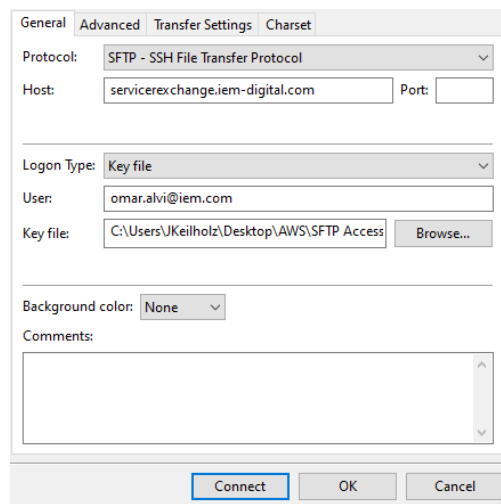


Virginia Mortgage Relief Program

Mortgage Servicer Uploading Procedures

Signing into an account

1. For your SFTP account, Servicer will need to use an application such as FileZilla to set up the access.
2. When you set up initial access (File > Site Manager), Servicer will need to make sure the fields are set as "seen" in the screenshot and that you reference the PPK file- wherever it is stored on your local system.



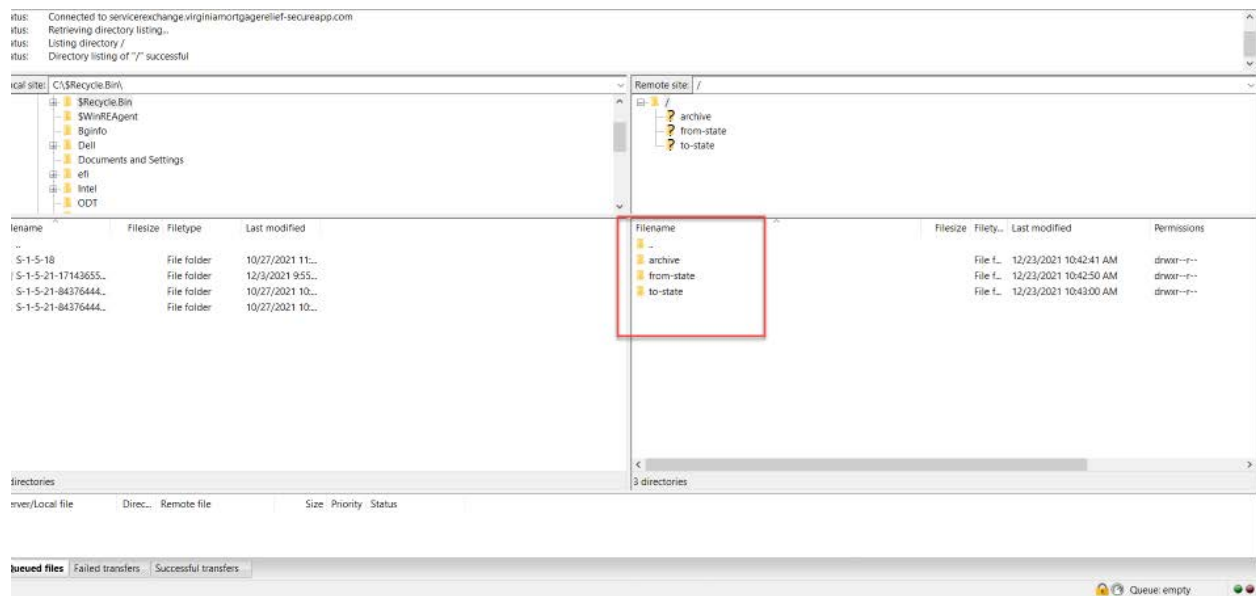
The screenshot shows the FileZilla Site Manager dialog box with the following settings:

- Protocol: SFTP - SSH File Transfer Protocol
- Host: servicereexchange.iem-digital.com
- Port: (empty)
- Logon Type: Key file
- User: omar.alvi@iem.com
- Key file: C:\Users\JKeilholz\Desktop\AWS\SFTP Access
- Background color: None
- Comments: (empty text area)

Buttons at the bottom: Connect, OK, Cancel.

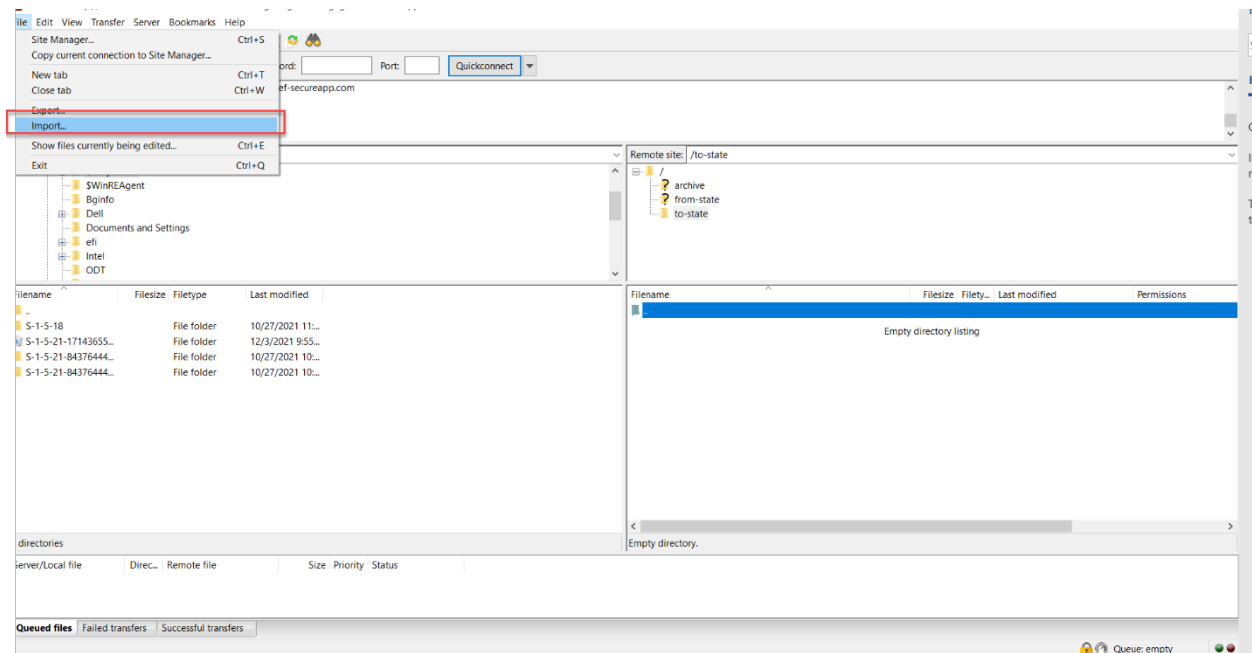
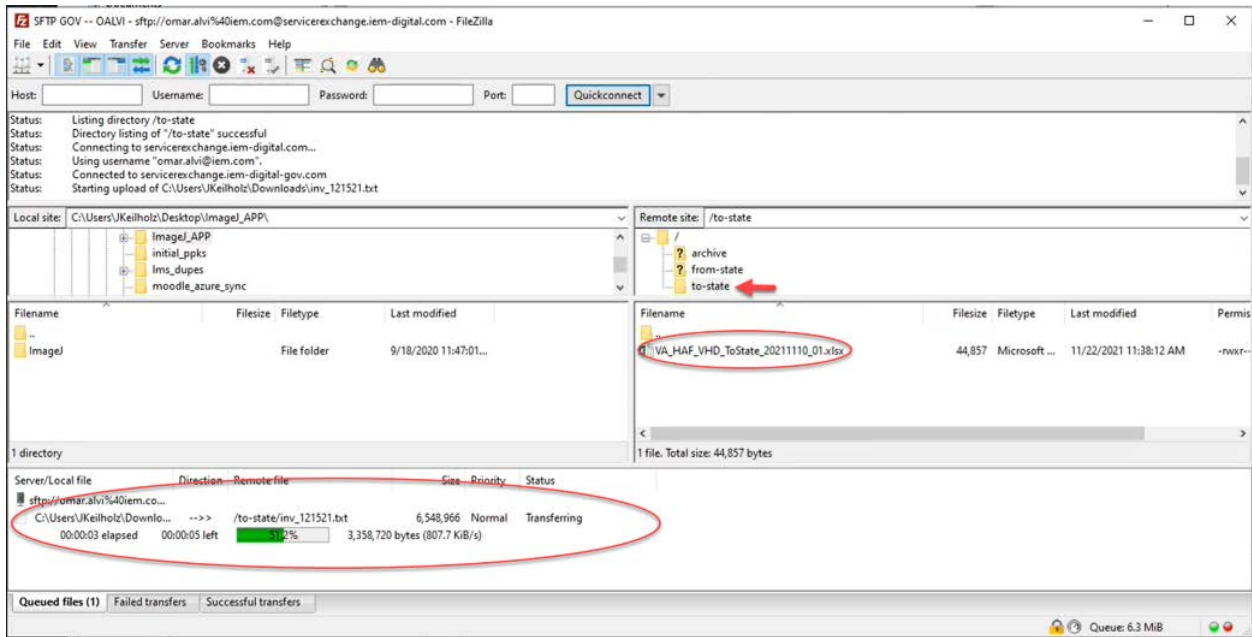
3. Servicer will enter information as stated below:
 - a. Protocol: **SFTP – SSH File Transfer Protocol**
 - b. Host: service exchange.iem-digital.com
 - c. Logon Type: **Key file:** <browse to where you saved the key file>
 - d. User: <enter your email>
4. Once logged in, the user will see three folders:
 - a. From-state
 - o From IEM
 - b. To-state
 - o The servicer will send the CDF record to IEM
 - c. Archive
 - o The user will manually move files to the "archive" folder to clear out the "From State" folder; records are kept as a history of the CDF files sent and received.

Note: Do not delete a file in the folder; it will be deleted from the folder and not moved to the archive folder once it is deleted.



Upload Documents

1. Users can upload documents in two ways:
 - a. User will click on the file destination (to-state) and drag and drop the file into the designated folder. Users will see the file upload progress in the "queued files" section below.
 - b. User can click on "file" and "import" and select files to upload
2. User will see the file upload progress in the "queued files" section below.



Naming Convention

1. When sending a file from Servicer to State, the naming convention should be:

StateID_HAF_ServicerName_ToState_YYYYMMDD_01

Ex: (VA_HAF_VHDA_ToState_20211208_01)

Note: the last two digits are a 2-digit number indicating the transmission number for that day from that servicer for that program. For example, if I am a service and

send a second file of V/Y records on the same day for that same program, the number would be "02" instead of "01," and so on.

2. Once files are uploaded, the state (IEM) will collect the files from their SFTP server and process them.

Downloading Documents

1. The user will click on the file destination (from-state) and download files.
2. The user will pick a file destination on the left panel, where the files will be downloaded.

