Texas Department of Housing and Community Affairs (TDHCA)
Multifamily Finance (MF) Serv-U Hypertext Transfer Protocol Secure (HTTPs)
TDHCA MF Serv-U HTTPs User Guide
9/16/2013

Organizations interested in applying for Housing Tax Credits or HOME funds must complete the following steps to submit their deficiencies/forms/reports electronically (applications are **NOT** accepted via FTP or email):

1. Submit an *Electronic Filing Agreement;*

2. Log into the *TDHCA Multifamily Serv-U HTTPs system* with the username assigned to the application;

3. Upload all deficiency responses and subsequent forms/reports and email the TDHCA staff member awaiting submission;

TDHCA is including instructions for each of these steps. In addition, a reference section with general information about the system is included as Section 7.

Instructions:

1.   Submitting an Electronic Filing Agreement

Submit an *Electronic Filing Agreement Form* by completing the form located at (http://www.tdhca.state.tx.us/multifamily/apply-for-funds.htm). Once you have submitted your request, we will create your login prior to deficiencies being submitted, and email your Login ID and a web link to these instructions.

2.   Recovering your Password for the TDHCA MF Serv-U HTTPs System

To log into the TDHCA Multifamily Serv-U HTTPs System, first find the **Login ID** that was emailed to you. After you have your username go to the following website (https://mf-files.tdhca.state.tx.us/) and click on **Recover Password**. See Figure 2—1.
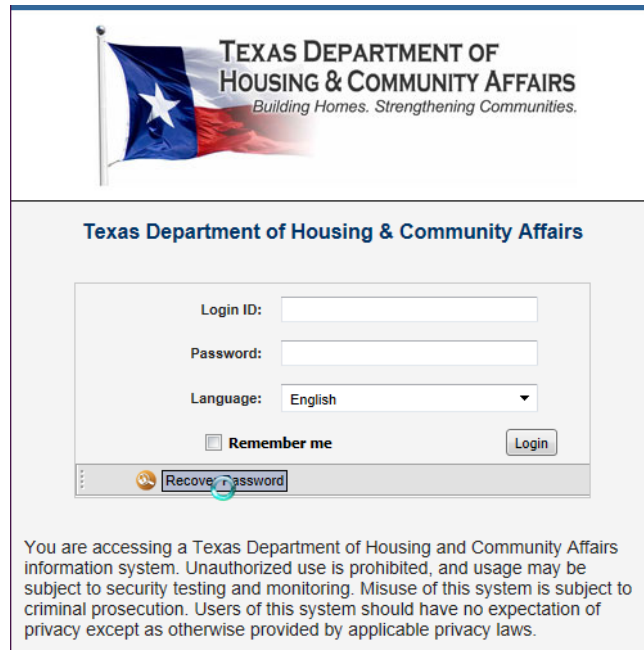

Figure 2—1

Enter your username in the **Login ID** box on the Recover Password screen and click **OK**. A new password will be emailed to the primary email address. See Figure 2—2.
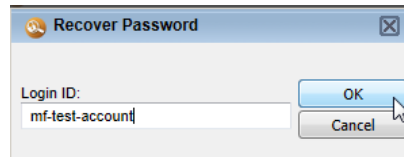

Figure 2—2

3. Logging into the TDHCA MF Serv-U HTTPs System

To log into the TDHCA Multifamily Serv-U HTTPs System, go to the following website (https://mf-files.tdhca.state.tx.us/) and enter your username in the **Login ID** box and your password into the **Password** box. Click the **Login** button to log into the system. See Figure 3—1.

Figure 3—1

4. Uploading all application documents, including all attachments

Once you have logged into your account, you can view any information that has been uploaded to your account. To upload an application document, click the **Upload** button located at the bottom left of the screen (See Figure 4—1).
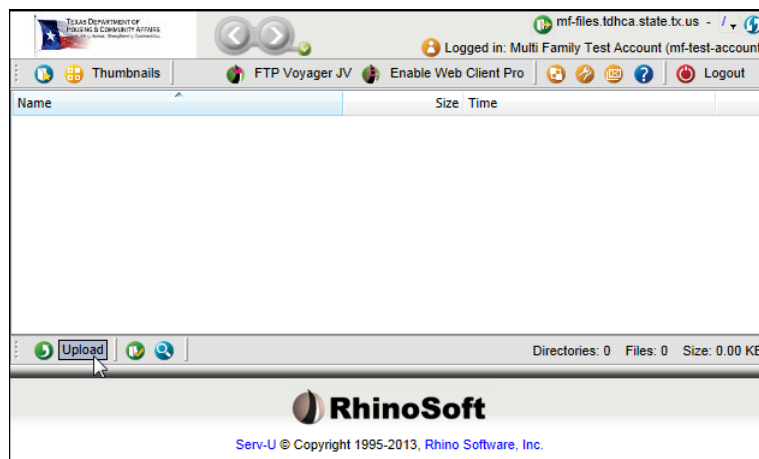

Figure 4—1

Clicking the **Upload** button will pop up the **Upload Window**. Click the Browse button to navigate to the location where you saved the application documents (Figure 4—2). In this example, the files are saved on the hard drive in a folder called multi-family-application at the following location: **c:\multi-family-application**.
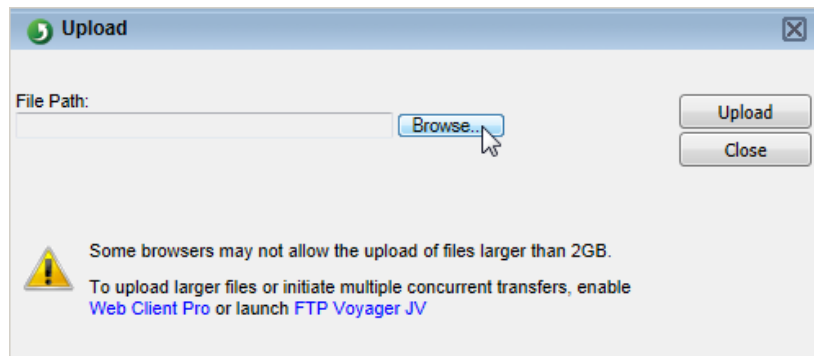

Figure 4—2

After you click the **Browse** button, navigate to the location where you saved your application on your computer hard drive, flash drive or desktop. Once you have successfully navigated to the file, click on the file and then click the **Open** button in the **Choose File to Upload** screen (Figure 4—3).
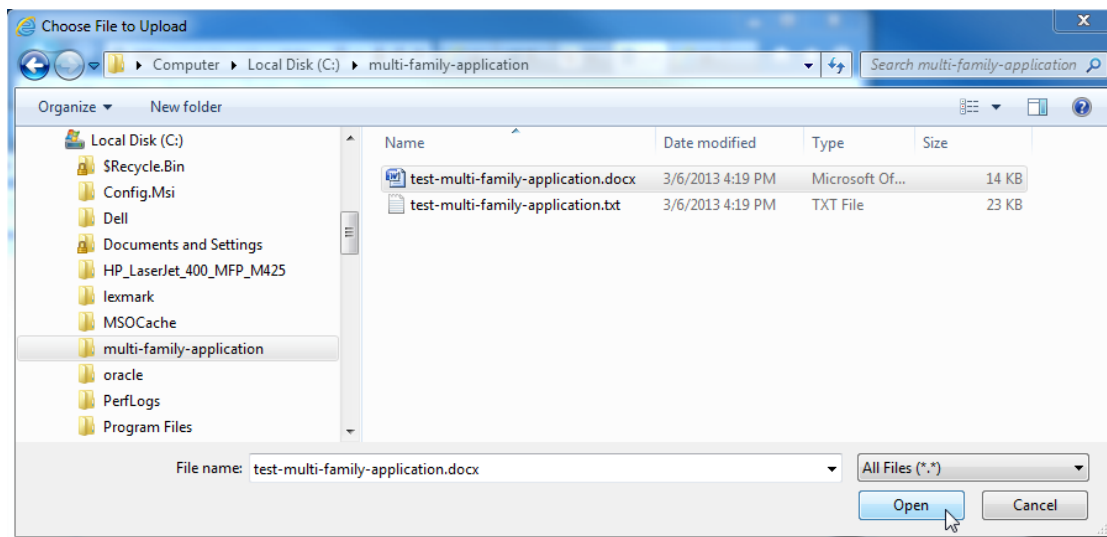

Figure 4—3

After you click the Open button, you will go back to the Upload window and the location of the file will be placed into the **File Path** box. Now click the **Upload** button to upload the file to TDHCA (Figure 4—4).
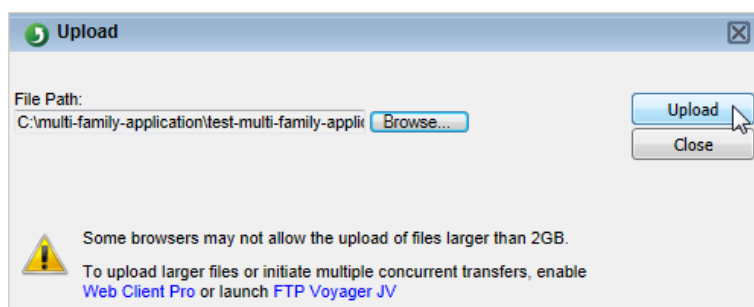

Figure 4—4

If you have more than one file to upload, you can repeat the last two steps of browsing for a file and uploading additional files. After you complete the upload process, click on the **Close** button to review the file or files that have been uploaded to TDHCA (Figure 4—5).
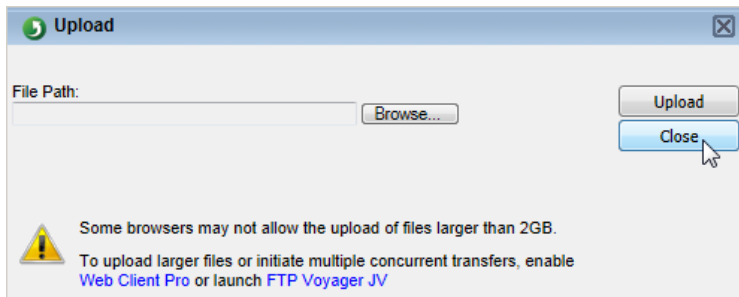
Figure 4—5

The upload process is now complete and you will be able to view the files that you uploaded to TDHCA. In the window you will be able to see the name of the file under the **Name** heading, the size of the file under the **Size** heading, and the time the file was received under the **Time** heading. After uploading multiple files, you will be able to sort the documents by each of these headings (Figure 4—6).
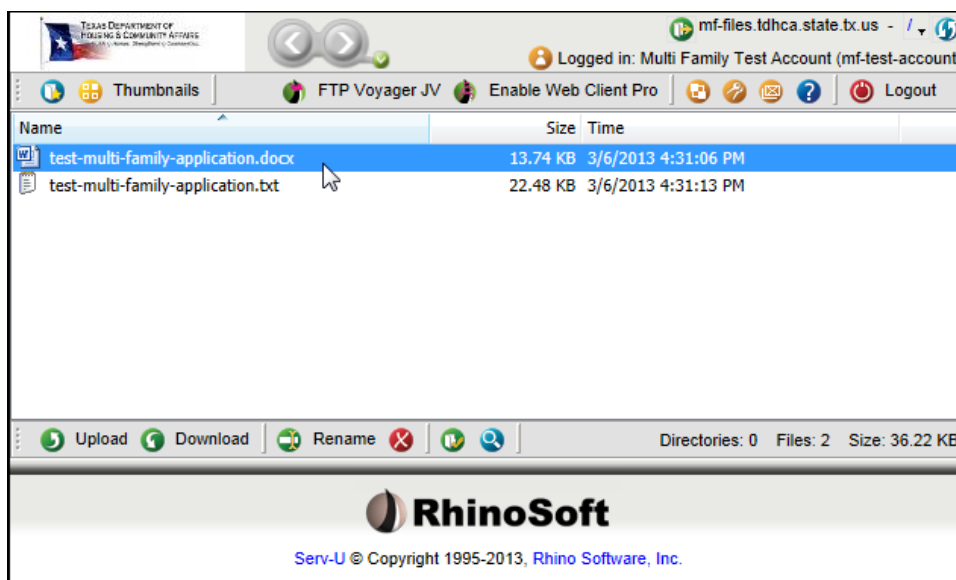

Figure 4—6

● **Important Note Regarding Document Uploads**

If a document is uploaded by mistake, please rename the file and resend. You will need to email Jason Burr at jason.burr@tdhca.state.tx.us or Nicole Fisher at nicole.fisher@tdhca.state.tx.us to have the mistaken document removed.

---

5. Review documents

The screen print in Figure 5—1 shows the main screen that will be available when you are logged into the *TDHCA U-Serv HTTPs System*. In this screen you can view all of the documents that have been uploaded to the system. The window will show the name of files, size of files, and the time files were received.

Files can be sorted by each of the previously mentioned headings (Name, Size, and Time). Any files that you see when you are looking at this screen are in the system and have been uploaded to TDHCA.
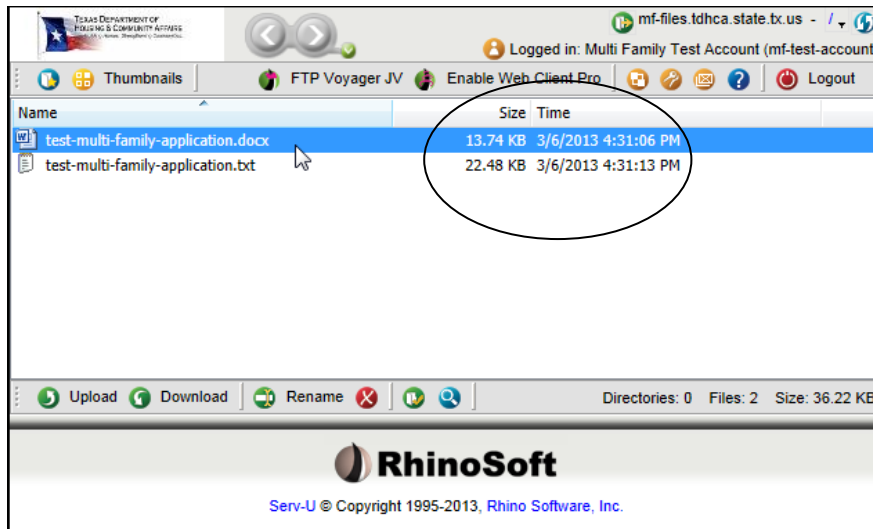
Figure 5—1

● **Important Note Regarding Submission Time**

Submission Time
The time displayed on the screen shows the time the file <u>completed</u> the download
process and the entire file was received by TDHCA, <u>it does not indicate the time that the
file submission began</u>.

NOTE: Applicants must understand that the upload time of each file will depend on the
file size, the speed of the internet connection, and the number of users accessing the
server at a given time. Applicants that wait until close to the submission deadline to
upload their documents may not meet the deadline. Applications are **NOT** accepted via
FTP or email.

---

6. Saving Screen Print as submission confirmation
In the main screen, make sure that all of the submitted documents are clearly visible. Next, press the print screen button
on your keyboard. This will take a copy of your screen and save it to your clipboard. Next open Microsoft Word, Wordpad,
or your preferred document editing software. After the software is open, use the paste button to place the print screen into
the document. It is the applicant's responsibility to contact Multifamily staff and make them aware that the file(s) have
been uploaded.

7. General Information about the system: description of information displayed and function of buttons

Main Screen
When you are logged into the system you will see the screen in Figure 7—1. This is the main screen of the *TDHCA U-Serv HTTPs System*. This screen displays the files that you have uploaded to TDHCA and information about the files and
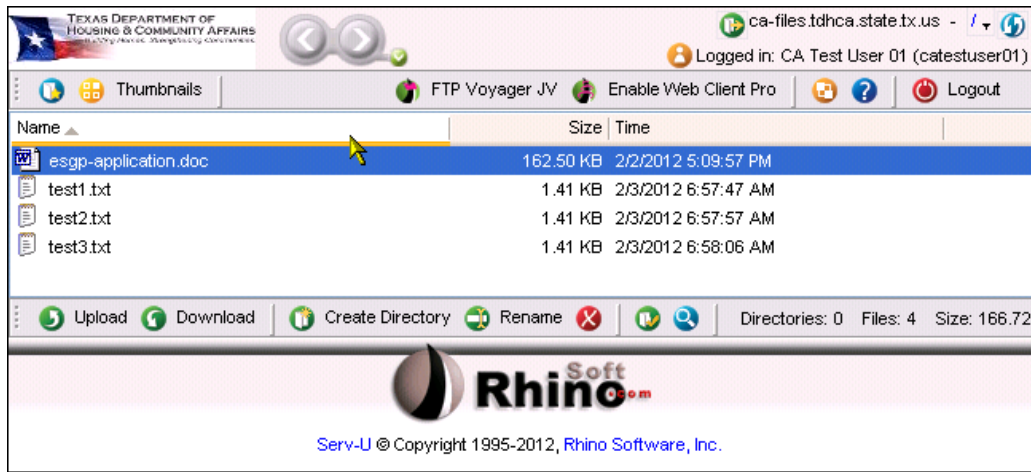system. The screen also has two main rows of buttons to perform different functions.

Figure 7—1

Refresh Button

The Blue button with the two white arrows is the refresh button. It will refresh all the information displayed on the screen. See Figure 7—2.
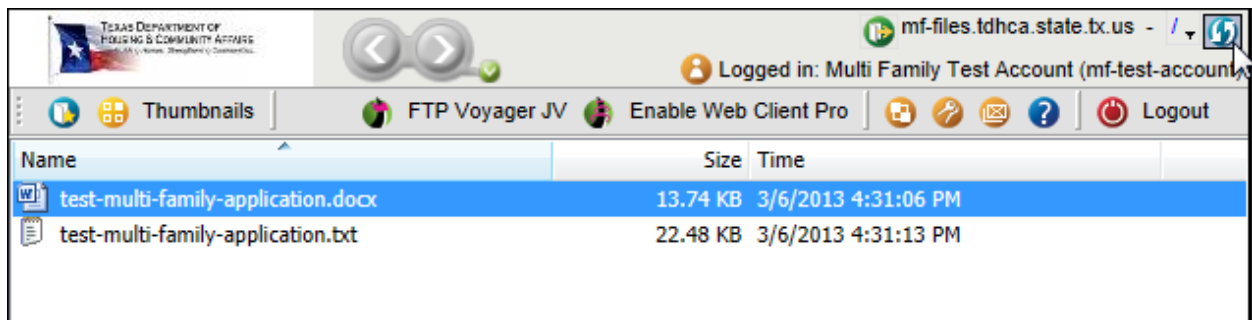

Figure 7—2

Log In Name

The system will show the full name of the account and then in parenthesis it will show the username of the logged in account (Figure 7—3).
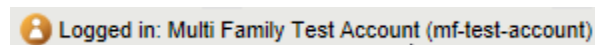

Figure 7—3

Useful Buttons

In (Figure 7—4) we have included an overview of some of the buttons you may find useful.

Figure 7—4

- **Change View** – Allows the user to change the view of uploaded items from thumbnail view to details view and vice versa.

- **Change Password** -- Allows the logged in user to change the password of the account.

- **Change Email** -- Allows the logged in user to change the email address for the account.

- **Help** – Gives access to the help menu

- **Logout** – Allows user to logout of the system after you have completed your upload.

Menu Bar

At the bottom of the Window there is another menu bar with several useful functions and information that you will be able to use while logged into the system (Figure 7—5). The buttons are explained below:
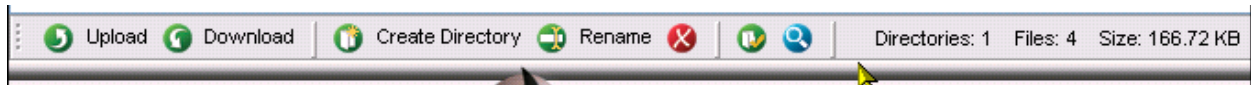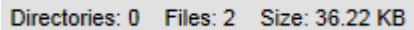

Figure 7—5

- **Upload** -- Upload begins the upload process.

- **Download** – *Only visible when you have a file selected in the main window*. Click download to download the file that you have selected.

- **Rename** -- You will not be able to rename files once they have been uploaded to TDHCA.

- **Delete** – You will not be able to delete files once they have been uploaded to TDHCA.

- **Directory Properties** – Displays the properties of the folder.

- At the end of the row, the system will list the number of directories, files, and the size of all your files Directories: 0   Files: 2   Size: 36.22 KB .