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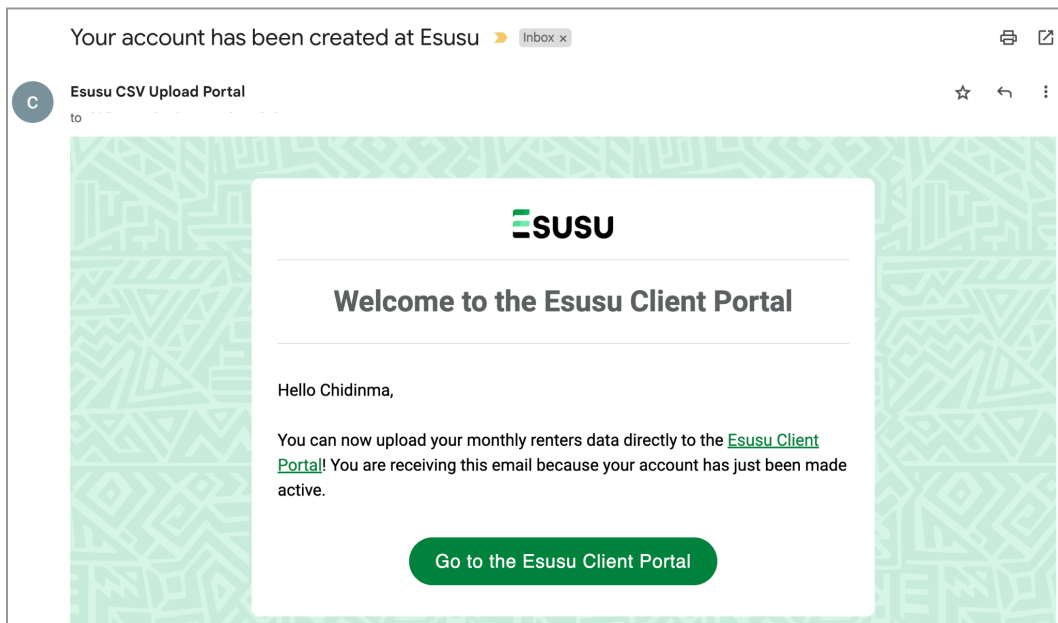
Overview

The purpose of this document is to provide you with guidance on accessing the upload portal and sharing reports for rent reporting with Esusu.

Getting Set Up

No sign-up is required to access the portal but we will need the names and email addresses of your team members who will be responsible for uploading data files. Please share this contact information with your account manager. Esusu will then create their accounts.

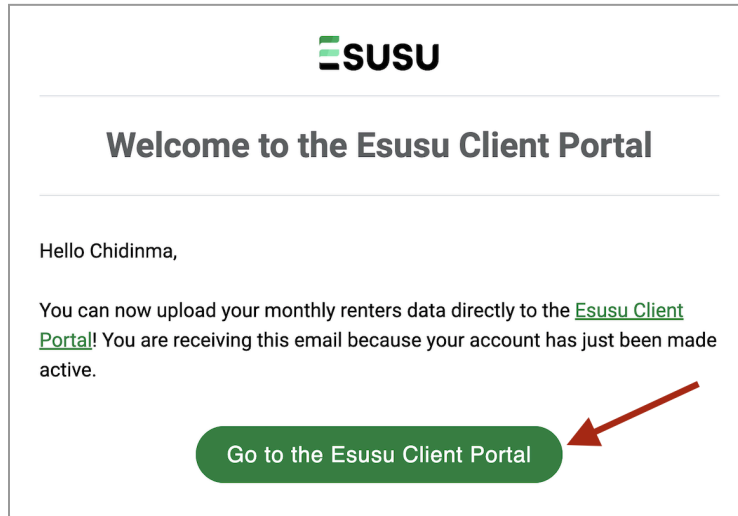
You will receive the confirmation email below, which contains a direct link to the portal.



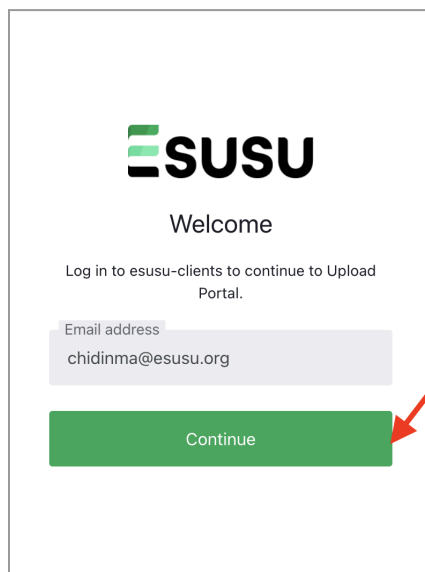
Access Esusu Portal

Portal access is required to share file uploads and can only be completed once access has been created. Complete the following steps to access the portal:

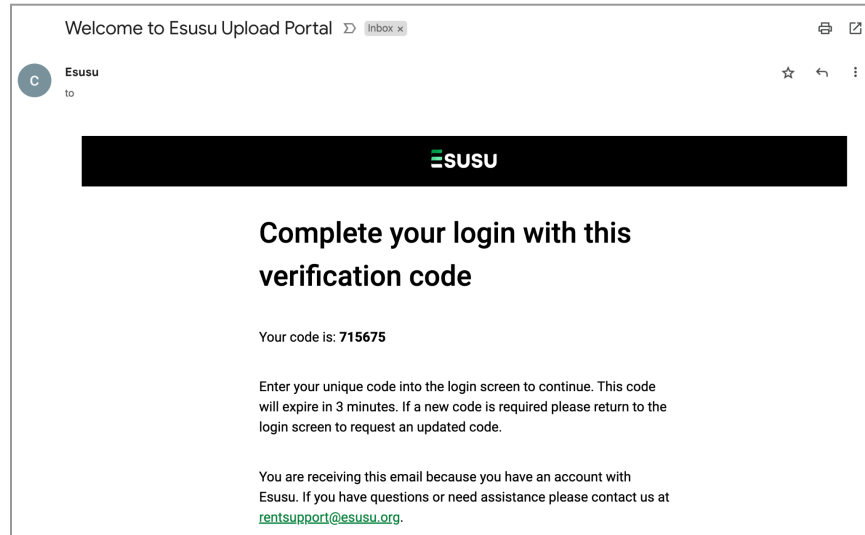
1. Click on the portal link in the access confirmation email



2. Enter uploader email address and click **Continue**

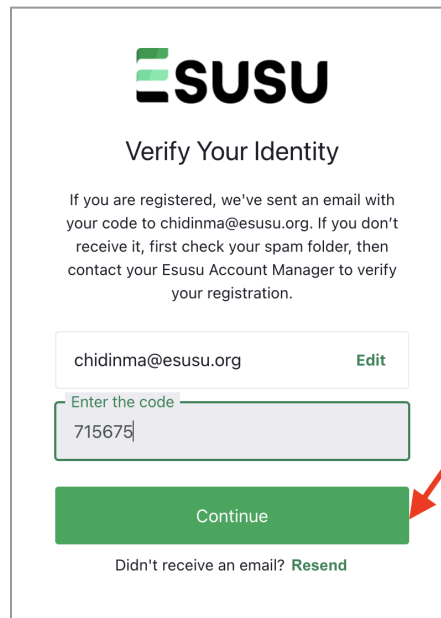


3. Receive OTP (one-time password) at the email associated with your account



The email with the OTP should appear in your inbox with the subject name "Welcome to Esusu Upload Portal" from clientportal@esusu.org. Please check your spam folder as well. If no email is received, reach out to your Esusu account manager.

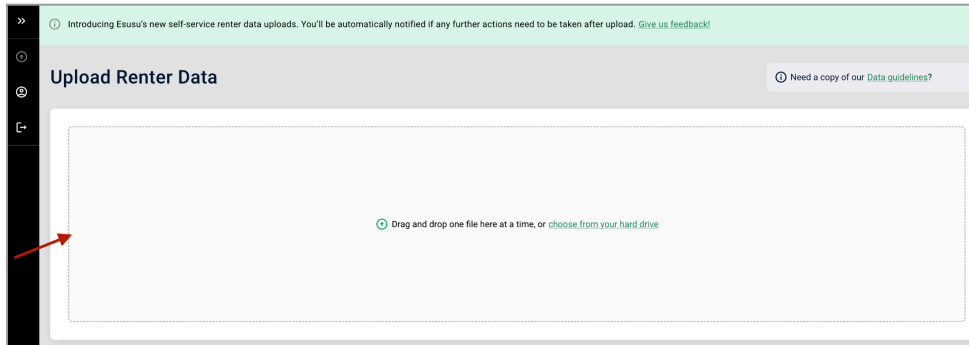
4. Enter OTP to access the portal and click **Continue**



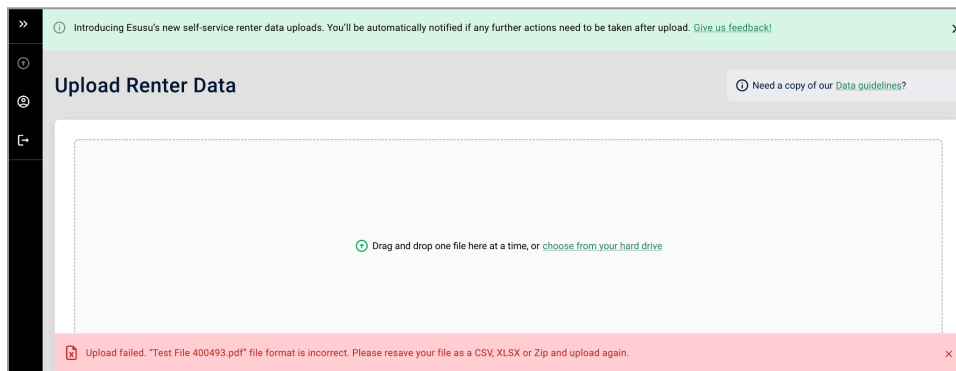
Upload Data Report

Data can be uploaded by completing the following steps:

1. Upload your data report. As a reminder, Esusu requires data to be submitted on a monthly basis, before the 8th of each month.



File uploads can be completed by dragging the file or selecting the upload file. Accepted file formats are .csv / .xlsx / .zip for multiple file uploads, up to 200MB in size. Please update the file format prior to uploading to ensure the file upload is successful.

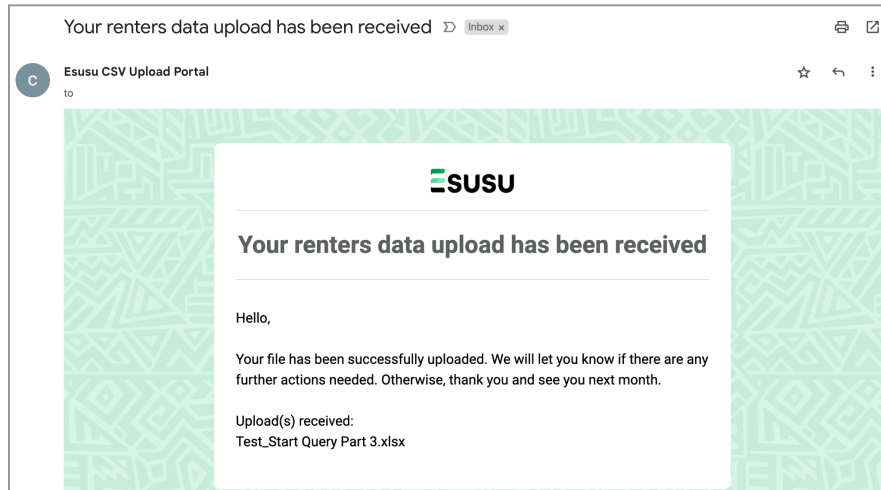
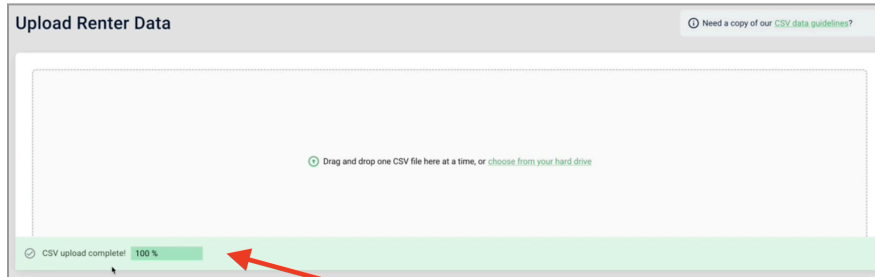


If an incorrect file format is uploaded, there will be an upload failure error on the screen

2. View upload confirmation message

Once a file is successfully uploaded, you should see a green bar that shows "CSV upload complete! 100%" and receive a confirmation email.

Esusu - Upload Portal Guide



3. View data report uploaded

The upload result, file, and uploader name should appear in the Upload History portion of the site.

| UPLOAD HISTORY | | | | |
|-----------------|--------------|---------------|----------|------------------------------|
| Date | Filename | Uploader Name | Result | Download |
| Tue Nov 21 2023 | jSCO 07.xlsx | Chidinma Orji | Accepted | Error Report |

You may also see the following upload results:

- Scanning - Files are being scanned for malicious threats
- Malware Detected - file contains malicious threats
- Processing - Files are being routed for validation
- Accepted - Files have been uploaded successfully
- Not Accepted - File could not be processed. Download the Error Report (see below) for details.

4. Receive status email

After you have uploaded the file, you will also receive an email letting you know the status of your upload.

Review Data Errors

Data-related errors from the uploaded file can be reviewed through the portal.

1. Click on “Error Report” to see how the upload went.

Read through any data issues present that must be resolved before the next file upload, where applicable. Reach out to your Esusu account manager and clarify any questions related to the errors.

Automated Email Reminder

We need to hear from you by the 8th of each month. We will send you a reminder on the 2nd and on the 6th unless you have already submitted a file.

Timely and regular submissions are essential to ensure Esusu can update resident tradelines.

