



Document Delivery Upload

User's Guide
February 2016

Powered by



Utah Housing Corporation - Document Delivery Upload Portal

Introduction

Utah Housing Corporation's Document Delivery Upload Portal is a web portal designed for the secure submission of loan files and documents.

If this is your first visit to the Document Delivery Upload Portal and you do not have a username/password, you must create a new account which will be approved by Utah Housing Corporation.

Step 1: Create a New Account

The Document Delivery Upload Portal registration web site address is:

<https://loan.utahhousingcorp.org/upload/register/register.aspx>

To create an account for the first time, you must:

1. Enter your Email Address
2. Enter your name and desired Username
3. Enter your desired password and confirm it
 - a. **Password must be a minimum of eight characters with at least one non-alpha numeric character**
4. Enter your security question and corresponding answer
5. Enter your Company affiliation and Federal Tax ID

** Please see screen shot on the following page**

New User Registration

User Information

Email	<input type="text" value="Mme.Testor@uthc.org"/>	Last Name	<input type="text" value="Testor"/>
User Name	<input type="text" value="MmeTestor"/>	First Name	<input type="text" value="Madame"/>
Password	<input type="password" value="••••••••"/>	Company Name	<input type="text" value="Utah Housing Corporatic"/>
Confirm Password	<input type="password" value="••••••••"/>	Federal Tax ID	<input type="text" value="12-34567"/>
Security Question	<input type="text" value="Favorite Movie"/>		
Security Answer	<input type="text" value="Office Space"/>		

User Agreement

Terms of Service

1. AGREEMENT.

1.1. Your use of the VirPack Enterprise Center System and its associated products, and software (the "VirPack EC Platform") is subject to the terms of a legal agreement between you and VirPack. "VirPack" means Innovative Workflow Engineering, Inc., d/b/a VirPack, a Delaware Corporation, with its principal place of business at 8603 Westwood Center Drive, Suite 250, Vienna, Virginia 22182. This document explains how the agreement is made up, and sets out the terms of this agreement.

1.2. User access to the VirPack EC Platform is through username and password information provided by Utah Housing Corporation with its principal place of business at 2479 South Lake Park Blvd. West Valley City, UT 84120 (the "Client). Client has entered into a Professional Services Agreement with VirPack (the "PSA"). User hereby acknowledges that it is a customer, agent,

I agree to the terms of the above User Agreement.

Select Groups

Please select the groups to which you would like to belong. Some groups have been pre-selected for you; you may opt out of membership in some of these groups.

Lender

When you are finished entering your information, please read the User Agreement and check the "I agree to the terms of the above User Agreement" box. You are required to check the box next to the User Agreement to use the Document Delivery Upload Portal and you will only need to accept the User Agreement once.

When you are ready to submit your information, click **Register**.

Once you have successfully registered, you will see the information box below:

i Your user account has been created. You will receive an email when your account has been approved.

Once your account has been approved by Utah Housing Corporation, you will receive an approval email notifying you that your account is ready to use.

Step 2: Access Document Delivery Upload

The Document Delivery Upload Portal login web site address is:

<https://loan.utahhousingcorp.org/login.aspx>

The screenshot shows the login page for the Utah Housing Corporation Document Delivery Upload Portal. At the top right is the Utah Housing Corp logo with the tagline "We're housing Utah". Below the logo is a grey bar with a welcome message: "Welcome to the Utah Housing Corporation Document Delivery Upload Portal. Please login below to deliver documents securely to UHC." Below this is a navigation bar with "Log In" and "Forgot Password" buttons. The main login area contains a "User Name:" field with the placeholder "Your Username", a "Password:" field with masked characters, and a "Remember me next time." checkbox with a red arrow pointing to it. A "Log In" button is on the right with a red arrow pointing to it. Below the login fields is a link for "Create a new account". At the bottom, there are links for "System Requirements" and "Copyright 2011 VirPack. All rights reserved. (more)".

If you would like your Username saved into your browser's memory, click "**Remember me next time**", then click [Log In](#).

Once you have successfully logged in, you will see the screen below:

The screenshot shows a web interface for document delivery. At the top, it says "Logged in as: MmeTestor" with buttons for "Log", "Upload", and "Logout". Below this is a section titled "Upload Templates" with a "File" link. The main section is "Document Delivery Upload", which contains input fields for "UHC Loan #", "First Name", and "Last Name". Below these fields, it says "No files yet" and shows a file selection area with the text "Select file(s)" and "Drag and drop file(s) here to upload". A progress bar at the bottom of the file selection area shows "0%". A "Submit" button is located at the bottom left of the form.

If you do not see the above screen, please click **Upload**:

This screenshot shows the top navigation bar of the portal. It includes the text "Logged in as: MmeTestor" and three buttons: "Log", "Upload", and "Logout". A red arrow points to the "Upload" button, indicating that it should be clicked if the user does not see the upload screen.

Step 3: How to Upload Your Files to UHC

In order to properly view the upload screen, Java MUST be installed on your computer since the Document Delivery Upload Portal is configured to automatically load a Java interface.

If Java is not installed, please visit the following link:

<http://www.java.com/en/download/index.jsp>

If install permissions are needed on your computer, please contact your IT systems administrator for assistance.

* Please see screen shot on the following page**

Java Enabled Screen Example:

Document Delivery Upload

UHC Loan #

First Name Last Name

No files yet

Select file(s)

Drag and drop file(s) here to upload

0%

Submit

****If the drag and drop box does not display "Drag and drop file(s) here to upload" - Java did not load properly or Java may not be installed on your computer****

When you see the screen above, **you will need to enter the required data, i.e. the six digit UHC Loan Number if required, the Borrower's First Name, and Last Name**. You will then have two options to select your files for upload.

Option #1 – Upload by Drag and Drop Method

1. Drag and drop the file(s) to be uploaded in the “Drag and drop file(s) here to upload” box under the loan data fields. **Please note that the file must be in PDF format**. Once you have dropped the PDF into the drag and drop box, you will see a progress bar to let you know the status of the file(s) being uploaded from your computer to the drag and drop box. You can drag and drop multiple files in this area for uploading.
2. Once the file(s) that you have selected upload to the drag and drop box, you will see the file name display beneath **File Name**.


** Please see screen shot on the following page**

Document Delivery Upload

UHC Loan #

First Name Last Name

Files to Upload:

File Name	Container
 MmeTestor.pdf	(unindexed)

Select file(s)

Drag and drop file(s) here to upload

Uploading : MmeTestor.pdf
(17,402 bytes)
Upload started ... Upload completed

Upload completed (1 files)

3. After the file has successfully uploaded to the drag and drop box, select the container type from the container drop down menu that appears to the right of the PDF. **Please note that a container must be selected to avoid delay in delivery to UHC.**
 - a. Depending on the submission type, please choose:
 - i. **Initial Loan Submission** – For submitting the First Mortgage Credit Package
 - ii. **Appraisal PDF Upload** – For submitting the original color PDF of the appraisal
 - iii. **Pre-Purchase Conditions** – For submitting the requested pre-purchase conditions
 - iv. **Follow Up (Post Purchase)** – For submitting the conditions required after purchase by UHC
 - v. **Index File/ No Barcodes (Zipped TIFF file)** - ****This file type submission is only for certain lenders who can customize an output file using specific UHC naming convention to a .ZIP file containing multiple TIFF files per document type. Please contact UHC or VirPack for specific instructions on this file type****
 - vi. **Reservation Request** – For submitting Manufactured Housing documents for an MPA Request

** Please see screen shot on the following page**

Document Delivery Upload

UHC Loan #

First Name Last Name

Files to Upload:

File Name	Container
MmeTestor.pdf	(unindexed)
	Appraisal PDF Upload
	Indexed File/No Barcodes (Zipped Tiff file)
	Reservation Request
	Pre-Purchase Conditions
	Follow Up (Post Purchase)
	Subordinate Funding Request
	Initial Loan Submissions

Upload completed (1 files)

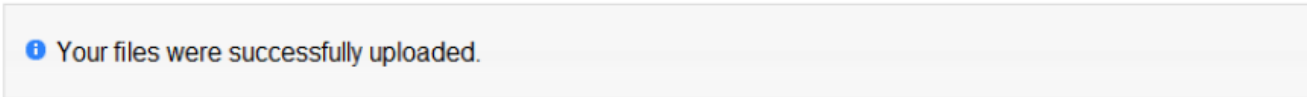
****Not all container selections will appear for your account. Only the containers that your account is approved for will appear****

Select the appropriate container for the documents that you are uploading.

Please don't forget to click **Submit** to upload your file to UHC.

If you are satisfied with the file(s) chosen, click **Submit** to upload the file(s) to UHC. ****Please note that files are NOT delivered to UHC until you click SUBMIT****

If your upload was successful, you will see the following message to confirm your upload:



If you uploaded the wrong file, you can delete it by clicking on the trash can icon next to the file's name.

Document Delivery Upload

UHC Loan #

First Name Last Name

Files to Upload:

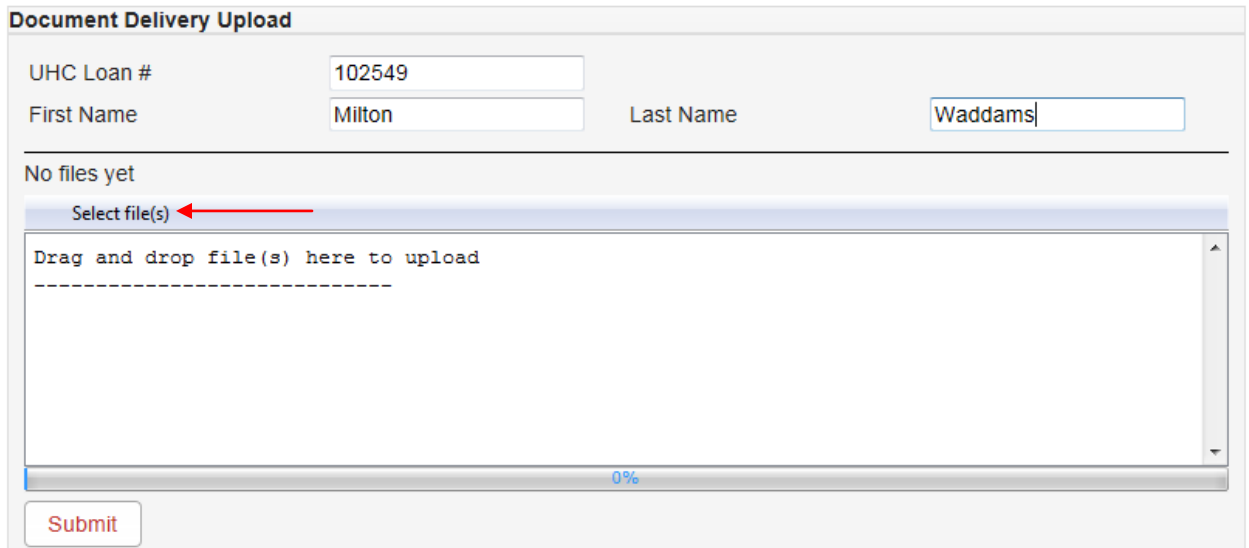
File Name	Container
MmeTestor.pdf	(unindexed)
	Appraisal PDF Upload
	Indexed File/No Barcodes (Zipped Tiff file)
	Reservation Request
	Pre-Purchase Conditions
	Follow Up (Post Purchase)
	Subordinate Funding Request
	Initial Loan Submissions

Upload completed (1 files)

Click here to delete your file.

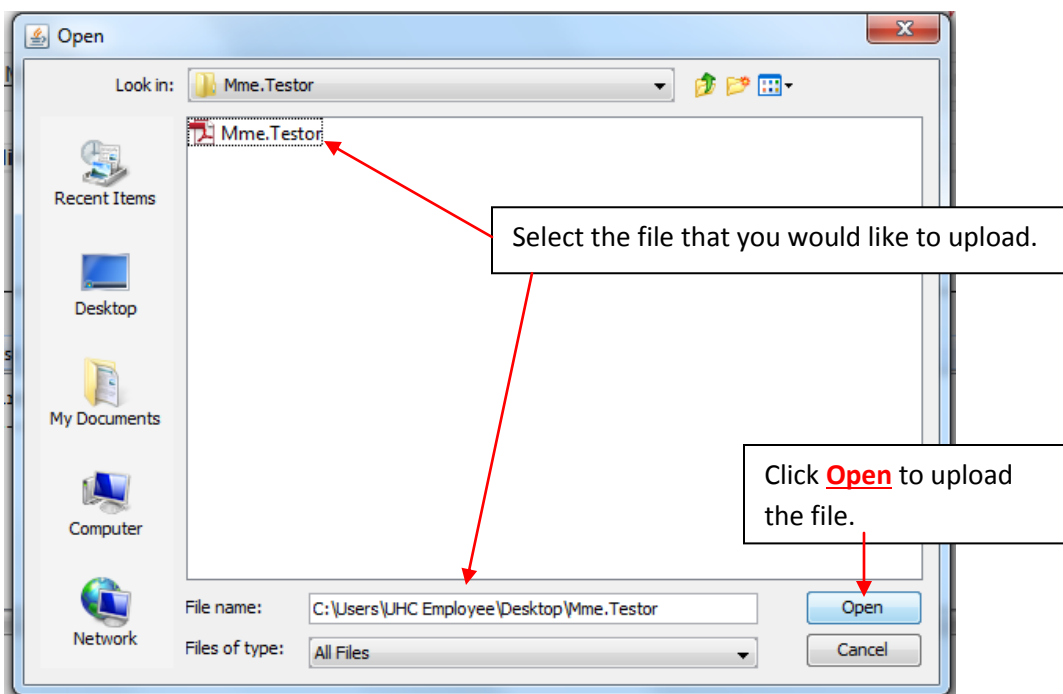
Option #2 – Upload by the Select File(s) Method

1. Click on **Select file(s)**, located below the **First Name** field.



The screenshot shows a web form titled "Document Delivery Upload". It contains three input fields: "UHC Loan #" with the value "102549", "First Name" with the value "Milton", and "Last Name" with the value "Waddams". Below these fields, there is a section labeled "No files yet" with a "Select file(s)" button. A red arrow points to this button. Below the button is a large text area with the instruction "Drag and drop file(s) here to upload" and a dashed line. At the bottom of the form is a "Submit" button. A progress bar at the bottom of the text area shows "0%".

2. An Open File window will pop up where you can select the file(s) that you would like to upload to UHC, select your file, and click **Open** to upload the file. You can select multiple files within this window by pressing and holding the **CTRL** key while clicking on the files that you would like to upload. **Please note that the file must be in PDF format.**




3. Once the file(s) that you have selected to upload have uploaded to the drag and drop box, you will see the file name of the PDF display beneath **File Name**.

Document Delivery Upload

UHC Loan #

First Name Last Name

Files to Upload:

File Name	Container
 MmeTestor.pdf	(unindexed) Appraisal PDF Upload Indexed File/No Barcodes (Zipped Tiff file) Reservation Request Pre-Purchase Conditions Follow Up (Post Purchase) Subordinate Funding Request Initial Loan Submissions

Select file(s)

Drag and drop file(s) here to upload

Uploading : MmeTestor.pdf
(17,402 bytes)
Upload started ... Upload completed

Upload completed (1 files)

4. After the file has successfully uploaded to the drag and drop box, select the container type from the container drop down menu that appears to the right of the PDF. **Please note that a container must be selected to avoid delay in delivery to UHC.**
- a. Depending on the submission type, please choose:
 - i. **Initial Loan Submission** – For submitting the First Mortgage Credit Package
 - ii. **Appraisal PDF Upload** – For submitting the original color PDF
 - iii. **Pre-Purchase Conditions** – For submitting the requested pre-purchase conditions
 - iv. **Follow Up (Post Purchase)** – For submitting the conditions required after purchase
 - v. **Index File/ No Barcodes (Zipped TIFF file)** - **This file type submission is only for certain lenders who can customize an output file using specific UHC naming convention to a .ZIP file containing multiple TIFF files per document type. Please contact UHC or VirPack for specific instructions on this file type**

vi. **Reservation Request – For submitting Manufactured Housing documents for an MPA Request**

Document Delivery Upload

UHC Loan #

First Name Last Name

Files to Upload:

MmeTestor.pdf

Select file(s)

Drag and drop file(s) here to upload

Uploading : MmeTestor.pdf (17,402 bytes)

Upload started ... Upload completed

Upload completed (1 files)

Select the appropriate container for the documents that you are uploading from the drop down menu.

****Not all container selections will appear for your account. Only the containers that your account is approved for will appear****

Container

- (unindexed)
- Appraisal PDF Upload
- Indexed File/No Barcodes (Zipped Tiff file)
- Reservation Request
- Pre-Purchase Conditions
- Follow Up (Post Purchase)
- Subordinate Funding Request
- Initial Loan Submissions

If you are satisfied with the file(s) chosen, click **Submit** to upload the file(s) to UHC. ****Please note that files are NOT delivered to UHC until you click SUBMIT****

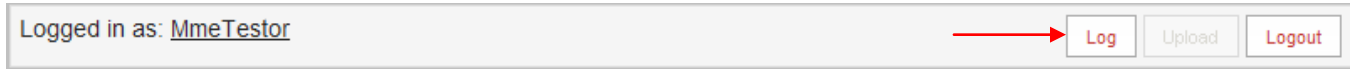
If your upload was successful, you will see the following message to confirm your upload:

i Your files were successfully uploaded.

Upload Log

To confirm that your upload was successful, check the **Upload Log**.

Click **Log**, to open the Upload Log. Here you can see the history of all the documents that you have uploaded to UHC.

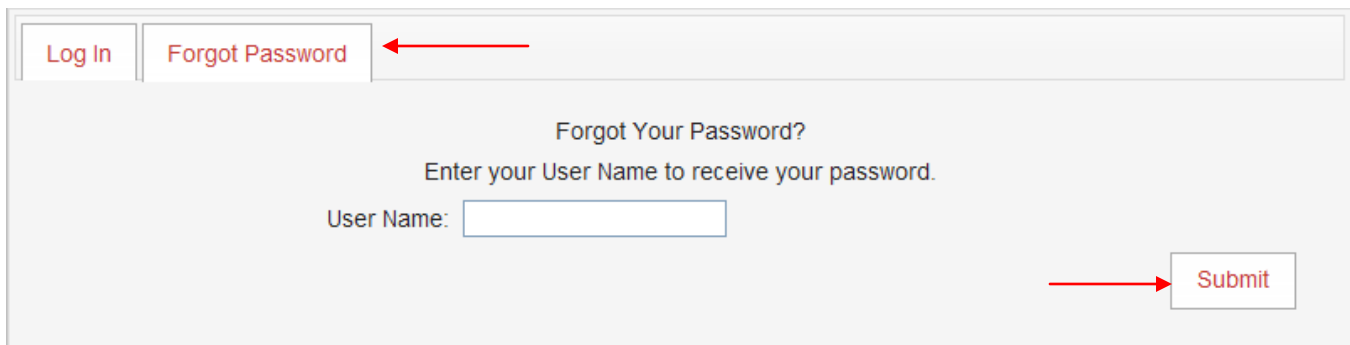


If you click the box containing the arrow next to your Username, additional details about your upload such as the file name, the container selected, the file's size, and the date & time the file was uploaded will display.

File Name	Container	File Size
Dummy1.pdf	Subordinate_Funding	16 KB

How to Retrieve a Forgotten Password

If you forgot your password, click the **Forgot Password** tab and enter your Username, then click **Submit**. After clicking **Submit**, your password will be emailed to you.



Log In **Forgot Password** ←

Forgot Your Password?
Enter your User Name to receive your password.

User Name:

→ [Submit](#)

How to Change Your Password

After you have logged into the Document Delivery Upload Portal, you can change your password by clicking [Change Password](#).

My Account	Settings
User Name	MmeTestor
Groups	Edit my groups Lender, Title, MCC
Password	Change my password ←
Email	Mme.Testor@uthc.org
Account Created	6/3/2014

Enter your existing password, new password, confirm your new password, and then click [Change Password](#) to process the request.

Please note that your password must be at least eight characters long containing at least one non-alphanumeric character.

If you click [Cancel](#), you will be redirected back to the Upload page.

Change Password

Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

Once your password has been changed, you will see the following message:

Change Password

Change Password Complete
Your password has been changed!

Click [Continue](#).

Additional Support

If you have any questions regarding UHC's Document Delivery Upload Portal, please contact Utah Housing Corporation via jstroud@uthc.org