

State of Indiana

Provider Portal and Consumer Data File Troubleshooting Guide



INDIANA FORECLOSURE PREVENTION NETWORK



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Troubleshooting Guide Information

The State of Indiana Provider Portal and Consumer Data File (CDF) Troubleshooting guide is a guide for servicers experiencing difficulties logging into the Provider Portal or not receiving e-mail notifications from the Provider Portal. The guide briefly covers the processing of CDFs. This troubleshooting guide offers step-by-step instructions on how to troubleshoot specific issues. The guide is not intended for servicers using their own SFTP site.



Provider Unable to Access the Provider Portal

1. Check to make sure you are on the correct website. The website for the Provider Portal is <https://speridian.govftp.com/>.



FAMS - Provider Portal

Sign in

Username

Next

[Forgot your password?](#)

FAMS - Provider Portal



2. Check to make sure you are entering the correct log in credentials.

Username: in.firstname.lastname

Example: in.john.doe



FAMS - Provider Portal

Sign in

Username

Next

[Forgot your password?](#)

FAMS - Provider Portal



3. Check to make sure you are using the correct password to log in. If you receive the following error, select 'Forgot your Password.'



FAMS - Provider Portal

Sign in

Username
|
The information did not match our records. Please try again. [53001]

Next

[Forgot your password?](#)

FAMS - Provider Portal



You will then be prompted to enter your username. Enter your username and select 'Send.'



FAMS - Provider Portal

Enter your username. We will email you a link to create a new password.

in.john.doe ✓

Send

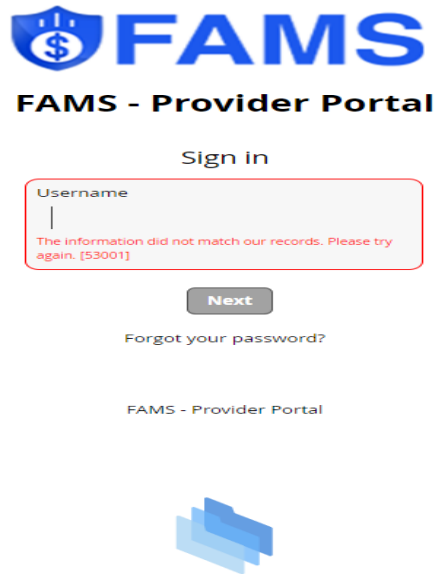
FAMS - Provider Portal



You will receive an e-mail from alerts@ftptoday.com with a link to create a new password.



4. If you have completed steps one through three and are still unable to access the Provider Portal AND you see the following error message, there may be a problem with your IP address.



Provider Unable to Access the Provider Portal – IP Addresses

An IP address is likely to change periodically and will change with location changes. **Please Note:** We will only whitelist home and office locations for the Provider Portal.

If you are connecting to a corporate VPN, please make sure you are connected to the VPN prior to looking up your IP address.

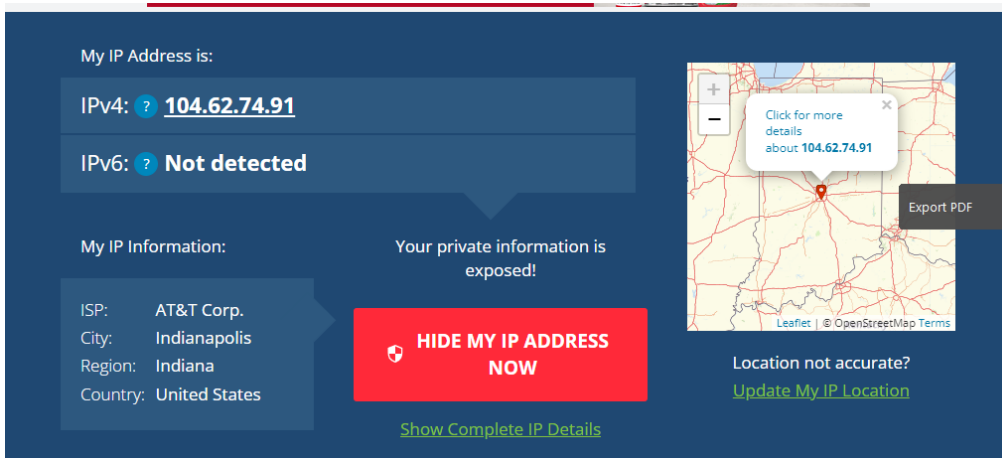
Please complete the steps outlined on page seven to check your IP Address.



1. Go to the following website - <https://whatismyipaddress.com/>

You MUST use the website referenced above

2. Take a screenshot of the page. It will look like this:



3. Use the following template and send an e-mail to HAF@b-l-n.com.

Subject Line: Provider Portal Troubleshooting

Body : [First Name] [Last Name]

[E-mail Address]

[Attach the screenshot of your IP Address]

Important - We cannot assist in troubleshooting without a screenshot of the IP address from the website provided



Our Servicer-Troubleshooting Liaison will verify that the IP address matches what is in our system. If it does not match, the Servicer-Troubleshooting Liaison will whitelist the new IP address and notify you once this is complete. You may attempt to log in immediately after receiving this confirmation.

If this is unsuccessful, reach out to your IT Department to see if there are any further IP addresses that need to be whitelisted. Follow step three of this section and forward over any additional IP addresses that you may have received.

If you are still unable to log in after completing the steps named above, use the e-mail thread from step three of this section and inform the Servicer-Troubleshooting Liaison that you are still unable to log into the Provider Portal. The Servicer-Troubleshooting Liaison may need to set up a Microsoft Teams call with you to further assist you.



Provider Not Receiving E-mail Notifications from the Provider Portal

You will receive CDF notifications from the Provider Portal via e-mail from alerts@ftptoday.com. It is very important to receive these notifications.

If you are not receiving these e-mails, please complete the steps outlined below.

1. Check your Spam folder
2. Check your Trash folder
3. Check your e-mail security, privacy settings and filters
4. If you have virus protection, the e-mail is likely getting caught in your spyware. You will need to troubleshoot this with your IT department.
5. After completing steps one through four and you are still not receiving e-mail notifications from the Provider Portal, please notify the Servicer-Troubleshooting liaison by sending an e-mail to HAF@b-l-n.com using the following e-mail template –

Subject Line: Provider Portal Notifications
Body : [First Name] [Last Name]
[E-mail Address]

6. The Servicer-Troubleshooting Liaison will troubleshoot the issue. If they are not successful, they may need to set up a Microsoft Teams call with you to further assist.

Connecting to Your Own SFTP Site

In the event you **do not** wish to use our Provider Portal and wish to use your own SFTP site, please send a copy of your SFTP form to HAF@b-l-n.com. Our Servicer-Troubleshooting Liaison will send this form to software developer, Speridian. Speridian will contact you directly to complete the onboarding process for your SFTP Site. We will still onboard you to our Provider Portal to allow you access to Bad CDF Reports. These reports will alert you when a CDF response was uploaded with errors. We cannot process an errored CDF. Please see page 12 for additional information.



Downloading and Reviewing CDFs

The Provider Portal is used to transmit Consumer Data Files (CDFs) between the State and the Lender. You will need to access the Portal whenever you receive an alert from alerts@ftptoday.com.

Outbound File Alert:

The email notification from alerts@ftptoday.com will outline the information pertaining to a specific file. You will have two alerts per applicant. One is the excel sheet regarding the Inquiry (I) record. Another is a pdf version of the Third Party Authorization (TPA) form.

File Upload

=====

Workspace: /IN/USDA/CDF/Outbound/

User: inprodadmin

IP Address: 35.199.17.235

Protocol: SFTP

Date: 2022-05-23 10:30:54

File: /IN/USDA/CDF/Outbound/IN_HAF_USDA_FromState_20220523_01.xlsx

Size: 9.1 KiB

Bytes: 9,354

File Upload

=====

Workspace: /IN/USDA/CDF/Outbound/

User: inprodadmin

IP Address: 35.199.17.235

Protocol: SFTP

Date: 2022-05-23 10:30:54

File: /IN/USDA/CDF/Outbound/Loan44743704_IN_USDA_H.pdf

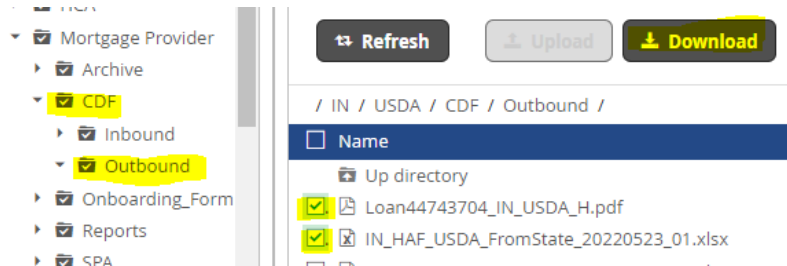
Size: 226.9 KiB

Bytes: 232,362



1. Log into the Provider Portal:

You will log into the Provider Portal to download the file. Once logged in, go to CDF – Outbound. Select the appropriate excel sheet and TPA and then **Download**. Save the files to your PC.



2. Review the TPA for Completeness and Accuracy.

3. Alter the I record to the Appropriate Response:

The two most common CDF responses are V (Validation record) and O (Objection record).

- a. Review the I record and borrower information. Is the applicant one of your borrowers?
 - i. Yes – Proceed with completing a V record (See CDF Manual for Servicers and CDF Data Dictionary)
 - ii. No – Proceed with completing an O record (See CDF Manual for Servicers and CDF Data Dictionary)

4. Upload the Response to the Provider Portal:

Once you complete the appropriate response, you will upload the record to the Portal. Once logged in go to CDF – Inbound. Select Upload and find the excel document on your PC.



Note: Files uploaded to the Inbound folder transfer to the **Archive** folder within a few hours of the original upload time.



Bad CDF Reports

If an inbound file enters a “Fail” status for any reason (mandatory field was omitted) you will receive a Bad CDF File Report email notification. These email notifications are sent the following day after a file is transmitted through the Provider Portal.

NOTE: You are responsible for reviewing these reports and correcting the issue on your end. We cannot accept a file that was received as a “Fail” status.

1. Receive Bad CDF Report:

File Upload

=====

Workspace: /IN/FstMidwest/Reports/

User: inprodadmin

IP Address: 35.199.17.235

Protocol: SFTP

Date: 2022-05-18 07:01:20

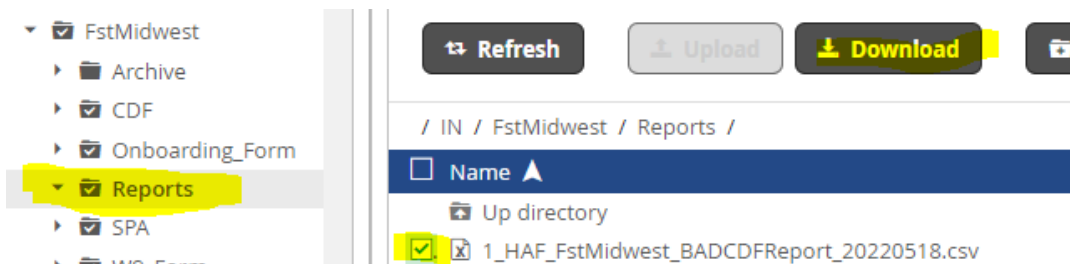
File: /IN/FstMidwest/Reports/1_HAF_FstMidwest_BADCDFReport_20220518.csv

Size: 602.0 B

Bytes: 602

2. Log into the Provider Portal to Download the Report:

Go to Reports, Select the appropriate report and Download. Save the report to your PC.





3. Open the Saved Report and Review:

The report will give you the borrower’s details and the reason the file failed. You MUST correct all fields that are showing as an error. (Use the CDF Data Dictionary for more information pertaining to the mandatory field(s).)

	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
ErrorColumns															
Post Covid 19 FB Workout is a required field and the required field format is Text (EP), Loan Type2 is a required field and the required field format is Text (ER)															

4. Make the Necessary Adjustments to the Prior Response:

You can go to the Archive folder, select the record and Download to your PC, if need be.

5. Upload the Corrected File Back to the Inbound Folder in the Provider Portal.

Note: You will continue to receive Bad CDF File reports until the file is transmitted successfully and received as a ‘Pass’ status.

Additional Resources

Please utilize the CDF Data Dictionary and CDF Manual for Servicers as additional resources during the CDF process. You can email all inquires to HAF@b-l-n.com.