

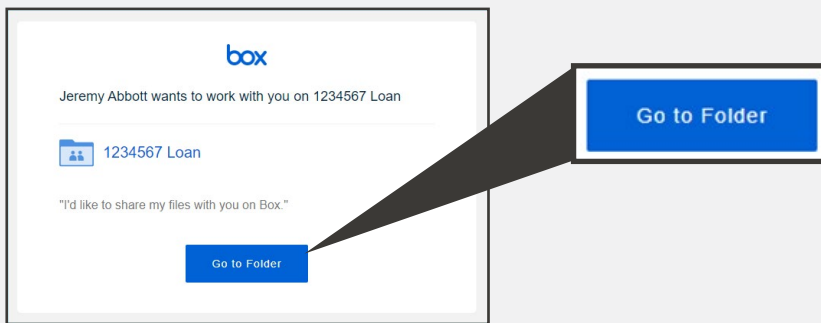


box USER GUIDE – SECURELY UPLOADING FILES TO CITADEL SERVICING CORPORATION

You can view our [Privacy Policy here](#). To upload files to Citadel Servicing Corporation, you will be sent an email invitation from **noreply@box.com** with a link to a secure upload folder.

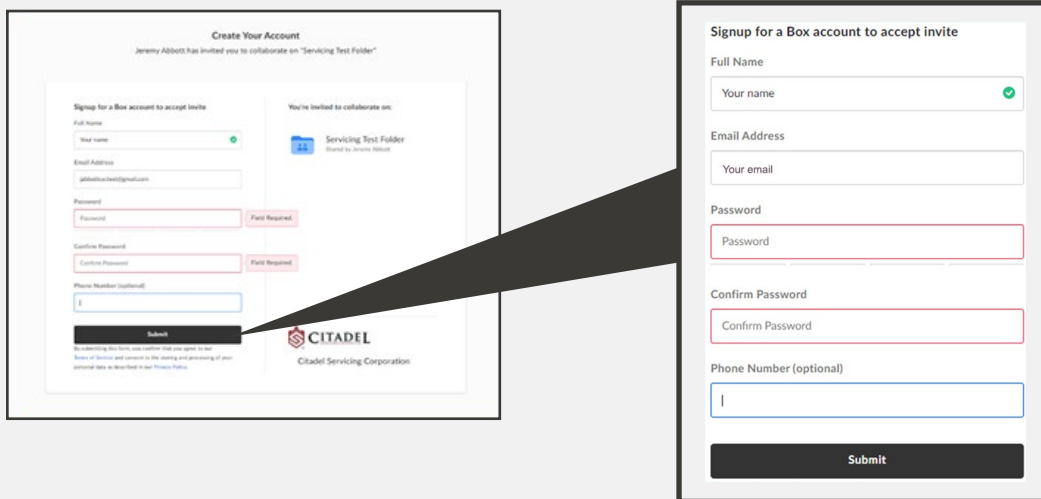
#1 - Accept the Invitation

Open the email invitation from **noreply@box.com** and select the **Go to Folder** button. This will take you to the Box website.



#2 - Create a Box Password

Enter your **full name**, then create a **password** for your new Box login.



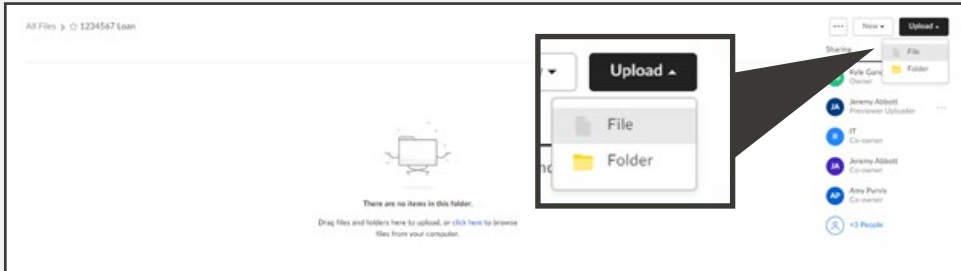
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#3 - Upload Your Files

Once inside the loan file, you can easily upload files to Box using the drag and drop feature or using the upload button, shown below.

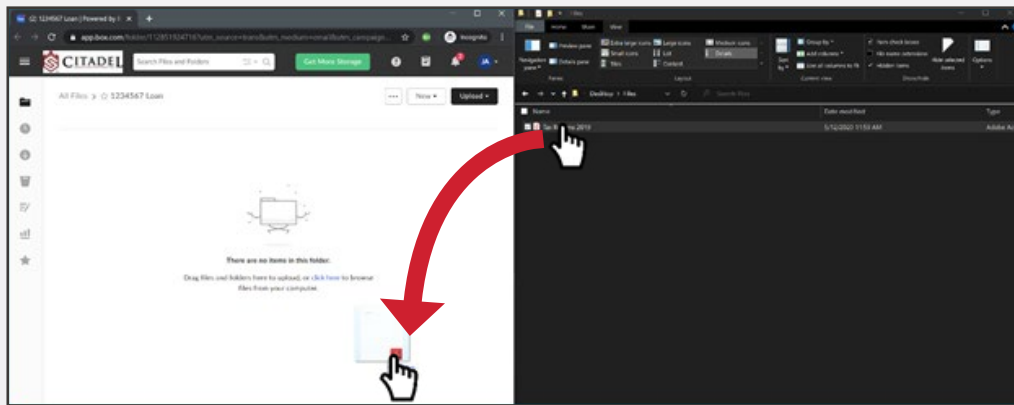
Option 1: Upload from the File Browser

Click the **Upload** button on the top right of the screen, then select the files from your PC.



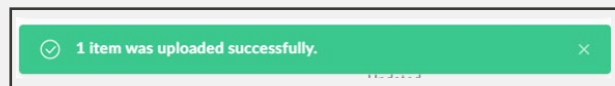
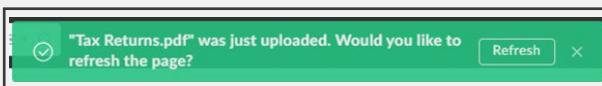
Option 2: Drag and Drop

Open the file folder location in a separate window, drag and drop the contents into Box through your browser.



#4 - Wait for upload confirmation

Once your file has been uploaded, you will receive a confirmation in your browser.



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