

Quick Links: [Overview](#) | [Upload a File](#) | [Upload a New File Version](#) | [FAQs](#) | [Questions](#)

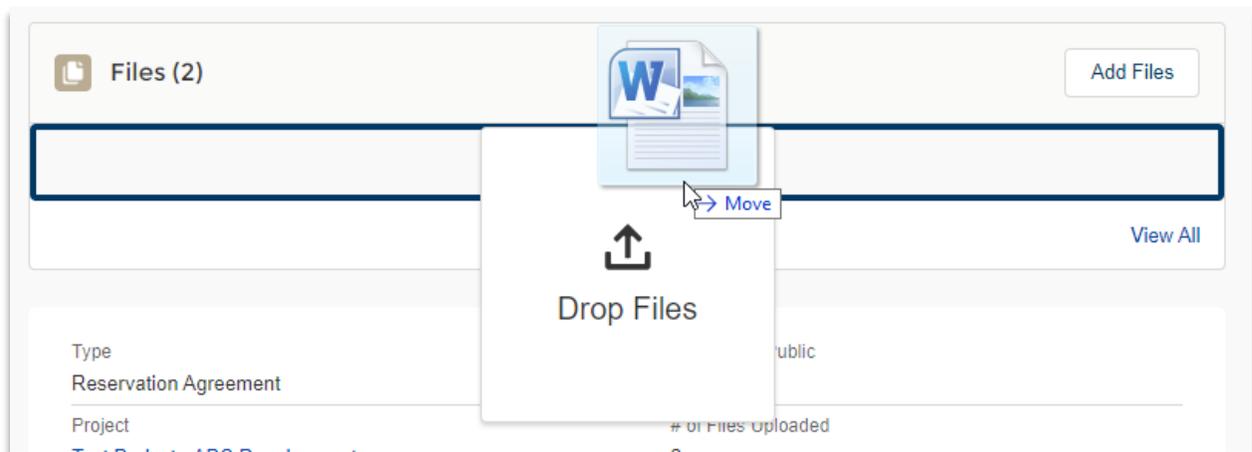
Overview

The Multifamily Customer Portal allows users to upload files. This guide walks users through how to upload files, upload file versions, and offers tips for common issues encountered.

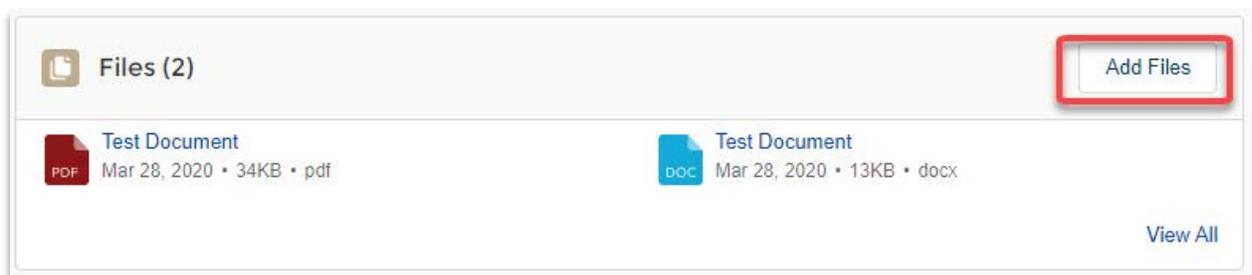
How to Upload a File

There are two ways to upload files:

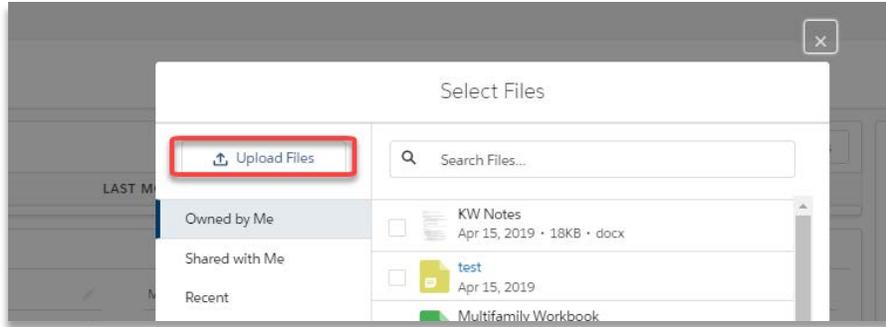
- **Drag and drop** files from your computer.
 - Navigate to the file stored on your computer.
 - Click on the file and drag it into the Files section. A blue box will appear around the files section and 'Drop Files' will appear on the screen.



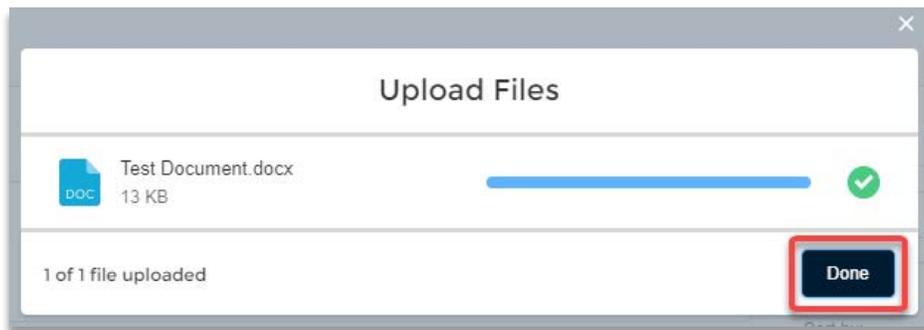
- Release the file to drop it into the Files section
- Use the **Add Files** feature.
 - Click **Add Files** within the Files section.



- Click the **Upload Files** button to select the file.



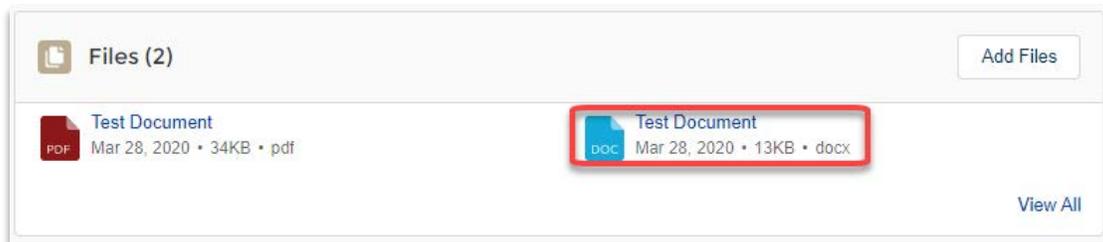
- Locate the file on your computer and select **Open**. Once the file has uploaded, select **Done**.



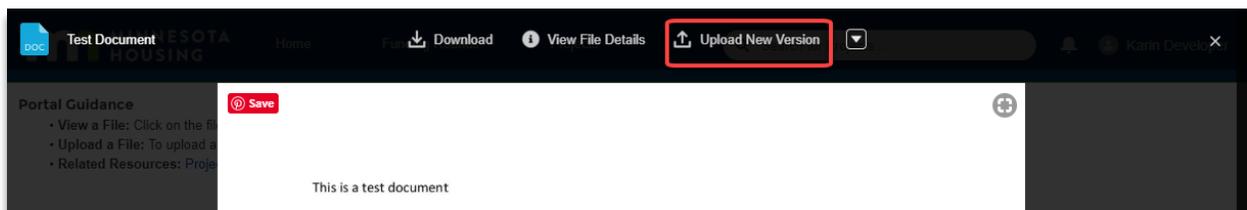
How to Upload a New File Version

To upload a new file version:

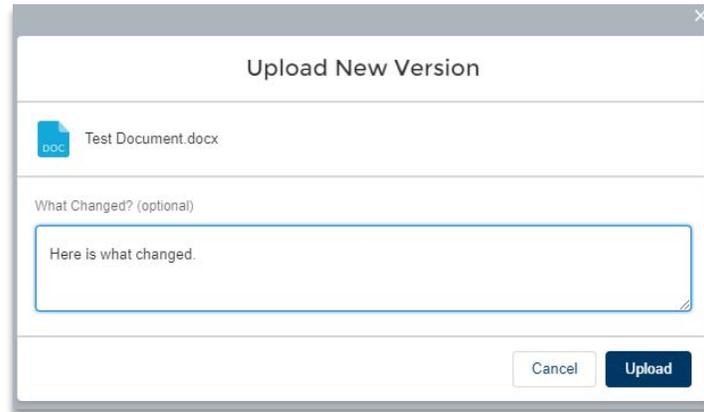
- Click on the name of the file.



- On the file preview page, click **Upload New Version** to view the document. NOTE: This option will only appear if you are the owner of the file.



- Locate the file on your computer and select **Open**.
- Make a note about what's changed (optional) and click **Upload**.



- Exit out of the file preview when you are done.

Frequently Asked Questions

Is there a maximum file size that can be uploaded to the Portal?

The maximum file size is 2 GB.

Can I upload more than one file to a checklist item?

Yes, with a few exceptions including the Multifamily Workbook, HTC Self-scoring Worksheet and Deferred Loan Priority Checklist, and the Contractors Compliance Activity Report. You will only be able to submit one file for each of these items. You can, however, update versions of the file in the event that it changed or had errors.

Not sure if there is a limit? Check out the **Maximum Number of Attachments** field within the checklist item.

Project Test RFP Project	Approval Status Unsubmitted
Required File Extension xlsm	Upload Status Not Uploaded
Is Item Optional? No	Required/Optional Item Required
Quick Link Download Document	Maximum Number of Attachments 1
Error Message ⓘ	Checklist Item Opt Out <input type="checkbox"/>

Why am I getting a file error message?

The most common reasons you are receiving a file error message include:

- **Incorrect file version.** Each funding round requires a year-specific version of the Multifamily Workbook or HTC Self-scoring Worksheet and Deferred Loan Priority Checklist. Download the correct version from your project checklist within the Portal.
- **Incorrect Property number (D#) or Project number(s) (M#).** You must include the D# and M# whenever requested in Minnesota Housing’s forms. You can find the D# and M# in the upper right-hand section of the project page in the Portal.

The screenshot shows a project card for 'Test RFP Project'. It includes a 'Property' field with the address '1002 6th Avenue NW'. A table of identifiers is highlighted with a red box:

D #	Project #	Secondary Project #
D7764	M18391	M18392

Other fields include 'Project Status' (In Process) and buttons for '+ Follow' and 'Edit'.

- **Submission Deadline has Passed.** If the checklist due date has passed, you will receive a message stating you cannot upload a file.
- **Incorrect file extension.** For some checklist items, Minnesota Housing requires a specific file extension such as xlsx or PDF. The required file extension is listed under the Project Checklist Item Details section of a checklist item.

The screenshot shows the 'Required File Extension' field for a checklist item, which is highlighted with a red box and contains the value 'xlsx'. Other fields include 'Approval Status' (Unsubmitted), 'Upload Status' (Not Uploaded), and 'Is Item Optional?' (Required/Optional Item).

- **Approved Checklist Item.** Once a checklist item is approved it locks to memorialize the files received at the time of approval. To upload a new document, asks your contact at Minnesota Housing to mark it as ‘changes required.’
- **File Name Exceeds 80 Characters.** The file name must be 80 characters or less. Shorten the file name and try uploading again.

Questions

Contact mhfa.app@state.mn.us.