

## Tip Sheet: Updating Photos in eMedical

This tip sheet will assist you with updating an applicant's photo and where to go to for assistance.

### How do I update the applicant's photo?

To update the applicant's photo while the case is still in the Pre-exam status:

1. From the navigation tree open '**Manage photo**'
2. Press **Browse**
3. The **Choose File to upload** window displays
4. Select the correct photo that you wish to upload
5. Press **Open** and then press **Save** or **Next**
6. The selected photo will now display

#### **If the photo cannot be attached at this time:**

7. Select the **Cannot Attach photo** check box
8. Select a **Reason** from the drop down list and provide details explaining why the photo cannot be attached
9. Press the **Next** button

**Note:** If a photo cannot be attached, a blank silhouette displays in the place where the photo would be. The correct photograph must be added before the health case can be submitted.

### How do I update a photo if I cannot replace it myself?

**Note:** You cannot update an applicant's photo once the exam status is 'In Progress' or 'Submitted'.

1. If the exam status is 'In Progress' then send a query via Contact us in eMedical and the helpdesk will delete the incorrect photo from the health case. Once the incorrect photo has been deleted you can re-upload the correct one to the applicant's health case.
2. If you have already submitted the health case then send a query via **Contact us** in eMedical. You must provide the following information:
  - a. The applicant's full name, their DOB, their identity number, and their Health case ID; **and**
  - b. The applicant's correct photo (in a correct file format: .jpg, .jpe or .jpeg) that you wish to upload into eMedical

**Note:** You should not submit a health case without having an accurate photo attached. Submitting a health case with an incorrect photo will involve significant delays to replace it with a correct photo in eMedical.