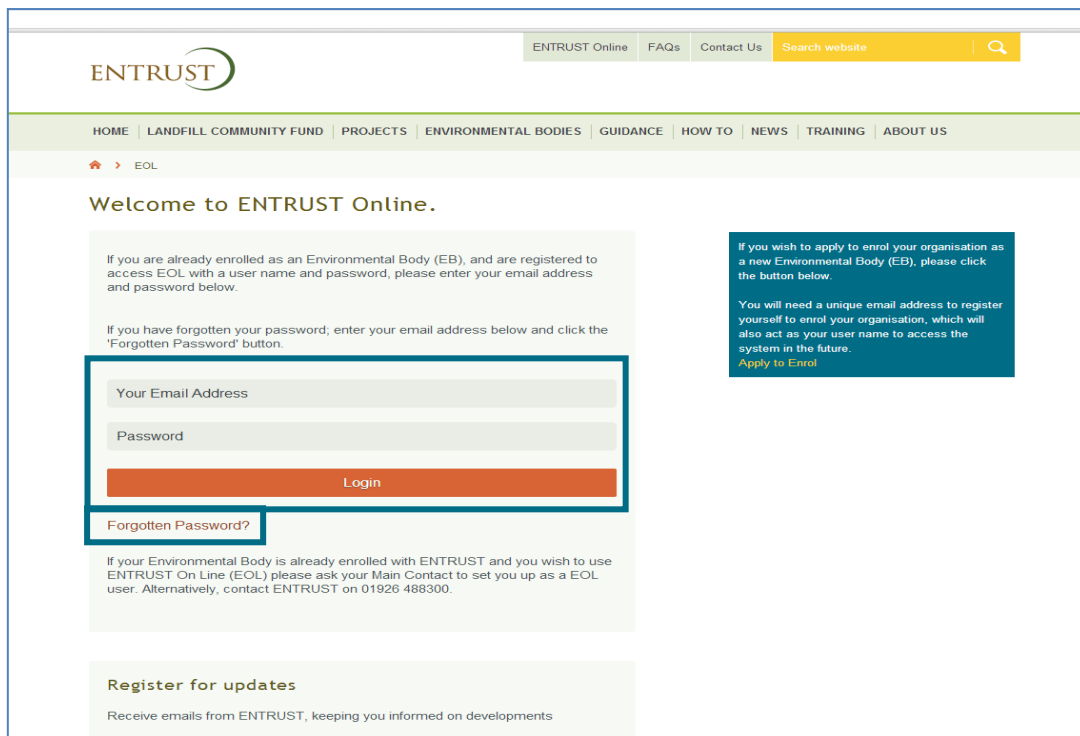
2.5   Having logged in you will be taken to the dashboard for your EB. The dashboard is the main page for your EB and contains links to all the functions available to an EB.

3.   Uploading a document

3.1   From your dashboard click on 'YOUR DOCUMENTS' tab to open the document upload page:
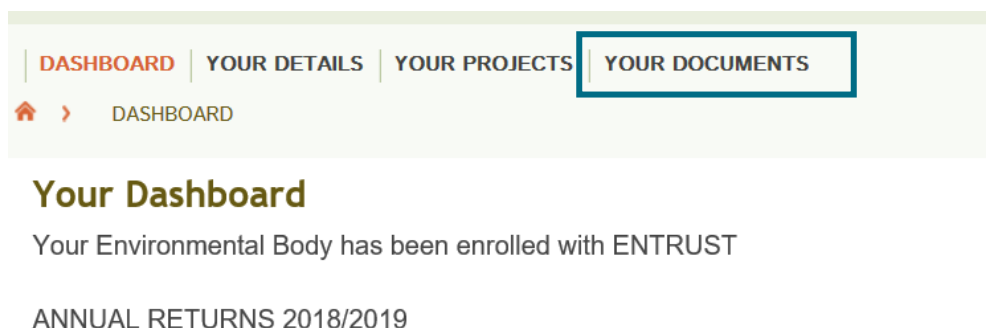
3.2   Then click on 'DOCUMENTS' where you will be presented with an 'Upload Documents' page:

3.2   Select 'Browse' and select the document on your computer which you wish to upload; click 'Open' and it will appear in the 'Browse' search bar:

3.3   If you know the name of the person who has requested the information, please select this from the drop-down menu, however, this is not essential.

3.4   Type a brief description or title of the document you are sending in the text box below the Browse search bar:

3.5   Finally, select the 'Upload' button found in the bottom right hand corner.

A confirmation message will appear on the screen to confirm the upload has been successful.

3.6   If you need to submit multiple documents, we would recommend that these are scanned into a single document for uploading or saved in a compressed zip file on your pc before uploading to ENTRUST. Alternatively, individual documents can be uploaded by repeating the process in 3.2 to 3.5 above for each document.

3.7   Your uploaded documents will appear in the table at the bottom of the page under 'Documents Found':

Documents Found - 9 results found

Page selection: 1   Results per page: 10 ∨

Document ID ⬆⬇	Description ⬆⬇	File Name ⬆⬇	Date Uploaded ⬆⬇	

3.8   Our Compliance email inbox will receive notification when a document has been uploaded, so you do not need to confirm when you have submitted a document.

3.9   Once submitted, ENTRUST will manage the documents and transfer them to our internal database and remove them from EOL when reviews are complete. If you require any assistance or need to remove a document, for example if it has been uploaded in error, contact the Compliance team or ENTRUST Helpline on 01926 488 300 or by emailing compliance@entrust.org.uk.

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