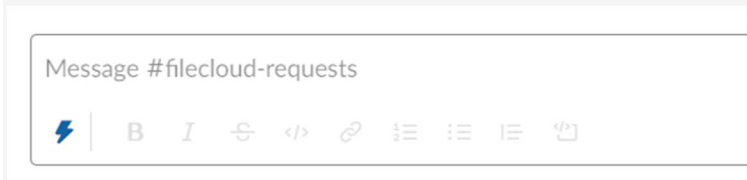


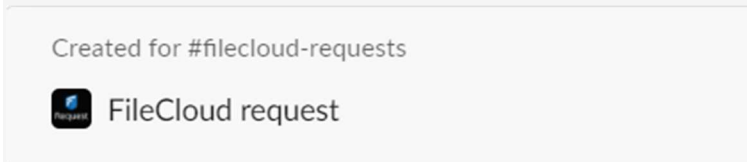
## FILECLOUD WORK REQUEST PROCESS GUIDE

*For Custom FileCloud work or enhancement requests, users will need to submit requests by filling out a form via Slack channel [#filecloud-requests](#)*


1. Click on the thunder “icon”





2. Choose 'FileCloud request'



3. Choose appropriate option and fill out all fields on the form. Click **Submit and Continue**.

 **FileCloud Request**

Target Date mm/dd/yyyy

Write something

Feature or Customization Type

Pick an option

Product Owner

Pick an option

Point of Contact

Pick an option

Close

Submit

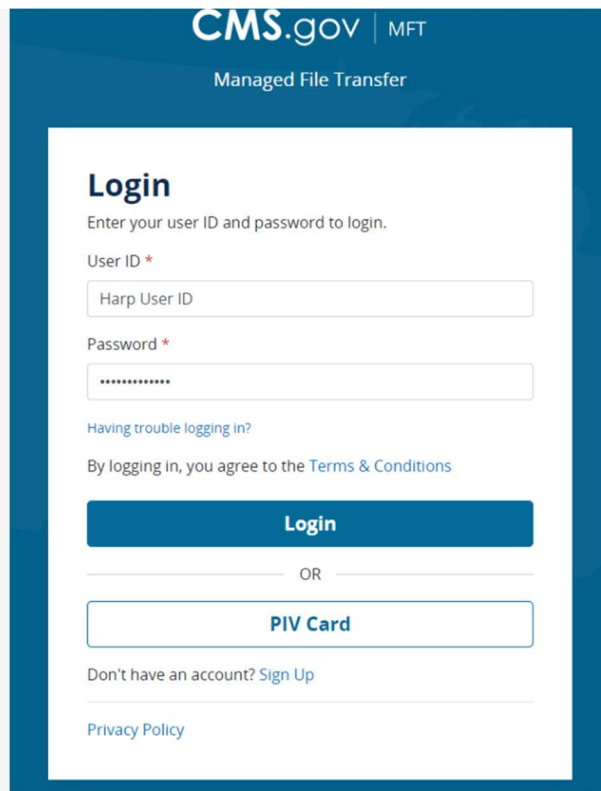
4. After a JIRA Ticket is assigned, add details into the JIRA Ticket, such as User information, folder information, etc.

## MFT Work or Enhancements Request Process Guide

# MFT WORK REQUEST PROCESS GUIDE

*For Custom MFT work or enhancement requests, users will need to submit requests by completing the MFT Secure Form "MFT Request Form". This Secure Form allows users to submit requests/enhancements for the MFT application.*

1. Log into MFT using your HARP credentials: <https://qnetmft.cms.gov>



The image shows the login page for CMS.gov Managed File Transfer (MFT). The header includes the CMS.gov logo and 'MFT Managed File Transfer'. The main section is titled 'Login' and instructs users to enter their user ID and password. There are input fields for 'User ID \*' (containing 'Harp User ID') and 'Password \*' (masked with dots). Below the password field are links for 'Having trouble logging in?' and 'By logging in, you agree to the Terms & Conditions'. A blue 'Login' button is present, followed by an 'OR' separator and a 'PIV Card' button. At the bottom, there are links for 'Don't have an account? Sign Up' and 'Privacy Policy'.

CMS.gov | MFT  
Managed File Transfer

## Login

Enter your user ID and password to login.

User ID \*

Harp User ID

Password \*

\*\*\*\*\*

[Having trouble logging in?](#)

By logging in, you agree to the [Terms & Conditions](#)

Login

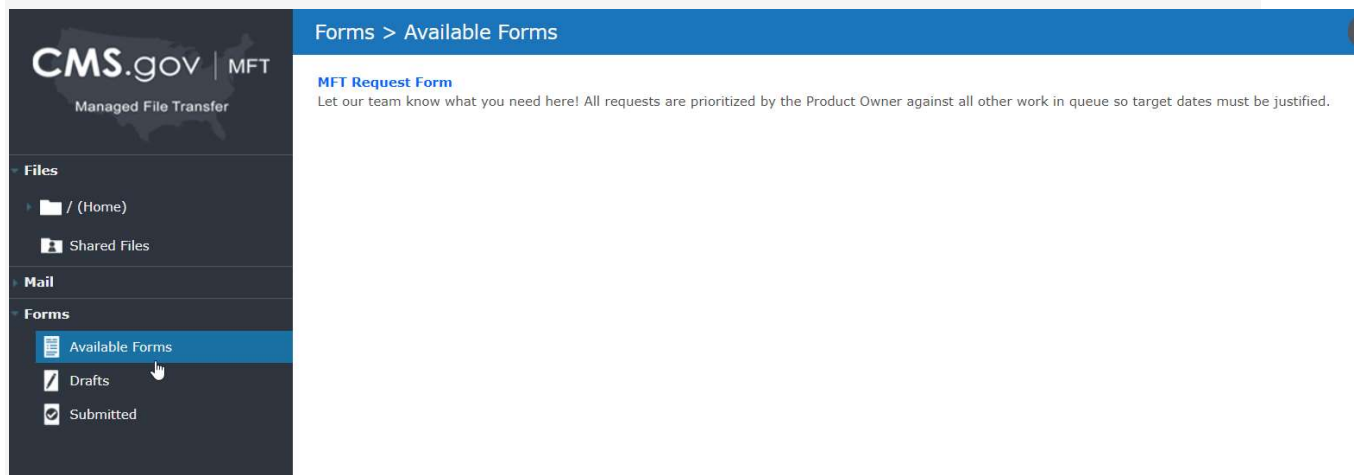
OR

PIV Card

[Don't have an account? Sign Up](#)

[Privacy Policy](#)

## 2. Choose 'Available Forms' and then **MFT Request Form**



The image shows the 'Forms > Available Forms' page in the CMS.gov MFT interface. The left sidebar contains a navigation menu with 'Files', 'Mail', and 'Forms' sections. Under 'Forms', 'Available Forms' is highlighted, with 'Drafts' and 'Submitted' options below it. The main content area has a blue header 'Forms > Available Forms' and a section titled 'MFT Request Form' with a brief description: 'Let our team know what you need here! All requests are prioritized by the Product Owner against all other work in queue so target dates must be justified.'

CMS.gov | MFT  
Managed File Transfer

Files

- / (Home)
- Shared Files

Mail

Forms

- Available Forms
- Drafts
- Submitted

Forms > Available Forms

### MFT Request Form

Let our team know what you need here! All requests are prioritized by the Product Owner against all other work in queue so target dates must be justified.

## 3. Fill out all fields on the form and then click **Submit**

## Forms > MFT Request Form

Let our team know what you need here! All requests are prioritized by the Product Owner against all other work in queue so target dates must be justified.

Target Date	<input type="text"/>
Feature or Customization Name *	<input type="text"/>
Customization Name if Other	<input type="text"/>
Feature / Customization Description *	<input type="text"/> 1000 Characters Remaining
Goals / Acceptance Criteria *	<input type="text"/> 1000 Characters Remaining
Product Owner *	<input type="text"/>
Point of Contact *	<input type="text"/>
Anything else we should know?	<input type="text"/> 1000 Characters Remaining

4. A JIRA Ticket is assigned, and work prioritized.