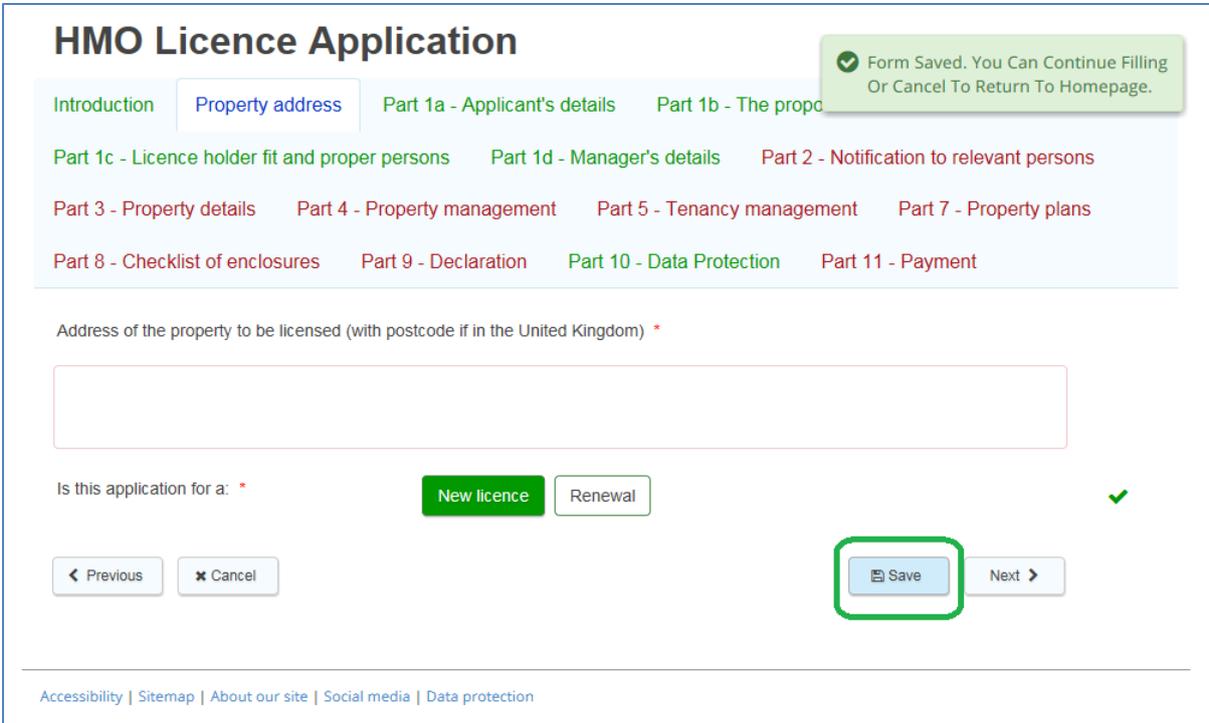# HMO Licensing Online Application Form – Frequently Asked Questions

I left the webform for a while and lost all my data? What happened?

The webform will time out after 40 minutes of inactivity. If you have not saved any data you have entered, this will be lost. We recommend you save the form at the end of each section.

**How do I save my licence application to work on later?**

At the bottom of each page of the webform, you will find a tab labelled 'save'. Click on this and a message will pop up to let you know the form has been saved.
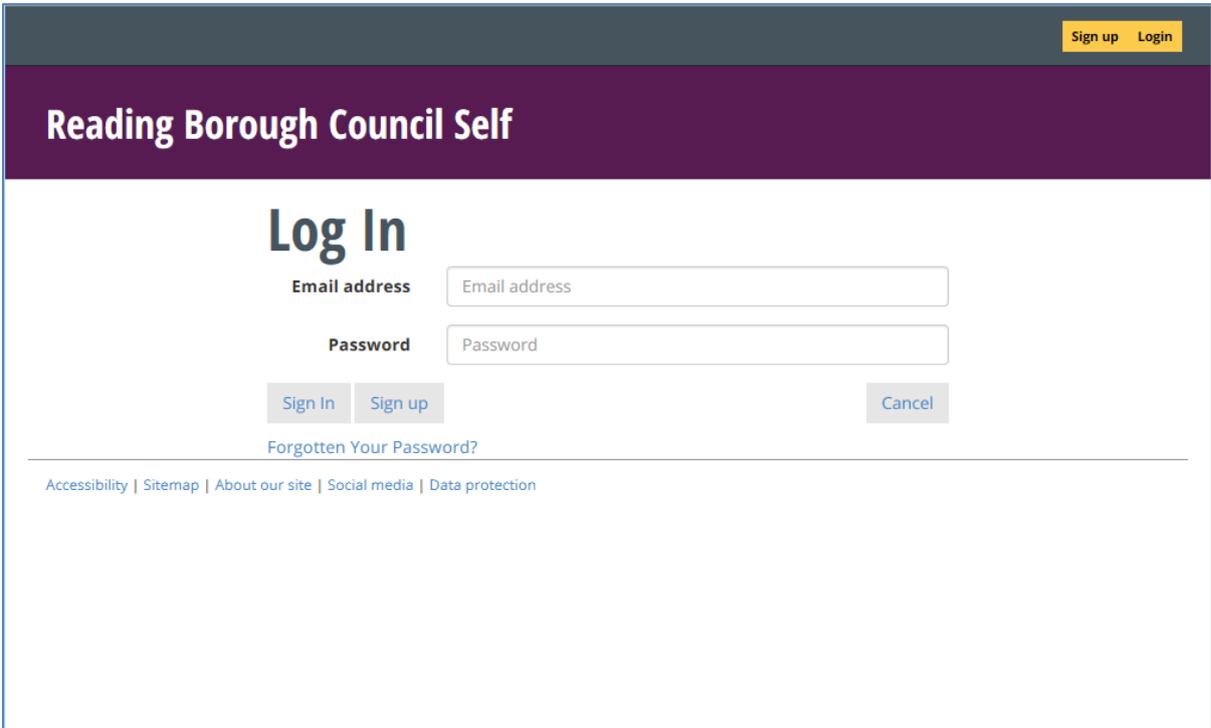

How do I return to an application I have saved?

You can return to the log in screen by either clicking on the link in the email that was sent to you or by clicking on the link to the application from the Council's HMO web page. You should see the following:
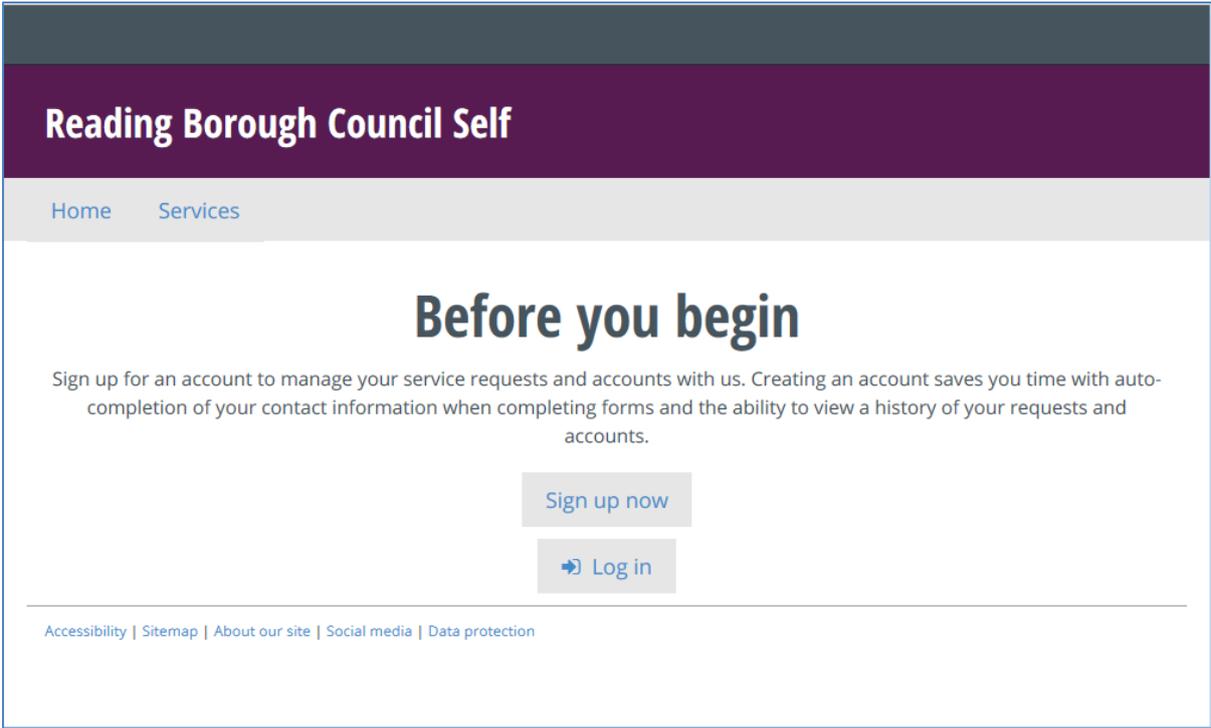
Click on log in and you will see the following screen

Once you have logged in, you should see the front screen of the HMO licence application form. Click on 'My Requests' as indicated within the green boundary below.

You should see the following screen, which will have a list of incomplete tasks. Click on 'Continue' to return to your incomplete application.

The webform will not let me submit my application – what should I do?

The form will not let you submit your application until all mandatory fields (marked with a red *) have been completed. Please check through your application to check you haven't missed any questions.

Why can't I upload my attached certificates?

We have capped the file size allowed to a maximum of 3 Megabytes per file. This is to help ensure the webform runs smoothly for all users. To further improve the efficiency of this service, it would be helpful if you could keep the size of attached files as low as possible. The only file types allowed are pdf or jpeg.

Help, my application is locked and I cannot access it!

This can happen in rare cases if the connection from your computer to the server hosting the webform drops out while you are saving a file. If this happens, it would be helpful if you could email HMO@reading.gov.uk with the following information:-

- The link to the webform in the email you were sent when you saved the application.
- Your email address (which should be the same as your username in Dashboard). Check the junk mail folder in your email account if you cannot find this in your inbox.
- The approximate date and time you saved the file.