

Box & Hub User Guide

This guide provides step-by-step instructions for accessing the Fannie Mae Box and Hub, submitting test findings, and tracking issue status.

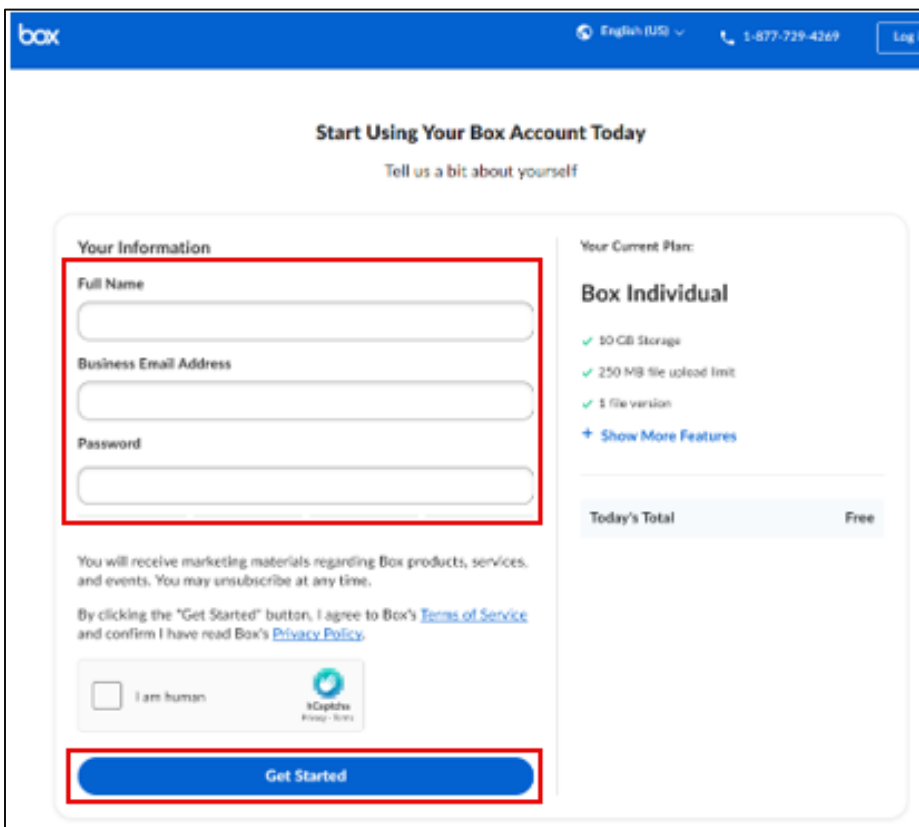
NOTE: *Some of the screenshots and URLs included in this document are specific to the Escrow CIT experience. Content and labels may vary by service.*

Set Up a Box Account

Already have a Box account?

Skip to [Sign in to the Fannie Mae Box Workspace](#).

1. Click [Box](#) to open the signup page.
2. Enter your full name, work email address, and password.
3. Click **Get Started**.





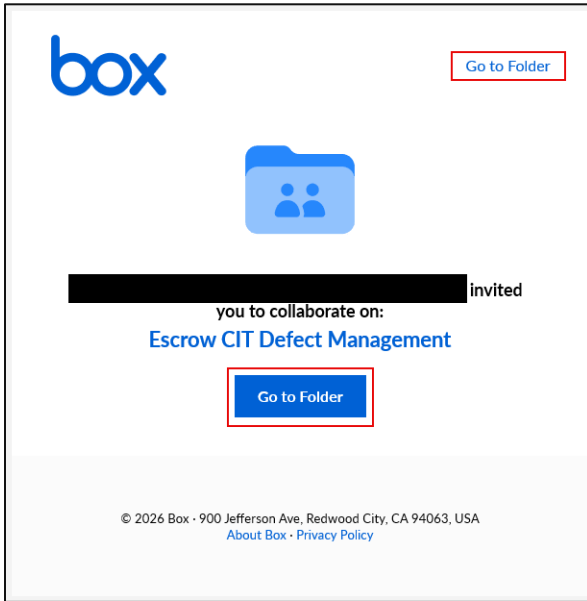
Sign in to the Fannie Mae Box Workspace

There are two ways to access the workspace:

Option 1: Use Your Box Invitation Email (Recommended)

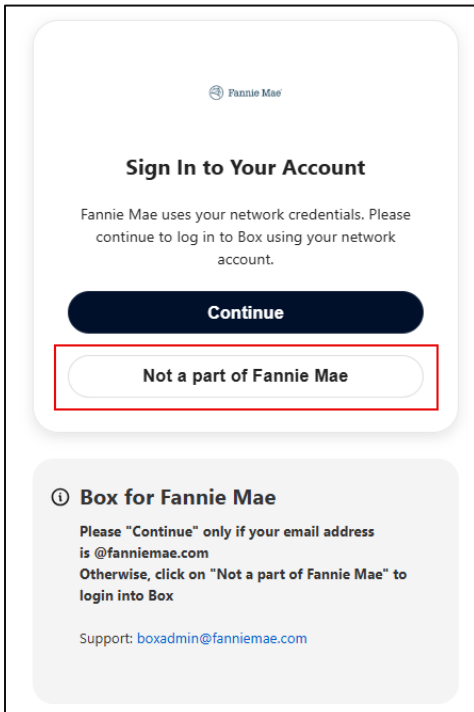
1. Open the Box invitation email.
2. Click **Go to Folder**.
3. Sign in using your Box account credentials.

Example: Escrow CIT Invitation Email



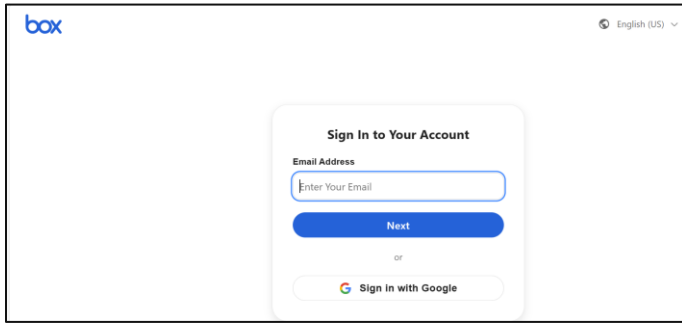
Option 2: Sign in Directly via Box

1. Go to: <https://fanniemae.box.com>.
2. Click **Not a part of Fannie Mae**.





3. Enter your email address.
4. Click **Next**.



You will only see the folders and files shared with you by Fannie Mae.

Example: Escrow CIT Folder Structure

NOTE: Folder names may vary by service. The example below reflects Escrow CIT.



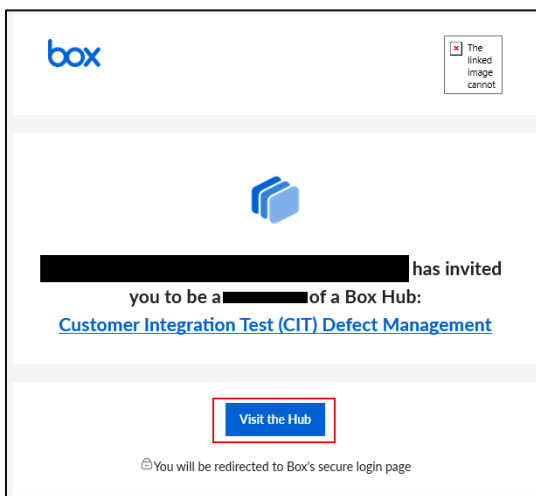
Access Box Hub

There are three ways to access the Hub:

Option 1: Use Your Invitation Email (Recommended)

1. Open the Box invitation email.
2. Click **Visit the Hub**.

Example: Escrow CIT Hub invitation





Option 2: Access via Direct Link

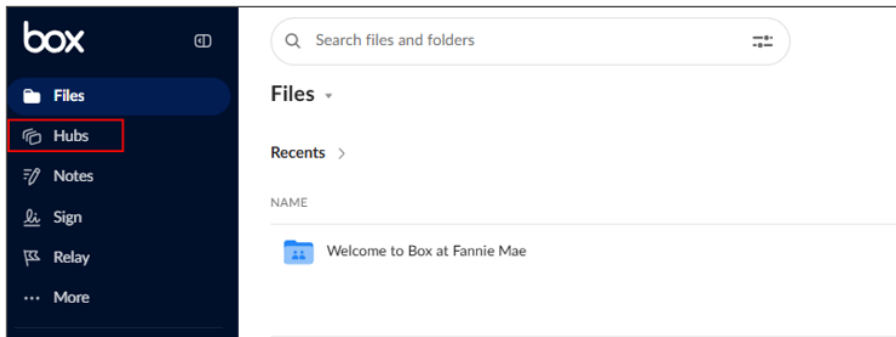
NOTE: This link below is for Escrow CIT and will vary depending on service.

1. Go to: <https://fanniemae.ent.box.com/hubs/946665403>.
2. Sign in (see [Sign in to the Fannie Mae Box Workspace](#) section for steps).

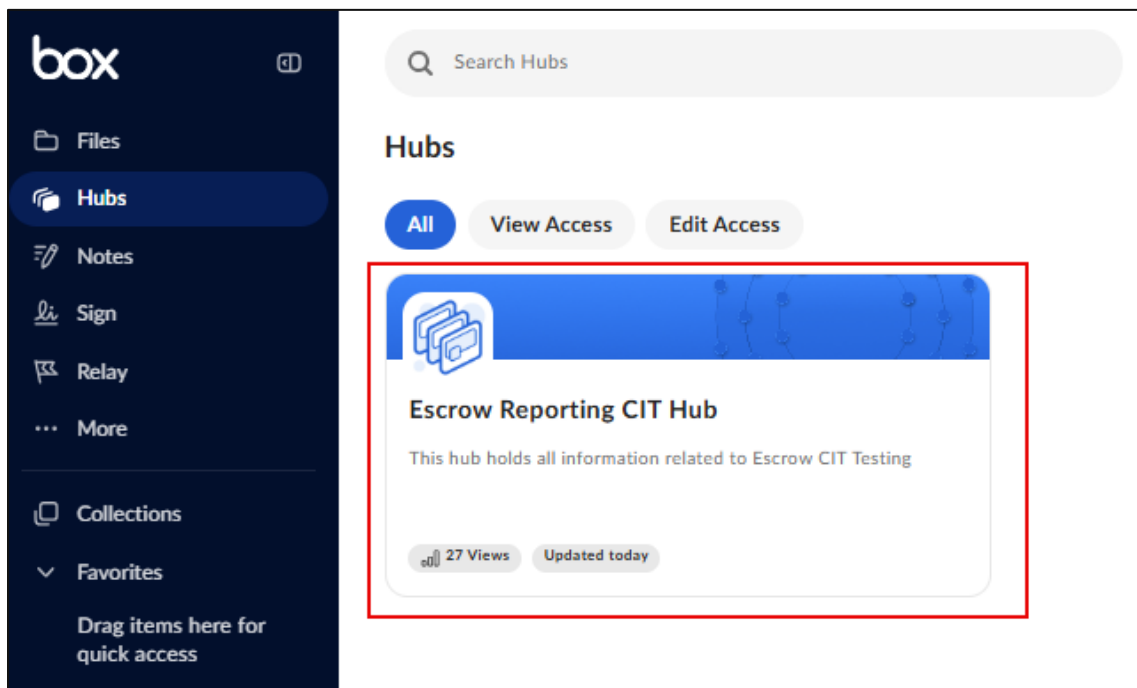
Option 3: Access from Box Navigation

NOTE: The Hub name and content shown below reflect Escrow CIT. Hub names and available content will vary by service.

1. If already signed in, click **Hubs** from the left menu.

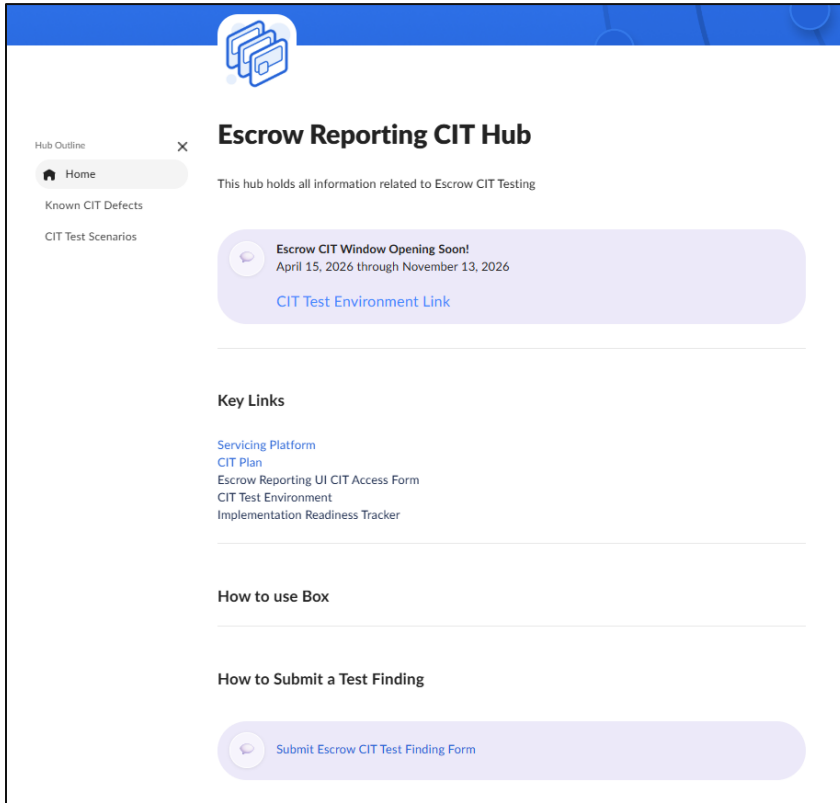


2. Click on the applicable Hub name.





The main Hub page displays.



Submit a Test Finding

NOTE: *The CIT Test Finding Form shown below reflects Escrow CIT. Form names and links will vary by service.*

1. Open the Test Finding Form: <https://fanniemae.ent.box.com/f/c5c9c53dbef740c3ac4c0108907ebf9a>.

2. Fill in all fields marked with a red asterisk (*), including:
 - Company Name
 - Servicer Number
 - Acting Servicer or Technical Service Provider Name
 - Contact Full Name



- Test Scenario Reference
- Loan Number
- Test Execution Date
- Event Information (will always be 'Escrow')
- Issue/Defect Description
- Steps to Reproduce
- Upload files

3. Click **Submit**.

Issue / Defect Description *

Enter a response

Steps to Reproduce *

Enter a response

Upload files *

Drag and drop files

Select Files

Your email address [redacted] will be recorded when you submit ([log out](#)).

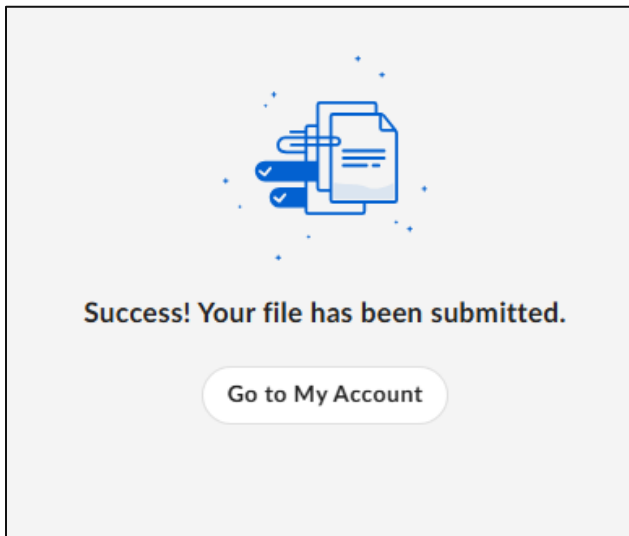
Submit

File upload progress will display.



A confirmation message will appear once complete.

4. Close the page, or click **Go to My Account**





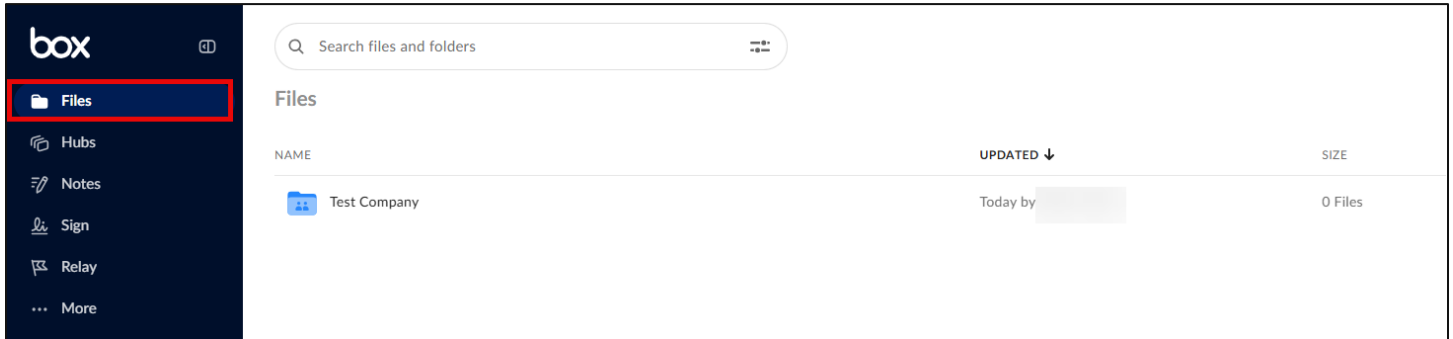
View a Submitted Test Finding

Upon the initial submission of a test finding, a **Company Name** folder is automatically created based on the 9-digit servicer number submitted through the Test Finding Form completed earlier in this process.

NOTE: *This may take a few hours due to permission setup.*

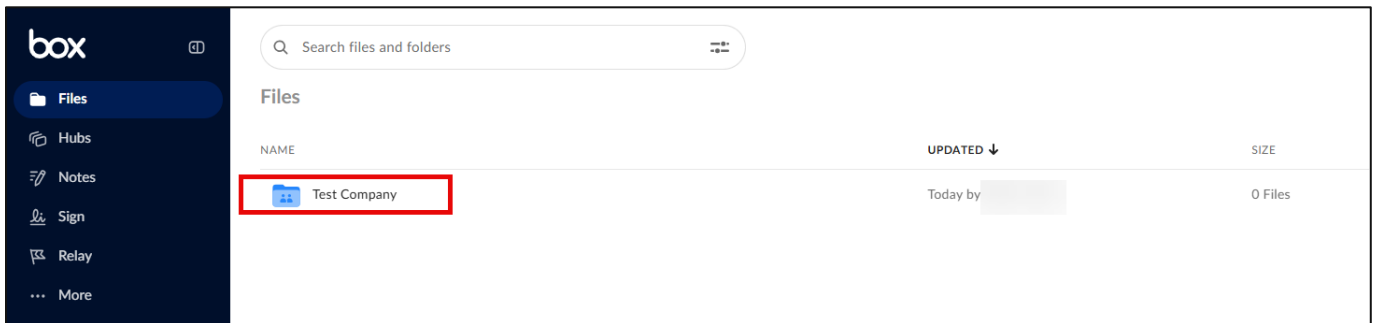
1. Click **Files** from the left menu.

NOTE: *The folder names shown below are specific to Escrow CIT. Folders may vary by service.*

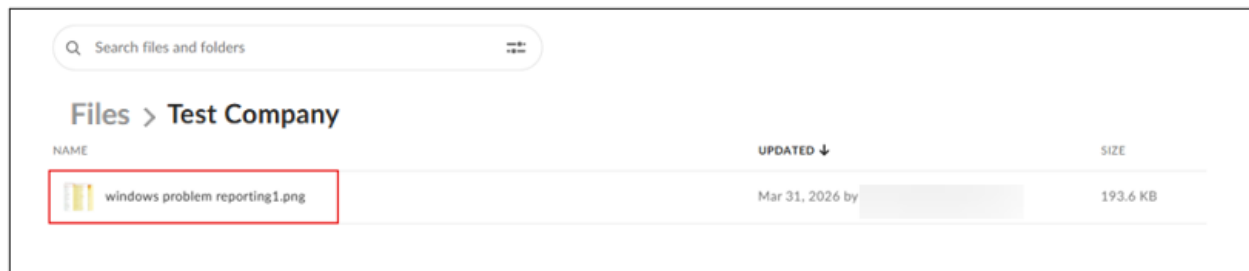


2. Click on your company name folder.

NOTE: *Only your company's folder will be visible. All test findings submitted under your 9-digit servicer number will appear in this folder and will be labeled using the file name provided in the Test Finding Form.*



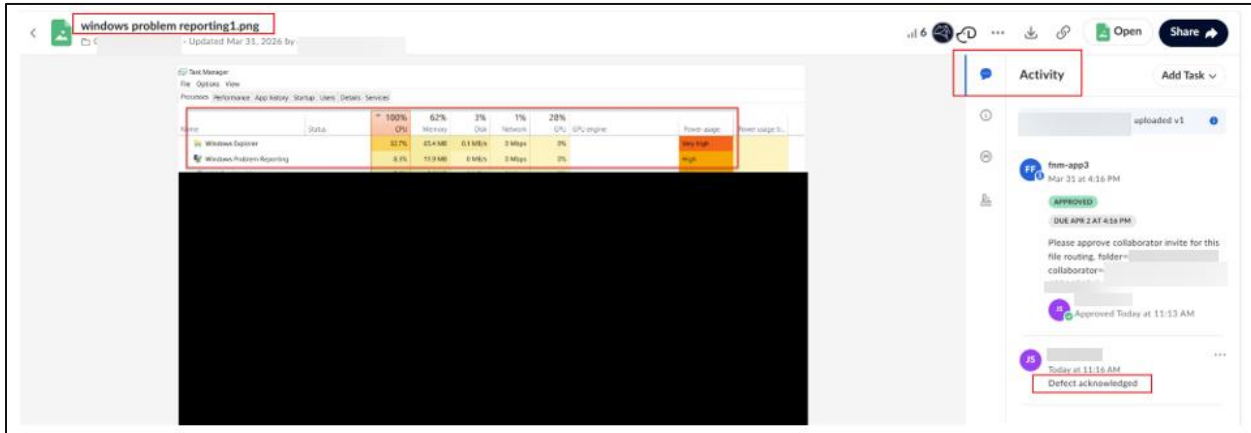
3. Click on the **file name**.





View Test Finding Status and Activity

1. View (**Activity**) comments for the specific test finding to determine the status of the test finding.



2. You can also view the status of a test finding using tags within the **Company Name** folder, as shown below.

- Acknowledged
- In Analysis
- In Progress
- Ready for Retest
- Closed

