SOLVAY BANK

MAKE MORE POSSIBLE.℠

Move It
File Transfer Platform

Customer Reference Guide

FILE REQUEST FROM YOUR
SOLVAY BANK RELATIONSHIP MANAGER

1. When Solvay Bank sends a file request, it will arrive as an email with the subject line, New File(s) Request is Waiting. The message will contain credentials and link to Solvay Bank's Move It portal. The credentials and link will expire in 60 days.

New Files Request Notification

You have a file request pending for Solvay Bank

Your sign on credential is as follows

Username: yourname@email.com
Password: nj4k3u3k82gi

To respond to this file request, please use the following link. You will be given the opportunity to compose a secure reply to this message which includes your file(s).

(https://secure.solvaybank.com/human.aspx?OrgID=5977&Arg12=message&Arg06=671853286)

New File Request email notification in your inbox

2. Click on the link and use the one-time use credentials to access the portal. Once you have successfully entered the portal, you will find a message from Solvay Bank with directions on the files they are requesting.

Files request from Solvay Bank Employee

Reply

To:	yourname@email.com
Sent:	5/14/2020 7:49:55 PM
Subject:	Files request from Solvay Bank Employee

Per our conversation, please send the files needed for loan forgiveness.
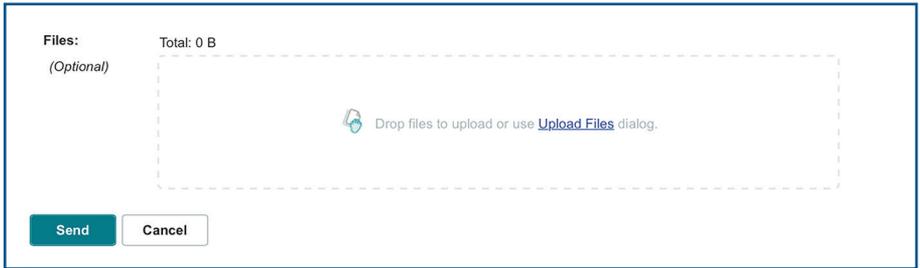
I'm here if you have any questions.

Thanks!

Reply

Message inside the Move It portal from Solvay Bank

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3. Click on the Reply button to respond and include your attachments. The portal will give you the ability to respond to the message and upload attachments using drag-and-drop or file browse.

Files: *(Optional)*	Total: 0 B
	Drop files to upload or use **Upload Files** dialog.
Send Cancel	

File Upload section of Move It portal - drag-and-drop or file browse.

4. Click Send. The screen will show the original message. At the top, you should see a check box and "Sent Package with ID XXXXX."   This is your confirmation that the files went through.

5. Solvay Bank will confirm receipt of files in a separate email.

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NEW PACKAGE NOTIFICATION FROM YOUR SOLVAY BANK RELATIONSHIP MANAGER

1. When you receive a package notification from Solvay Bank, it will arrive as an email with the subject line, New Package Notification. The message will contain credentials and link to Solvay Bank's Move It portal. The credentials and link will expire in 60 days.

New File Package Notification email in your inbox

New Package Notification

A package has been posted for you.

Subject: Your PPP Loan Forgiveness App

Please use the following URL to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(https://secure.solvaybank.com/ human.aspx?OrgID=5977& language=en&Username= yourname%40email.com& Arg06=671673369&Arg12=message)

2. Click on the link and use the one-time use credentials to access the portal. Once you have successfully entered the portal, you will find a message from Solvay Bank along with attachments.

Message and file inside the Move It portal from Solvay Bank

Package from Solvay Bank Employee

Reply

To: yourname@email.com
Sent: 5/14/2020 7:49:55 PM
Subject: Your PPP Loan Forgiveness App

Hope all is well! As discussed, I have attached a PPP Loan Forgiveness Application. Give me a call if you have any questions.

Thanks!

Files:

ppp-loan-forgiveness.pdf ✓ (25.1 KB) Download

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3. Click on the Download button and the files should begin to download to your device. Depending on your computer's settings, the files may open after download completion or you will need to access them in your default Download file.

4. You can respond to the message by clicking the Reply button. The portal will give you the ability to also upload attachments using drag-and-drop or file browse.

5. Click Send. The screen will show Solvay Bank original message. At the top, you should see a check box and "Sent Package with ID XXXXX."   This is your confirmation that the files went through.

6. Solvay Bank will confirm receipt of your message and file(s) in a separate email.

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