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.
- 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.

Protocol:	SFTP - SSH File Transfer Protocol					
Host:	servicerexchange.iem-digital.com Port:					
Logon Type:	Key file					
User:	omar.alvi@iem.com					
Key file:	C:\Users\JKeilholz\Desktop\AWS\SFTP Access Browse					
Background Comments:	color: None V					
Background Comments:	color: None V					
Background Comments:	color: None V					

- 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
 - 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.

Remote site: / /	13
rom-state	
Filename	Filesize Filety., Last modified Permissions
a	File (12/22/2021 10:42:41 AM down-to-
From-state	File f. 12/23/2021 10:42:50 AM drwxr-r
谋 to-state	File f 12/23/2021 10:43:00 AM drwsrr
<	0
3 directories	
	<

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.



Z SFTP GOV OALVI - sftp://omar.alvi%40iem.com@servicerexchange.iem-digital.com - FileZilla	– 🗆 ×
File Edit View Transfer Server Bookmarks Help	
HINE CROX FERS	
Host: Username: Password: Port: Quicke	connect *
Status: Listing directory /to-state Status: Directory listing of "/to-state" successful Status: Connecting to serviceschangeiem-digital.com Status: Using username "omaralw@iem.com", Status: Connected to servicerechangeiem-digital.gov.com Status: Starting upload of C:\Users\Ukelholt\Downloads\inv_121521.txt	
Local site: C:\Users\JKeilholz\Desktop\Imagel_APP\	V Remote site: /to-state V
Imagel APP Initial ppks Ins_dupes mode_azure_sync	Compared and the second s
Filename Filesize Filetype Last modified	Filename Filesize Filetype Last modified Permis
File folder 9/18/2020 11:47:01	44,857 Microsoft 11/22/2021 11:38:12 AM -rwxr
	c >
1 directory	1 file. Total size: 44,857 bytes
Cr.Users/UKeiholz/Downlo>> /to-state/inv_121521.bxt 6,548,966 Normal Transferring 00.00.03 elapsed 00:00:05 left 312% 3,358,720 bytes (807.7 KiB/s) Queued files (1) Failed transfers Successful transfers	
	🔒 😗 Queue: 6.3 MiB 🛛 😜 🔗 🖉
Le Edit View Transfer Server Bookmarks Help Site Manager Copy current connection to Site Manager Port: Quickconnect ▼ Costa bb Ctrl+W	
Import	
Show files currently being edited Ctrl+E	V Remote site: /to-state
Exit Ctrl+Q SWINREAgent Bginto Bginto British British Ctrl+Q Corr Ctrl+Q	archive from-state to-state
ilename Filesize Filetype Last modified	Filename Filesize Filety_ Last modified Permissions
S-1-5-18 File folder 10/27/2021 11: S-1-5-21-7143655 File folder 12/2/221 955 S-1-5-21-8437644 File folder 10/27/2021 10: S-1-5-21-84376444 File folder 10/27/2021 10:	Empty directory listing
directories	< Second
erver/Local file Direc Remote file Size Priority Status	Looky anotooy.
August files Ealed transfor Successful transfor	
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Naming Convention

1. When sending a file from <u>Servicer to State</u>, 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.

			note site: /pahaf/lca/from-state			
Cope Material New Kolder PANAR SFIP Test Documents PR PR	nation	????? 8	fsb gfb hob g archive form=state to-tate			
16.651 Microsoft Exce. 2/4/2022 254		Filename		Filesize Filety Last modified 145374 Micz 1/18/2022 42702 PM 15.658 Micz 1/18/2022 42701 PM	Permissions -rwar-r -rwar-r	
lected 1 file. lotal size: 16,651 bytes		2 files. Total s	ize: 161,032 bytes			

