

Esusu Upload Portal FAQs

Portal Access:

How do I sign up for the portal?

No sign up is required. An account will be created for you. A confirmation email will be shared once created and all that needs to be done will be to [login](#) by using an OTP (one time password) associated with your account received over email.

How do I know I received the email ?

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 and if no email is received reach out to your Esusu contact.

File Uploads:

What file format can I share through the link?

Files uploaded should be .csv/ .xlsx / .zip format. Simply update the file format prior to uploading to ensure file upload is successful.

How do I know my file has been successfully uploaded?

Once a file is successfully uploaded you should see a green bar that shows “CSV upload complete! 100%” and the file name should appear in the Upload History portion of the site.

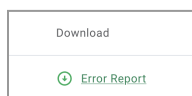
Troubleshooting

What if there is an error with the file upload?

Please read through instructions provided on the site to complete file update, then re-attempt the file upload. Uploads may fail due to file size or format.

What if there is an “Error Report” following the successful file upload?

Please click on “Error Report” to download the file and read through any data issues present, to be resolved before the next file upload.



What if there is a glitch or issue with the file upload?

Please reach out to rentsupport@esusu.org for assistance with any issues or questions.