AHP Secure Portal
Frequently Asked Questions

What is the Secure Portal?

The Secure Portal is a tool to securely send and receive files with FHLBank Indianapolis for the Affordable Housing Program (AHP). The Secure Portal operates on the MOVEit platform.

How do I get access?

System access will be provided for the primary member and sponsor for all projects in the long-term monitoring stage.

Projects in the application stage will have the ability to add other users to the system.

Who is the Designated Security Coordinator?

The primary member and sponsor contact have been designated as Security Coordinator. The Security Coordinator is responsible for providing updates to FHLBank Indianapolis of any changes in employment status or access needs for their organization's staff.

How do I add or terminate an account?

Notify us at ahpcompliance@fhlbi.com if the primary contacts are no longer at the organization and a new primary contact needs to be designated.

Sponsor security access does not require member approval.

Who can submit files?

Only the Member on the project can submit the final submission in the "Submit" folder. Members and Sponsors can both access the "Working Folder."

What is the "Working Folder?"

The Working Folder is a designated folder to house files that are in the process of being completed and need to be shared between the Member and Sponsor. This folder is **not** for final submissions.

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I submitted the wrong file, what do I do?

Upload the correct document, label the document as corrected, and notify Community Investment staff of the incorrect file(s).

Is there a particular way to name a file?

Name all files with the assigned project number followed by the document name such as: 2016A060XRetention Agree or 2016A060XDisburseRQ.

Is the information I'm uploading secure?

In an era of high-visibility security violations, we know that security and integrity is of upmost importance. The Secure Portal is a managed file transfer service that incorporates all the essential security measures, including end-to-end encryption of the files.

What type of files can be uploaded?

As of now, there are no restrictions set in place for common file types.

Who can see my project files?

Once a file is submitted in the "Submit" folder, only FHLBank staff will be able to view the file. All other parties with approved access can see files in the "Working Folder," and download from the "Download" folder.

I forgot my password and/or username.

FHLBank Indianapolis Service Desk will email you your username.

If you need assistance with finding your username, please contact the FHLBank Indianapolis Service Desk at Service_desk@fhlbi.com.

Obtain your password by selecting the "Forgot Password" button.

You can reset your password at any time when you are on the log-in screen by hitting the "Forgot Password" button.

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I am having trouble logging in to the Secure Portal.

Upon entering your username and password, the system will send a six-digit passcode to your email address. This email comes from Federal Home Loan Bank of Indianapolis Notification Service. If you do not receive the email, check your junk, spam or clutter folder.

The six-digit passcode will expire in 5 minutes, and you will need to request another code if it expires.

What are the password requirements for the system?

1. Must not match, contain or resemble username
2. Must contain at least one letter and one number
3. Must not contain dictionary words
4. Must contain one uppercase and one lowercase letter

I'm having trouble finding a password that the system will accept.

We require strict password creation standards. Refer to the Password Tips and Tricks document for assistance. We also recommend using KeePass, which is a free password manager that can be downloaded at https://keepass.info/download.html.

Who should I contact if I need help?

Contact the Community Investment Department for questions regarding navigating the system.

800-688-6697
ahpcompliance@fhlbi.com

Contact the FHLBank Indianapolis Service Desk for account issues.

800-442-2568
Service_desk@fhlbi.com