

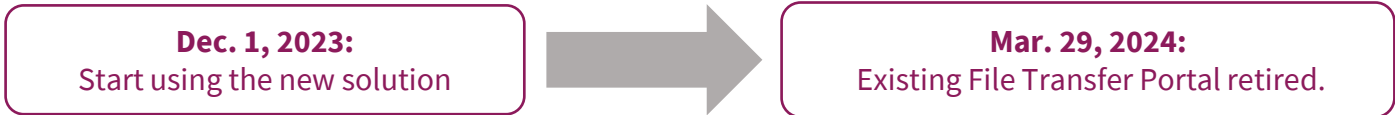


Using BOX

UPLOADING FILES USING BOX

As part of our continued effort to ensure the safety & security of sensitive financial data, Fannie Mae is changing how customers upload files for certain activities. Specific processes that use the **File Transfer Portal** will be changed to use **Box**, a secure web-based application for file transfer and collaboration.

Key Dates



Get Started In BOX

Users will be invited to the Box workspace by Fannie Mae.

If you or your users do not currently have a Box account, follow the set-up instructions provided to the right:

- 1 Create a new Box account using your business email address [here](#).
- 2 Go to: <https://fanniemae.ent.box.com> and click “Not a part of Fannie Mae”
- 3 Login into your Box account

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FAQs:

Q1: Why are we implementing this change?

Fannie Mae is prioritizing the improvement of our security posture of several systems by migrating them to a secure cloud environment. Box, a well-established technology, has been utilized by Fannie Mae for file exchange between users. To enhance users' experience, Fannie Mae has elected to use the Box solution for specific file uploads .

Q2: How is Box a more secure way to upload files?

Box employs various security measures such as multifactor authentication, data encryption, role-based access controls, virus scans, and user activity reports to ensure the safety of file transfers.

Q2: Is a BOX.com account required?

Yes. If users do not have a Box account associated with their business email address, they will be required to create an account **once** they receive the invitation to the secure Box folder. Box does not require a subscription, nor do they charge a user fee to create an account. Access to Box requires that users be invited by a Fannie Mae user to a folder to retrieve documents.

Q3: What if I'm having problems accessing the new solution?

If you or your users experience problems accessing Box, please contact the Technology Support center at 800-2FANNIE (800-232-6643).

For help, call 800-2FANNIE (800-232-6643)