

# 2025 Multifamily Finance 9% RFP - Aspera Dropbox Instructions

Applications must be submitted electronically (Excel and PDF files) via an Internet dropbox set up by HCR for that purpose per the instructions below.

## Important Notes:

- Individual electronic files submitted must be no more than 40 MB in size. Files must be named following the naming conventions detailed in the Instructions tab of the Application Excel file. All file names must be no more than 80 characters in length (including any spaces and/or special characters). **Any files submitted which fail to meet these requirements may not be accepted.**
- Fully complete applications often include a large number of files, and some can be sizable. As a result, the submission process can take a considerable amount of time, especially over Internet connections with slower upload speeds. For this reason, HCR strongly recommends that applicants **do not wait until just before the deadline to submit**. While the actual deadline is September 11, 2025, at 11:59 pm ET, HCR staff will not be available for technical assistance after 4:00 pm. Please plan accordingly.

## Instructions for Submission of Completed Applications

- 1) **Prior to August 28, 2025, at 3:00 pm ET, applicants must send an e-mail to [MSR@hcr.ny.gov](mailto:MSR@hcr.ny.gov) to request access to a dropbox to be used for the submission of an application.** The e-mail must include:
  - The name of the proposed project
  - The county and municipality (include city, town or village) of the project site (not mailing address)
  - The names and e-mail addresses of up to two users who will submit files to the dropbox

Note: A new dropbox is required for each project application, for each round. Dropboxes used for previous submissions cannot be reused.
- 2) Shortly after HCR's receipt of the request e-mail above, each user identified will receive a "Dropbox Invitation" e-mail from "NYS mySend" ([its.grp.plat.adhoc@its.ny.gov](mailto:its.grp.plat.adhoc@its.ny.gov)). The invitation e-mail will contain a unique web link (URL) that has been assigned to them specifically for the proposed project. This URL should not be shared with anyone. The URL is the equivalent of their User ID and Password for the dropbox. If a user is registered to submit files for multiple projects, they will receive a separate e-mail and link for each project.
- 3) Create or complete all required application files (.xlsx and .pdf), confirm them to be correct, name them appropriately, and check them for excessive file size (over 40MB). Save the final versions of the files in a folder on the user's computer where they can be easily located.
- 4) Install Aspera: From the computer that will be used to upload the application files, each user should click the link in the e-mail they received to access the dropbox and set up the dropbox software (Aspera Connect) on that computer. (This preparation can also be done in advance; before the actual application files are ready to be uploaded.)

Follow steps 1 and 2 in the "Required Steps" window that pops up (see screenshot below) to install Aspera Connect on your computer.

## Required Steps

To enable Aspera uploads and downloads, you need to install or upgrade to IBM Aspera Connect 3.11.2.

New

Step 1



Install Extension


Step 2



Install Connect

Already installed? [Refresh](#) / [Troubleshoot](#)

These steps will only need to be performed once on each computer that will be used to upload application files. You will know that you have successfully installed the required Aspera software and are ready to upload files when the Browse and Drag section (circled in green in the screenshot below) appears in the "Send to Dropbox:" webpage.

 Office of Information Technology Services | mySend

### Send to Dropbox: \*MF 9% RFP - App 125

Title\*:   
Maximum length: 245 characters

Note: optional  
  
Maximum length: 8000 characters

Package Download  Prevent HTTP download for this package

Transfer With:

Contents\*:  |  OR

Terms of Service:  I accept the [Terms of Service](#)

More detailed technical instructions on the installation of the Aspera Connect browser extension and software, can be found on this webpage under the “Guided Installation” heading:  
<https://www.ibm.com/docs/en/aspera-connect/4.2?topic=suc-installation-1>


- 5) “Send” (upload) application files to the dropbox by following these steps:
  - a) Click the URL from the “Dropbox Invitation” e-mail
  - b) Use the Browse for Files/Folders or Drop Files/Folders tools (circled in green above) to navigate to the appropriate files on your computer and add them (see screenshot below)
  - c) Add a Title following this format: “*Project Name Package 1*”
    - a. Note: users can submit multiple packages prior to the deadline; you do not have to submit everything in one package.
  - d) DO NOT check the “Use encryption-at-rest” box
  - e) Check the “I accept the Terms of Service” box
  - f) Click the “Send Package” button (this action will also prompt the system to send an e-mail to you confirming that you are sending a package to the dropbox)











Title\*: Fictional Project Package 1  
Maximum length: 245 characters

Note: optional  
Package 1 of 3  
Maximum length: 8000 characters

Package Download  Prevent HTTP download for this package

Transfer With: IBM Aspera Connect

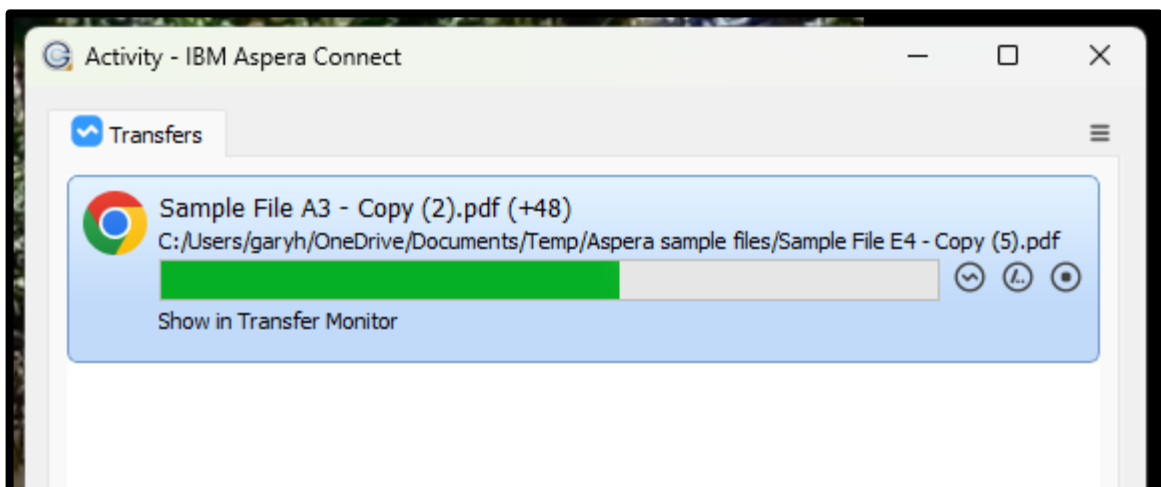
Contents\*:   OR 

	Sample File A3.pdf	C:\Users\garyh\OneDrive\Documents\Temp\Aspera s...	
	Sample File A4.pdf	C:\Users\garyh\OneDrive\Documents\Temp\Aspera s...	
	Sample File C3.pdf	C:\Users\garyh\OneDrive\Documents\Temp\Aspera s...	
	Sample File E3.pdf	C:\Users\garyh\OneDrive\Documents\Temp\Aspera s...	
	Sample File E4.pdf	C:\Users\garyh\OneDrive\Documents\Temp\Aspera s...	

[Remove All](#)

Terms of Service:  I accept the [Terms of Service](#)

- 6) After clicking the “Send Package” button, a pop-up window will appear showing the progress of the upload to the dropbox (1<sup>st</sup> screenshot below). Eventually, the webpage will update to a confirmation message that the package was submitted (2<sup>nd</sup> screenshot below). This will also trigger the system to notify HCR that the package has been received.





## Send to Dropbox: \*MF 9% RFP - App 125

This page allows you to see the status of the package you submitted, as well as retry the transfer if it fails.

It is safe to close this web page, your transfer will not be affected. An email has been sent to you with a link to get back to this screen.

Title	Date Submitted	Size	Files	Status
Fictional Project Package 1	12:50 PM	3.2 MB	7	Complete