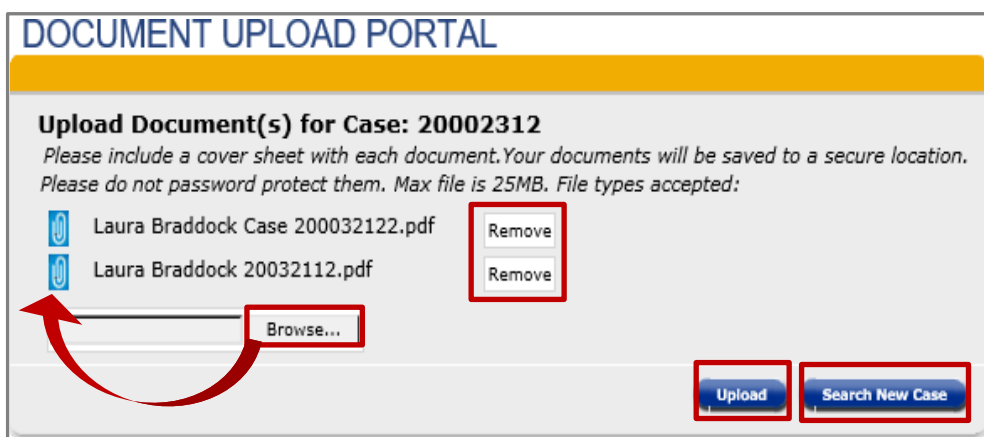# Document Upload Portal
New Functionality 02/2020

Password
End users with an expired or expiring password are prompted to change their password when logging in. End users should contact the Help Desk about any unresolved password issues: 1-877-782-7358.
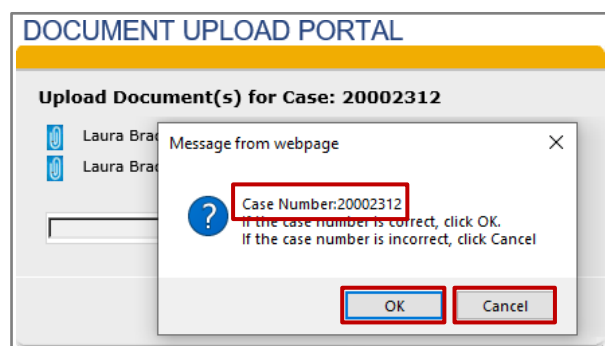

Validations
To assist end users *Error* validations have been added. End users should read validations for more information.
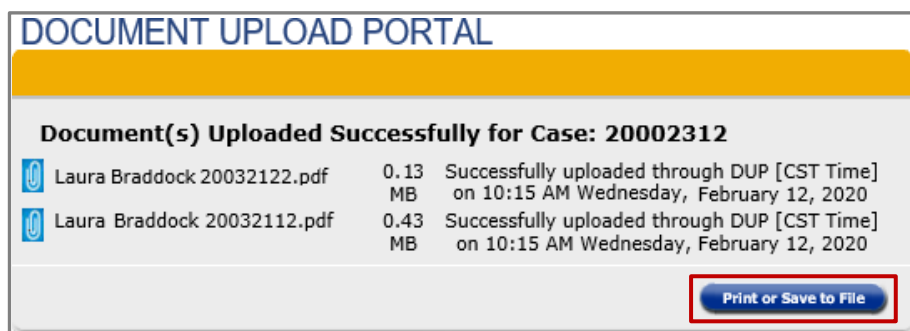

Upload Document Screen
- Click the **Remove** button to remove an uploaded document.
- Click the **Upload** button to submit a document.
- To find another case to upload document(s) to, click the **Search New Case** button.
- Click the **Browse** button to upload *multiple* Documents to the same case.

Confirmation Box
Clicking the **Upload** button on the **Upload Document(s)** screen triggers a case number confirmation box.
- End users should confirm the case number is correct prior to clicking the **OK** button.
- If the case number displaying is not correct, the end user should click the **Cancel** button. The **Consumer Case Search** screen then displays.

Print or Save to File
- After uploading documents, end users need to click the **Print or Save to File** button.
- End users should keep a record of all case documents uploaded to the portal.