Secure File Transfer

User Manual

November 2019

Table of Contents

List of Figures

To get started, you will need the following:

1. A computer with Chrome, Edge, Firefox, Internet Explorer 11
2. Internet access from a computer.
3. Web address to access the system: https://mfa.internal.housingnm.org/FileTransfer.

Each user of the system needs an individual account, which must be approved by MFA. If a staff person leaves, MFA must be notified immediately.

1. To register a new user, go to https://mfa.internal.housingnm.org/FileTransfer. You will see the Welcome Screen:

Figure B.1 – Welcome Screen

2. Then click the link for "New User Registration".
3. You will then see the New User Registration screen:

Figure B.2 – New User Registration Screen

4. Fill in all of the information requested; refer to the descriptions below.
   a. Requested Login Name – This is the username you will use in every time you log in.
   b. First Name, Last Name, Phone Number, Email
   c. Service Provider – Choose your agency from the drop-down tab.
   d. Program – Select the program(s) you will be uploading documents for.
   e. Password – This is the password you will use every time you log in. The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character.
   f. Select Security Question – This question will be used to reset your password. Choose a question from the drop-down tab, making sure to select something you will remember. Please note that this information can be viewed by MFA.
   g. Answer – This is the answer to the security question you have selected. You will need to remember this answer to reset your password. Please note that this information can be viewed by MFA.
   h. CAPTCHA – This code is automatically generated to ensure that user accounts are not created by other computers. Please type in the letters/numbers exactly as they appear; it is case sensitive, so you will need to capitalize based on what is shown.
5. Once the information is completed, click the Submit button to request your user account.

The account and access levels are subject to confirmation by MFA. You will receive an email that your request has been submitted. It may take up to two business days to confirm your account. Once it has been confirmed, you will receive another email that your account has been approved.

C. LOG IN TO THE ONLINE SYSTEM

1. To log in to the system, go to https://mfa.internal.housingnm.org/FileTransfer

Figure C.1 – Welcome Screen

2. Enter your user name and password and click Login. If you do not have a user name, please Register as a New User (see Section A, Register a New User).

3. If your user name and password are correct, you are now logged in. If your user name and/or password are not correct, you will see the following message at the bottom of the screen:

Invalid Username and/or password, please try again. Login attempt #2. Warning! You will be locked out after 3 invalid login attempts.

Figure C.2 – Invalid user name and/or password

This means that you will need to reset your password (Section C, next page). If you are locked out, you will need to call an MFA Program Specialist to unlock your account.

D. RESET PASSWORD

1. If you have already seen a message that your account is locked out, you will need to call an MFA Program Specialist to unlock your account before you can reset your password.

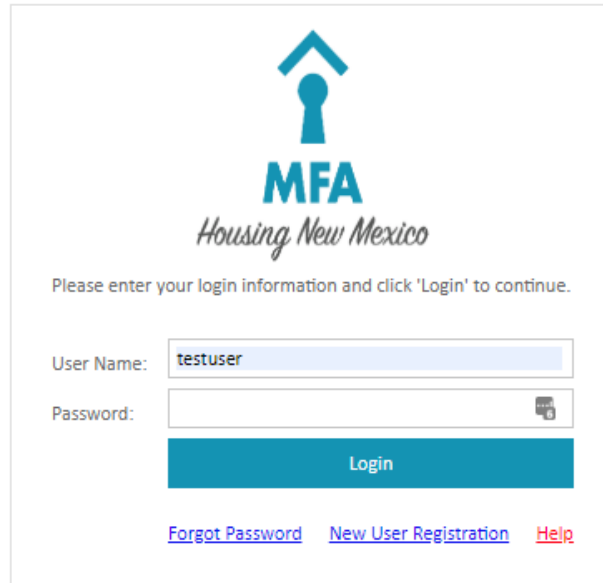2. To reset your password, go to https://mfa.internal.housingnm.org/FileTransfer

Figure D.1 – Welcome Screen (Forgot Password)

3. Type in your user name

4. Click "Forgot Password". You will see the Reset Password Screen with your security question:
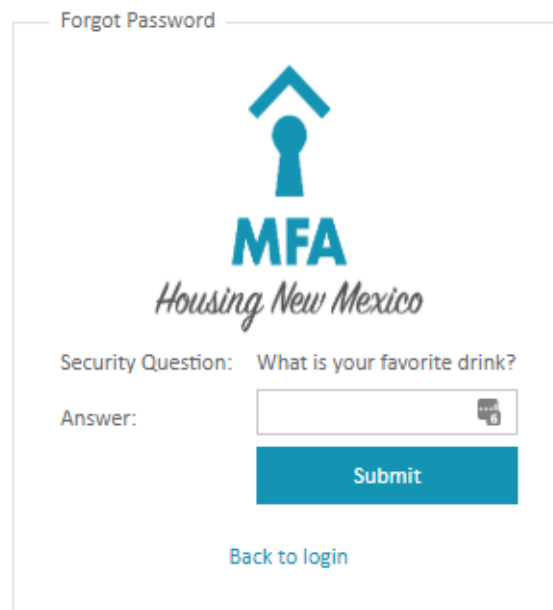

Figure D.2 – Reset Password (Security Question)

5. Enter the answer to your security question (the one you selected when you registered for the account), then click Submit

6. You will then see a window letting you know that a new password has been emailed to you:
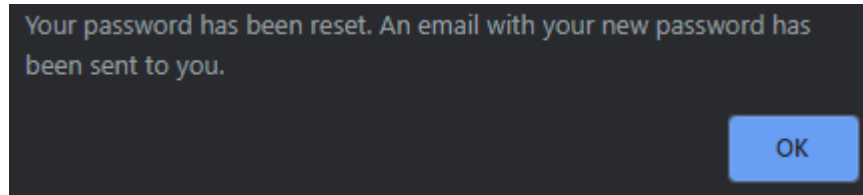

Your password has been reset. An email with your new password has been sent to you.

OK

Figure D.3 – Reset Password Window

7. Check your email to find this new password; the email will be from DoNotReply@housingnm.org, and the password will be random letters and numbers
8. Write down or copy this new password and go to the Welcome Screen in your browser (https://mfa.internal.housingnm.org/FileTransfer).
9. Enter your user name and the new password, then click login
10. You will then see the Change Password Screen:

Change Password

You must change your password

Old Password: The password must be greater than 8 characters, and must contain at least one upper case letter, one number, and one special character. It cannot be the same as the old password.

New Password:*

Confirm Password:*

Save

Figure D.4 – Change Password Screen

11. Choose a new password, following the guidelines, and enter it in New Password
12. Enter the new password again in Verify New Password and click Change. This is now your password for the system

E.   UPLOADING DOCUMENTATION

Selecting Program

The main screen shows a panel on the left that includes all the selected programs you requested and were approved for during New User Registration. The selected program will be the program you wish to upload documents for.
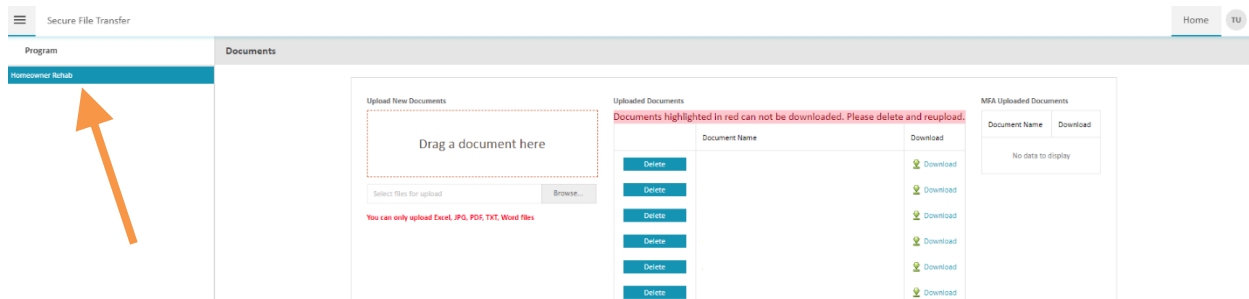

Figure E.1 – Creating a new invoice request

After selecting the programs of your choosing, you will then see the controls to upload documents, view/download currently uploaded documents, and view/download any documents MFA has uploaded to you.
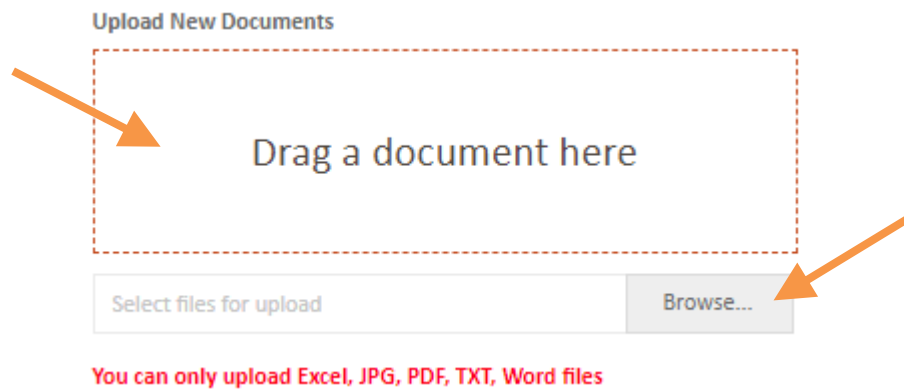
Uploading New Documents

Upload New Documents

Drag a document here

Select files for upload   Browse...

You can only upload Excel, JPG, PDF, TXT, Word files

Figure E.2 – Upload New Documents

1. This is where you upload your supporting documentation.
   a. You may drag and drop or open the file browser to select your documents to upload
2. Clicking in the large box or the "Browse.." button will open the file browser.

Uploaded Documents Grid

Uploaded Documents

Documents highlighted in red can not be downloaded. Please delete and reupload.

	Document Name	Download
Delete	testdoc.jpg	Download

Figure E.3 – Upload Documents Grid

1. Once your documents have been uploaded, they will appear in the Uploaded Documents grid.
2. You will be able to download the files you have uploaded.
3. You will be able to delete files only if they were uploaded by yourself or are missing.

MFA Uploaded Documents Grid

MFA Uploaded Documents

Document Name	Download
EntityServiceProvider.xlsx	Download

Figure E.4 – MFA's Uploaded Documents Grid

1. Only documents that have been uploaded from MFA will appear in this grid.
2. You will be able to download the files that have been uploaded in this second grid.
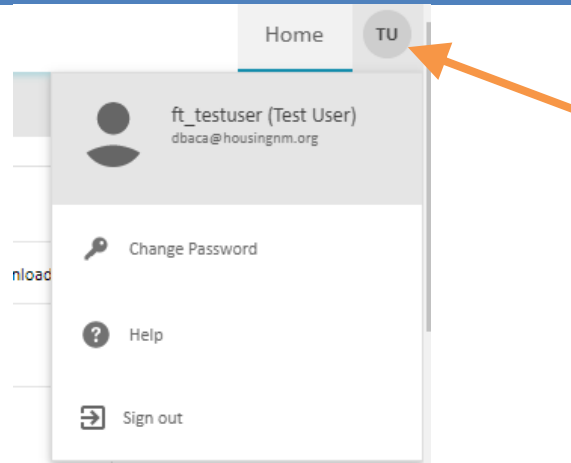
Figure F.1 – User Profile Dropdown

Hovering over the circle with your initials on the top right will show a drop down menu where you can click on the first option with the picture and your user info allows you to change your user information, the second option allows you to change your password, the third opens up the help documentation, and the fourth and final option allows you to sign out of the system.

User Information

Clicking on the first option with your User Name (Full Name) and email address to open up your user profile to change your First and Last Name, email address, phone number, and your security question and answer. Click save to change your information. All of these fields are required and you will not be able to save your changes if you have left any of them blank.

Figure F.2 – User Information

Change Password

Figure F.3 – Change Password

If you wish to change your password, just enter your old (current) password and the new password with confirmation to update your password. All fields are required to save and update your password.