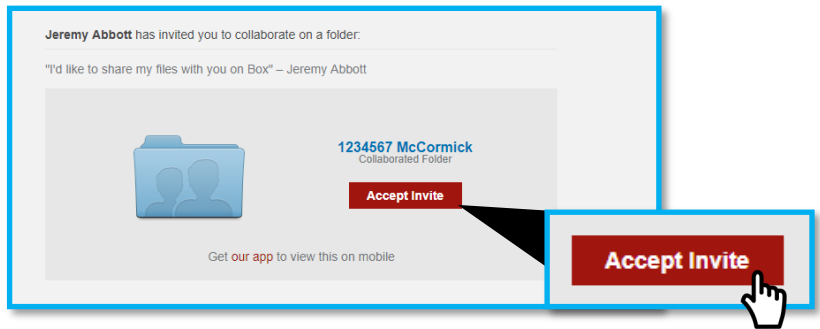


box User Guide—Uploading Files to Citadel Servicing

To be able to upload files to Citadel Servicing Corporation loan files, you will be sent an email invitation from Box, granting access to upload documents to the loan file.

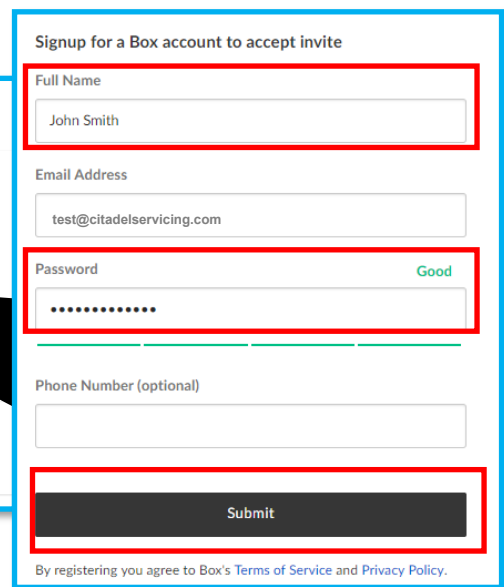
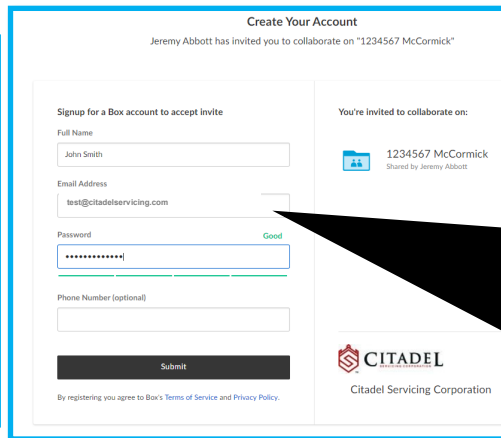
1. Accept the Invitation.

Open the email invitation from **noreply@box.com** and select the **Accept Invite** button. This will take you to the Box website.



2. Create a Box Account.

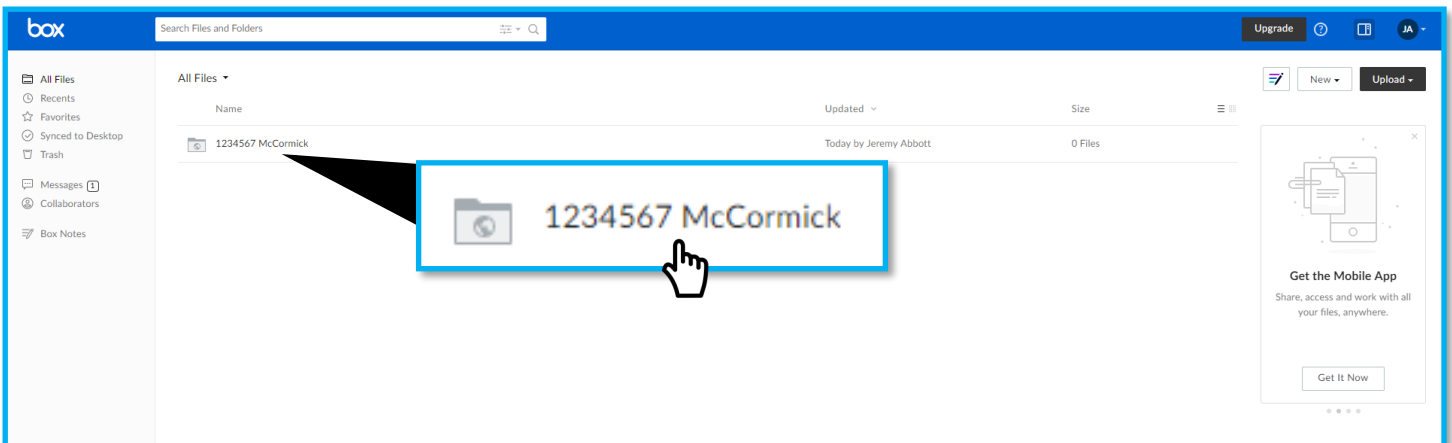
On the Box website, enter your **full name**, then create a **password** for your Box account and enter a phone number (optional)



3. Open the Loan File.

After account creation, you will be logged into Box. You will be able to see any loan file(s) that are available to upload documents into.

Important: Your CSC transaction manager will not be able to retrieve files uploaded anywhere other than the loan file. Be sure to select the appropriate folder before uploading any files to Box.



4. Upload Files.

Once inside the loan file, you can easily upload files to box using the drag and drop feature or using the upload button, shown below.

Upload from the File Browser.

Click the **Upload** button on the top right of the screen, then select the files from your PC.

Notice: Do not upload files to the folder marked "CSC TM USE ONLY - UPLOAD COMPLETED"

Drag and Drop.

Open the file folder location in a separate window, drag and drop the contents into Box through your browser.

Name	Date modified	Type	Size
4303-Note_Checks	6/22/2017 12:21 PM	Adobe Acrobat D...	3,015 KB
4205-1003 Updated	9/30/2016 8:57 AM	Adobe Acrobat D...	26 KB
4300-ID_SScard	6/22/2017 12:21 PM	Adobe Acrobat D...	518 KB
4308-LOE	9/30/2016 8:57 AM	Adobe Acrobat D...	218 KB
4501-CDF - wo Seller's	6/22/2017 12:21 PM	Adobe Acrobat D...	621 KB
4506-Deed	9/30/2016 8:57 AM	Adobe Acrobat D...	15 KB
4601-LOE	6/22/2017 12:21 PM	Adobe Acrobat D...	351 KB
4607-SOF	6/22/2017 12:21 PM	Adobe Acrobat D...	4,104 KB
4608-Statements	6/22/2017 12:21 PM	Adobe Acrobat D...	1,009 KB

Please follow these instructions to avoid delays with condition review:

1. Please label each condition with the number noted on the Condition Loan Approval.
2. Save each condition, individually, as a PDF document, do not piece mail your conditions

CONDITIONS WILL NOT BE REVIEWED IF PDF'S ARE NOT LABELED WITH THE SPECIFIC CONDITION # FROM THE LOAN APPROVAL

- 4201 - Legible drivers license - Copy.pdf
- 4300 - Legible drivers license.pdf
- 4500 - Plat Map - Copy.pdf
- 4400 - Appraisal.pdf
- 4700 - EMD receipt and clearance.pdf

Box logins and passwords are not managed by CSC. Please use the 'Forgot Password' link on the Box website.