

## Document upload guidance

### Physical documents uploads

To ensure smooth processing, documents must meet the following standards:

- **Full A4 size** – the entire page must be visible, including all corners and edges.
- **Full colour** – documents must be scanned or photographed in clear, full colour.
- **High clarity** – text, photos, and security features must be sharp and easily readable.
- **Undamaged originals** – documents should be free from tears, marks, or other damage.
- **Proper lighting** – images must be taken in good lighting with no glare or shadows.
- **Original scans or photos of physical documents** – do not submit images of digital displays.



### Unacceptable Document Formats

To ensure your documents can be processed without delay, please do not upload any of the following:

Coram Campus  
41 Brunswick Sq., London WC1N 1AZ  
[thefrontline.org.uk](http://thefrontline.org.uk)

The Frontline Organisation is a registered charity and limited by guarantee.  
Charity No: 1163194 Company No: 09605966  
(England & Wales).

- Black and white copies.
- Cropped or cut-off documents.
- Blurry or unclear images.
- Damaged documents.
- Photos of screens.
- Documents with glare, shadows, or poor lighting.

