HENNEPIN COUNTY
MINNESOTA

ECF Document Upload Guide for ESPs (9/21/2026)

This document contains important information that impacts the delivery of MFIP Employment Services in Hennepin County. Contracted Employment Services Providers (ESPs) are responsible for implementing changes to agency policy and procedure according to the information in this document, effective as of the date listed above.

Contact: Brandon Miller, Hennepin County MFIP Employment Services Coordinator
brandon.miller@hennepin.us

Tina Dudzinski, Hennepin County MFIP Employment Services Coordinator
tina.dudzinski@hennepin.us

ECF Document Uploads from Employment Services Providers

Hennepin County MFIP Employment Services Providers have a responsibility to communicate MFIP case information in a secure and timely manner with the appropriate Hennepin County team. Employment Services Providers are required to complete file uploads of important participant documents directly into the ECF system. This process operates differently for users at external partner agencies, than it does for Hennepin County internal staff. This guide details the approved process that users should apply to successfully upload documents directly into ECF.

Requirements

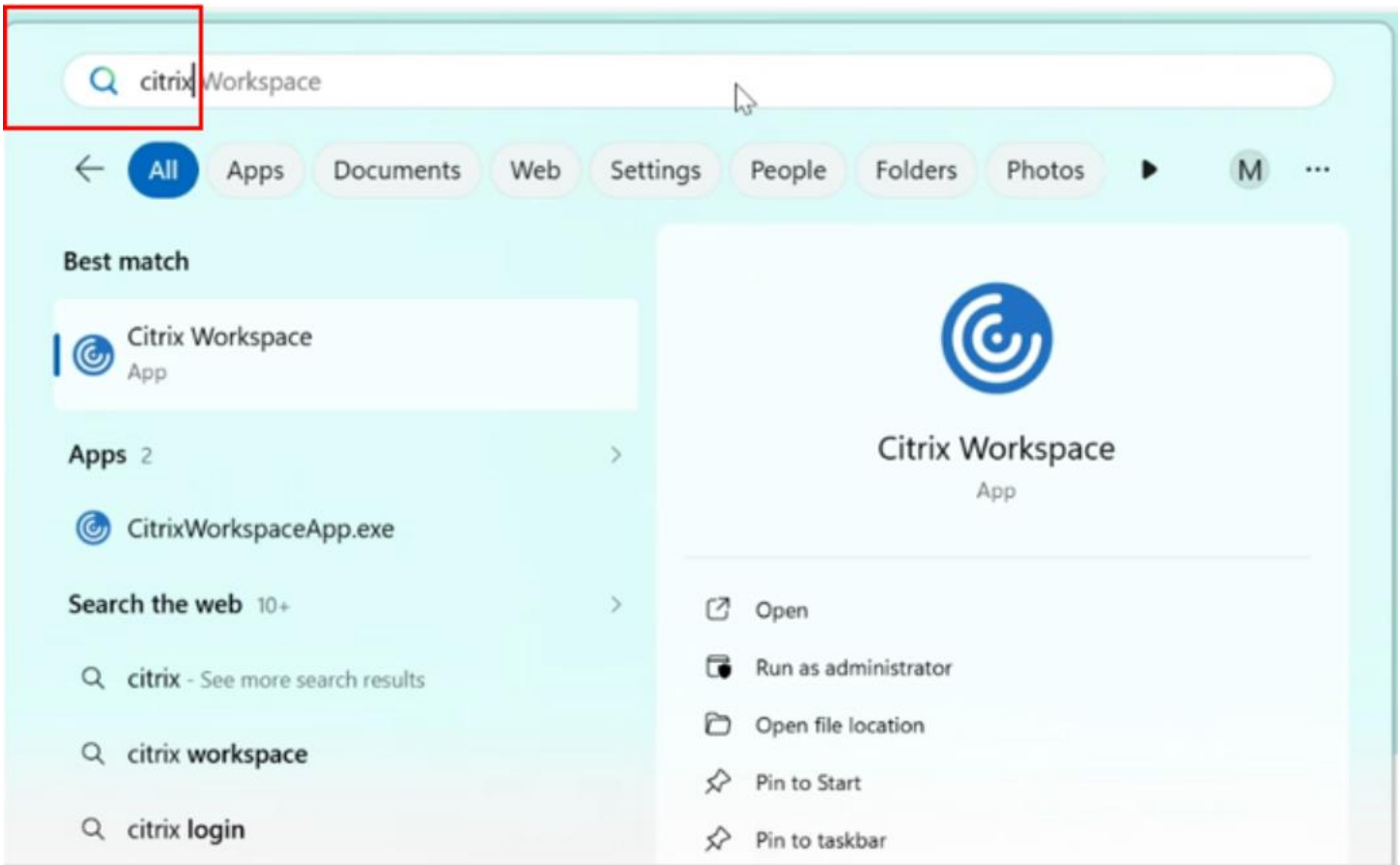
Citrix Workspace App

For the best user experience loading documents into ECF, Hennepin County recommends installing the Citrix Workspace App and logging in using the Citrix Web Link. This guide provides instructions that follow those recommendations.

1. To check if the Citrix Workspace App is already installed on your computer, click the **Start** button on the Windows taskbar.



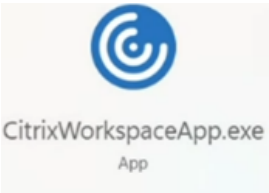
2. In the search bar, type Citrix



3. Look under Best match:
   - If you see Citrix Workspace, then the app is installed.



   - If you see CitrixWorkspaceApp.exe or anything else, then the app is not installed.



   - For instructions on installing the Citrix Workspace App, see the Using ECF on Citrix guide. You will likely need help from your agency's IT team to complete the installation.

   - Installing, logging in, configuring, and troubleshooting Citrix are beyond the scope of this guide. For help, first contact your agency's IT team.

User Account

Installing, login issues, configuring, and troubleshooting Citrix is beyond the scope of this guide.

- If you need a Citrix user account, or a ECF user account, follow the request process in the MFIP Employment Services Systems Access Guide.

- If you need help establishing a user account and accessing ECF, email ESP.System.Access@hennepin.us.

Logging in to Citrix and ECF

Browsers: Hennepin County recommends Microsoft Edge or Google Chrome web browser for Citrix.

Once you have confirmed that Citrix Workspace App is installed onto your computer, log into Citrix and ECF using the Citrix Web Link.

Username: When Hennepin IT created your Citrix user account, ESP.System.Access@hennepin.us emailed you login credentials with a username formatted *FirstName.LastName@hennepin.us*. Use this to log in, instead of your agency's email address.

Uploading Documents to ECF

Supported file types: All file uploads work best as .pdf files. Fillable PDF files are not supported.

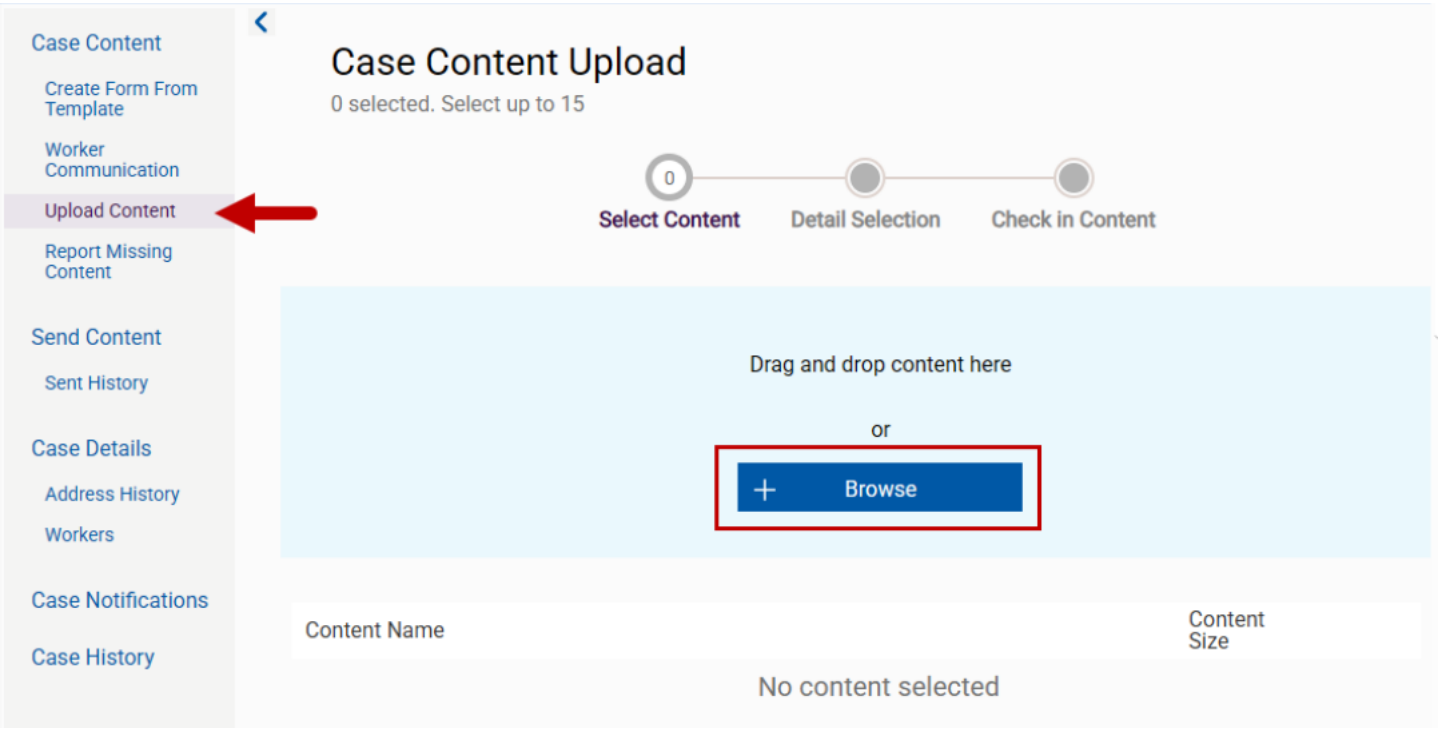
This section of instruction guide begins after you have successfully logged into ECF and have navigated to a participant's case file.

To begin the document upload process, select the "Upload Content" option from the left menu. The Case Content Upload screen will invite you to "Drag and Drop content here, or Browse." Please click "Browse"

1. In ECF, search for and open a participant's case file. The Case Content page appears.

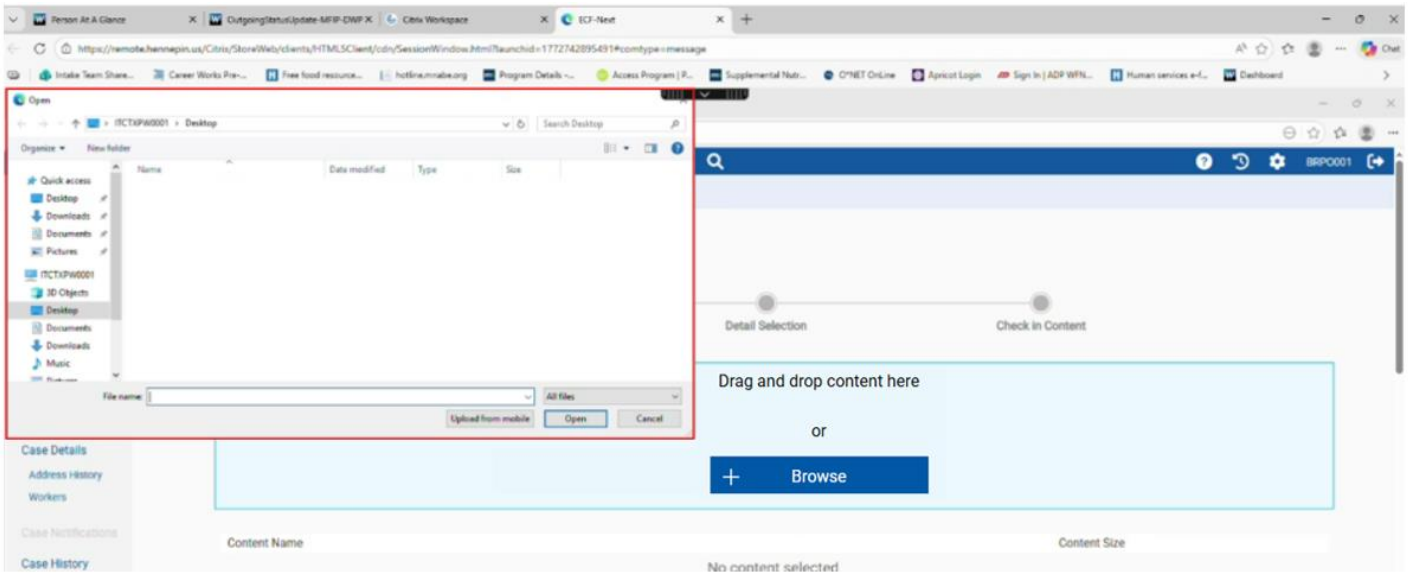
2. On the left navigation pane, click **Upload Content**.

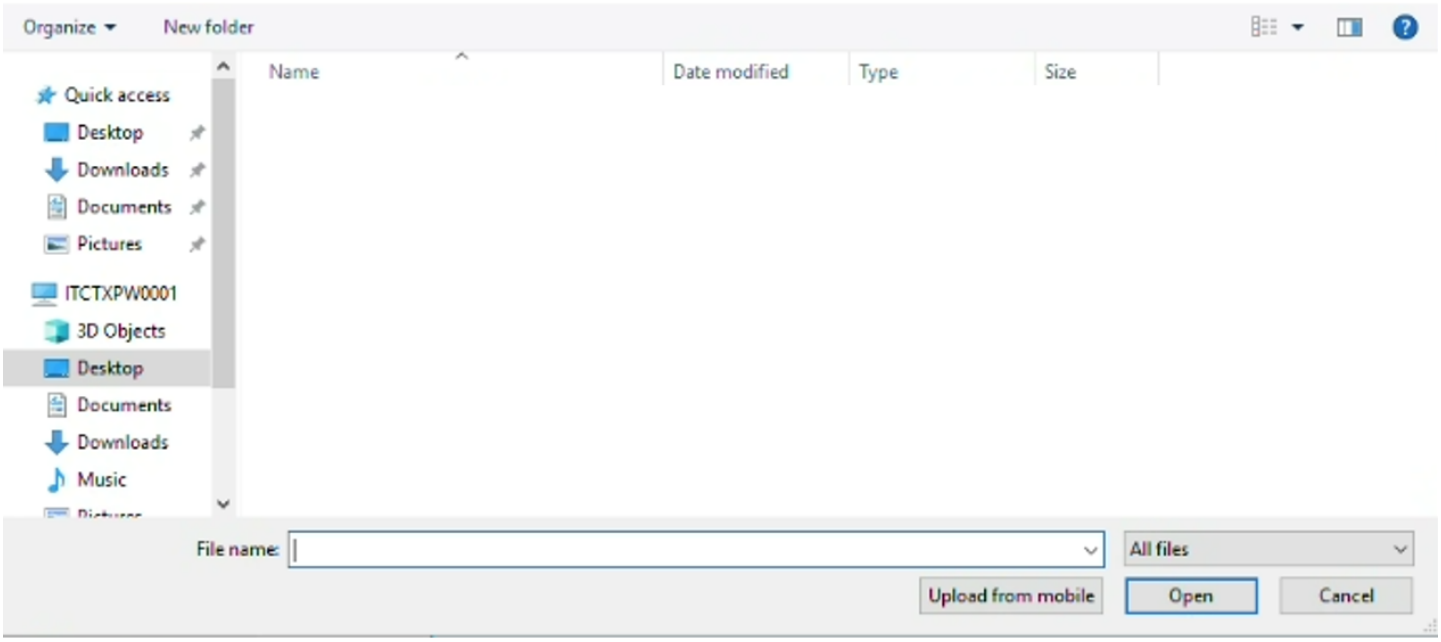
3. The Case Content Upload page invites you to "Drag and drop content here or Browse." Click **Browse**.



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4. When you click **Browse**, a window opens. This window shows a file directory associated with the *Firstname.Lastname@hennepin.us* credentials that you used for login. If this is your first time using ECF, notice how there are no files in this file directory.





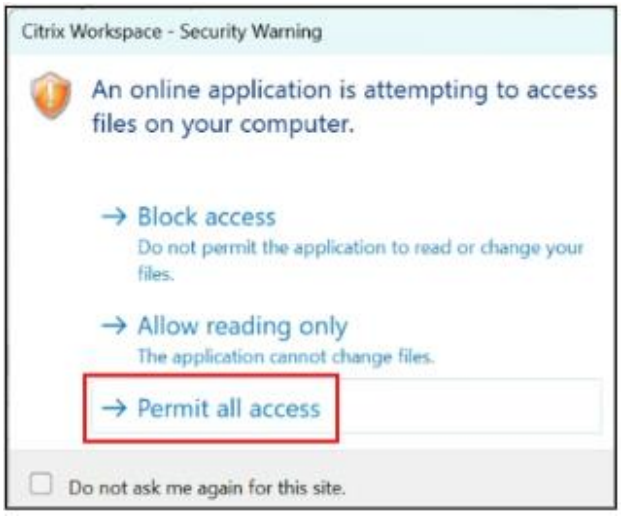
Note: If you have successfully completed ECF uploads in the past, you might see previously uploaded documents here.

The option to access your own files is not immediately available. You need to find the files saved on your personal computer's folders, or agency's file directory.

Security Warning

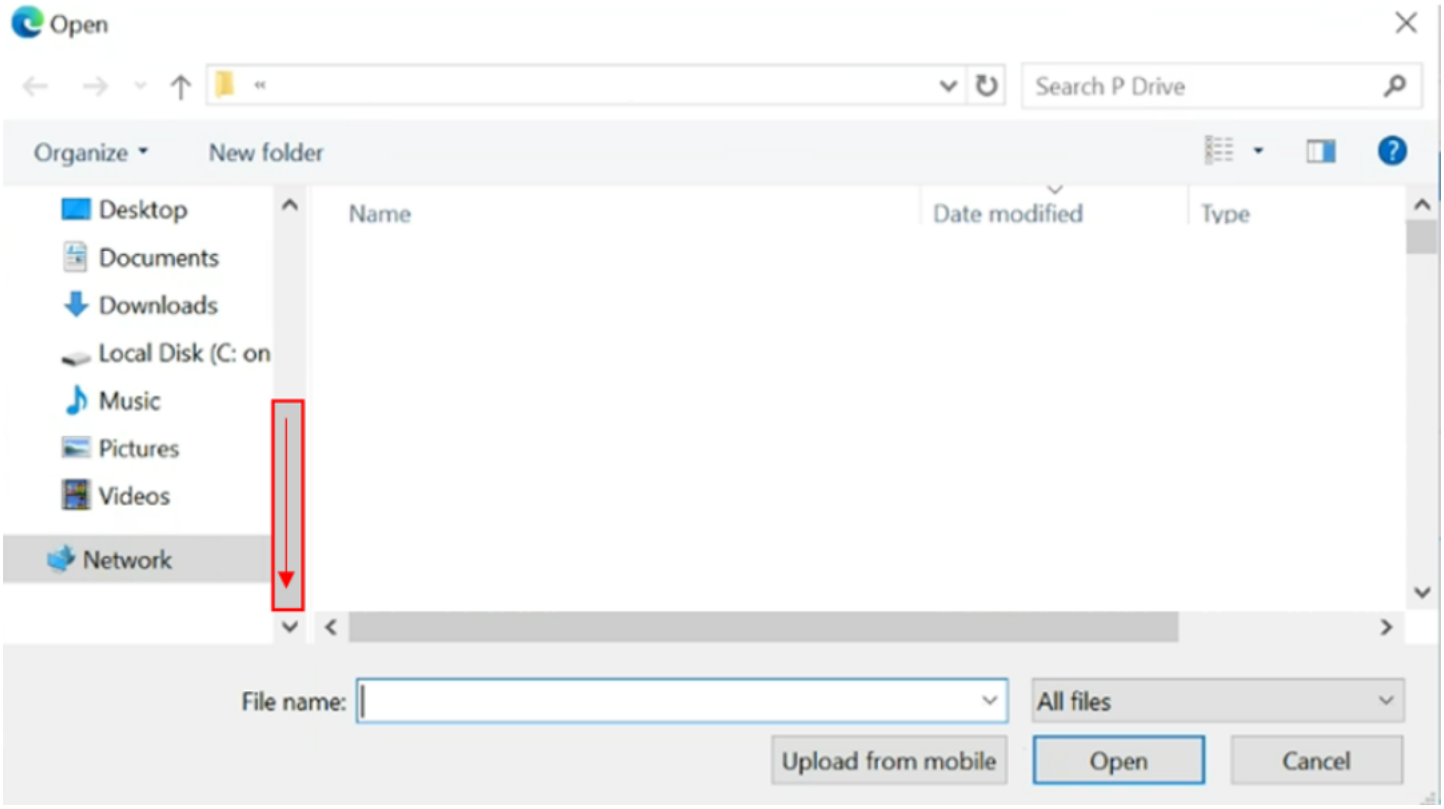
During the document upload process, you might see a security warning saying that an application is trying to access files on your computer. To complete the document upload process, you need to permit all access. If you do not want to answer this question again, select the “Do not ask me again for this site” check box.

Depending on your agency policy, your agency’s IT administrator may need to help you complete this step.

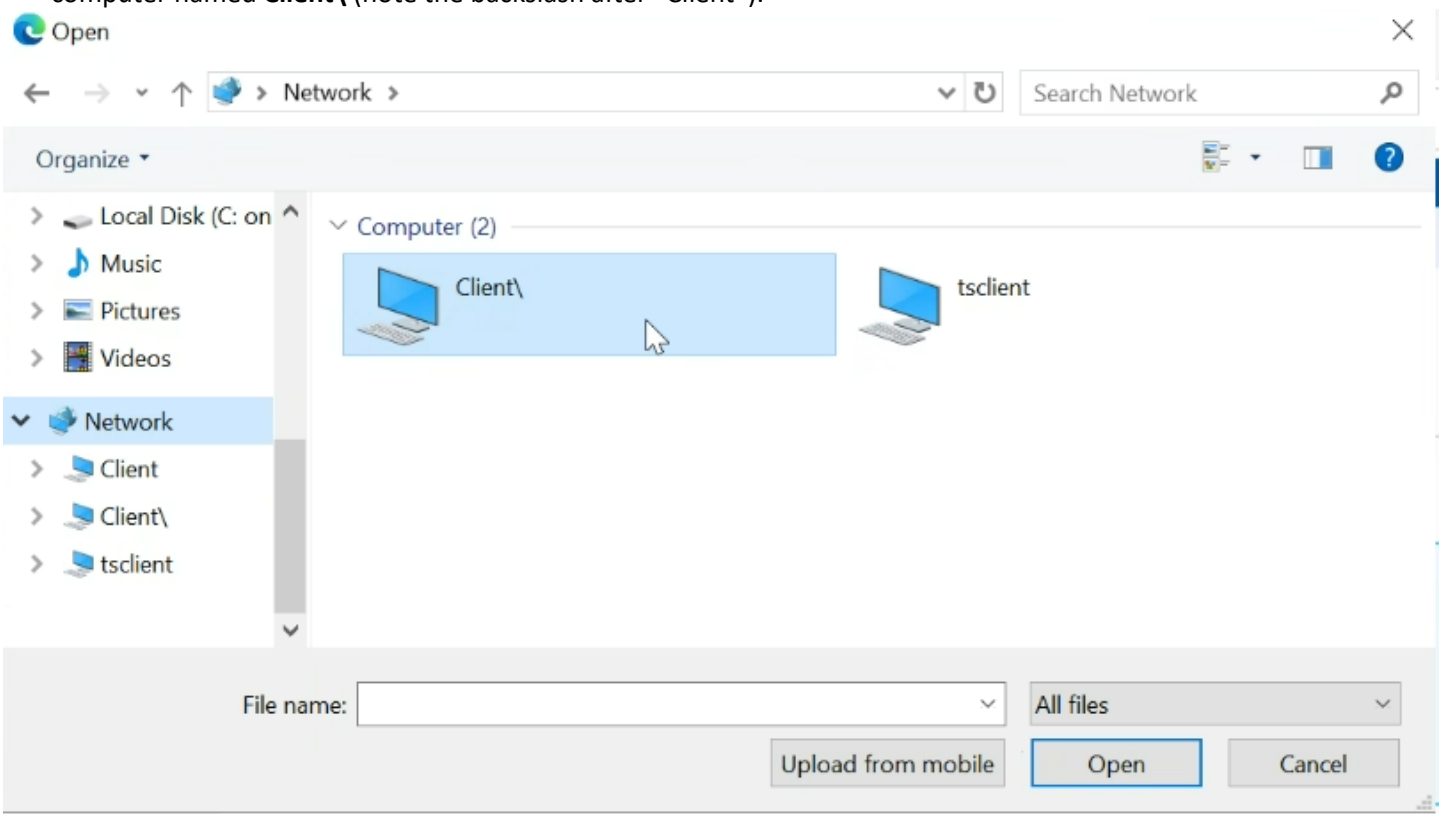


Finding the Files in your File Directory

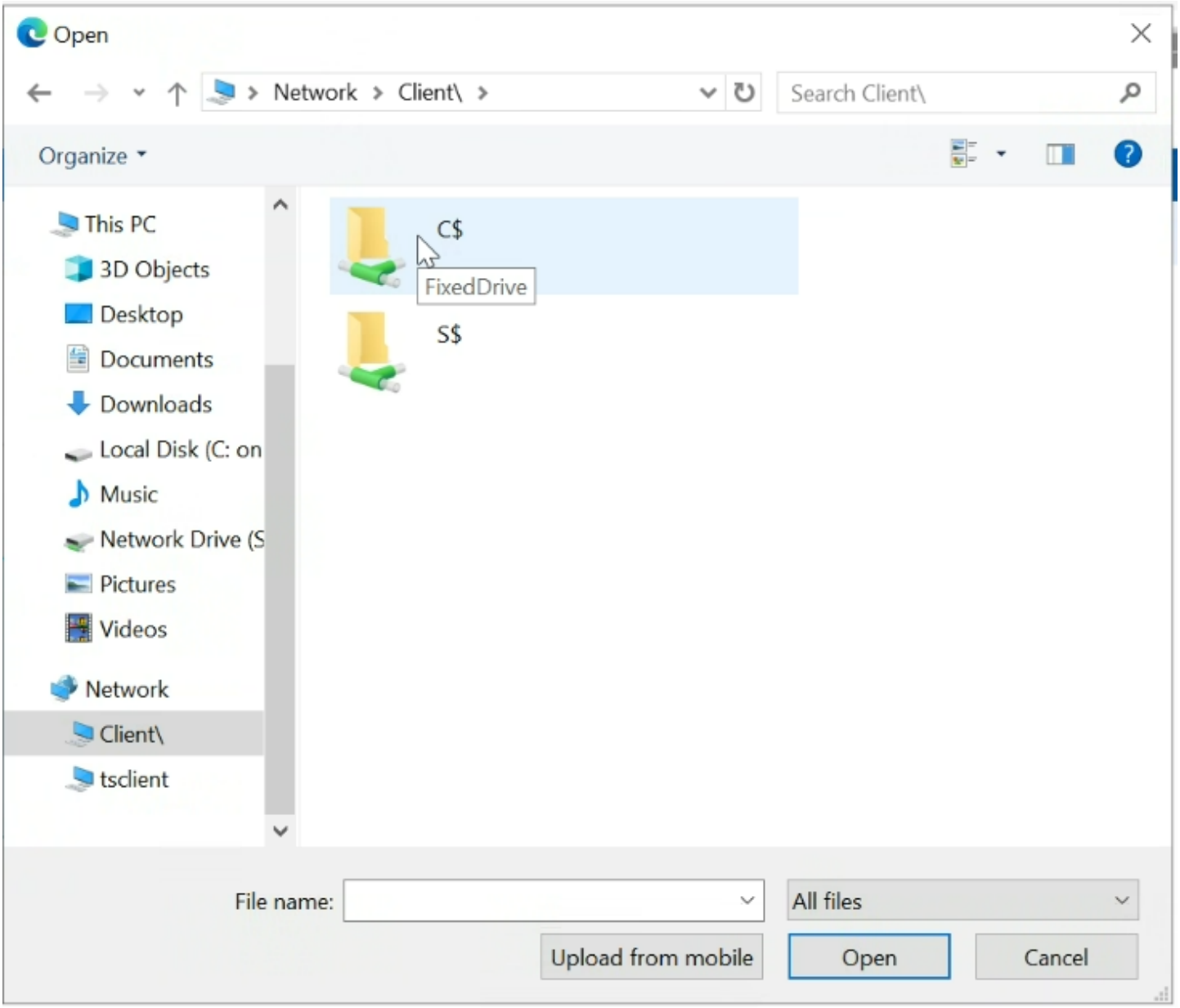
1. In the window that opened when you clicked Browse, scroll down the left navigation pane to **Network**.



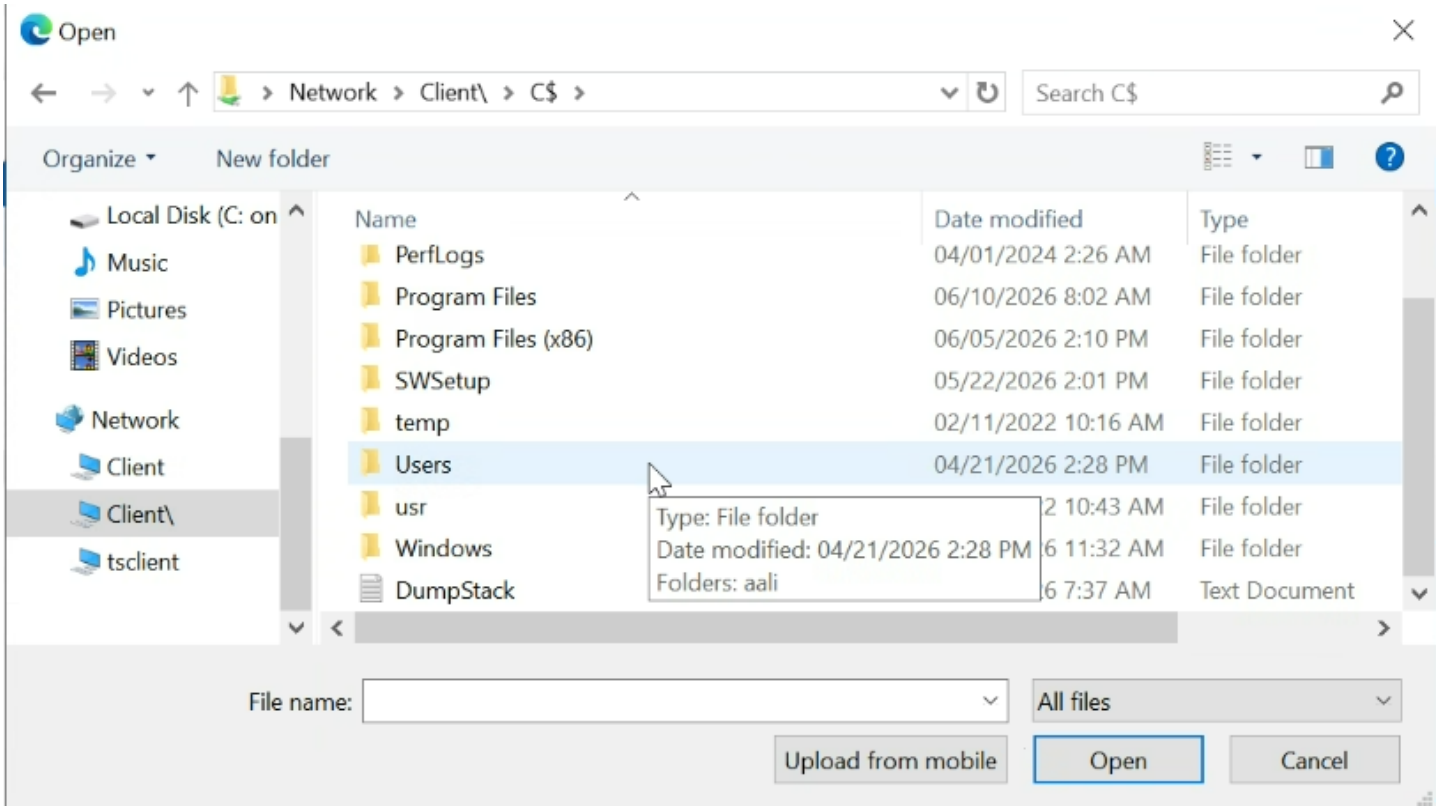
2. Double-click **Network** to display the network computers and devices associated with your computer. Look for a computer named **Client** (note the backslash after “Client”).



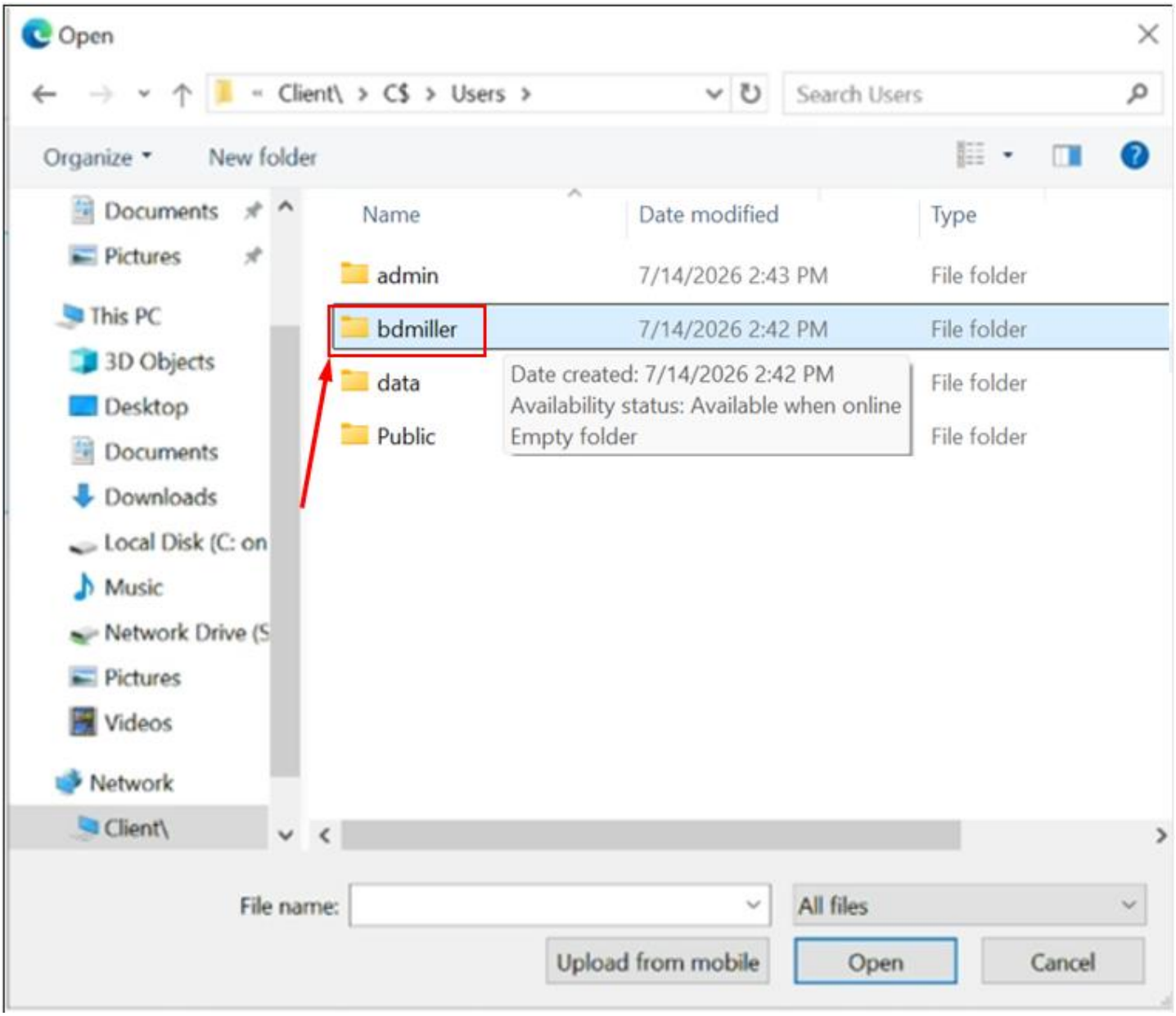
3. Double-click **Client** and look for a drive named **C$**.



4. Double-click **C$** and look for a folder named **Users**.



5. Double-click **Users** and look for your **personal folder**. The name of your **personal folder** depends on your agency's naming conventions. Some likely names:
   - Your name
   - Your computer login username
   - Your employee number or employee ID
   - The part of your email address before the at sign (@).



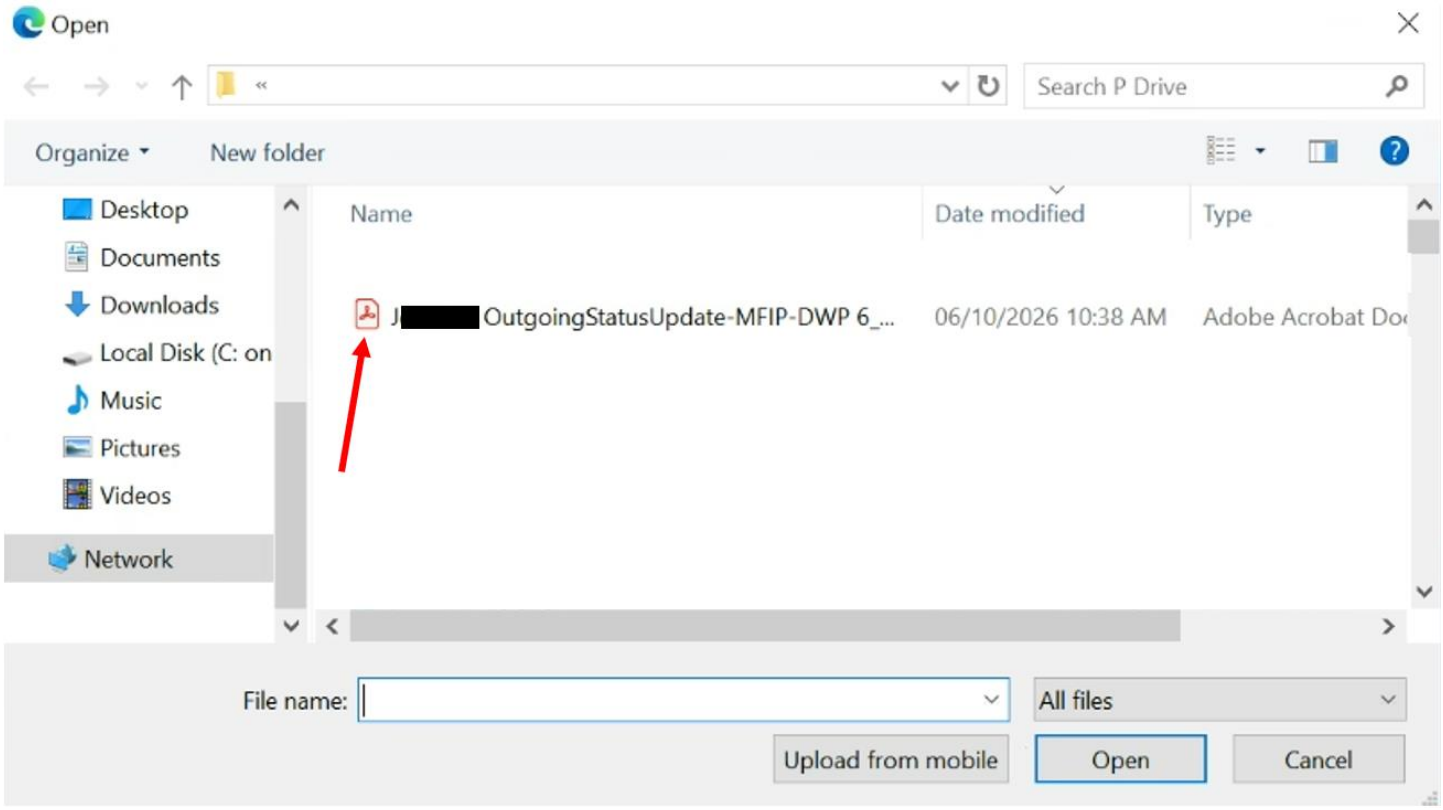
6. **Personal Folder:** This folder is your file directory on your own computer. Double-click this folder to open it. Then, navigate to the location where you typically save your files to be uploaded. Some likely locations:
   - Your Desktop
   - Your OneDrive folder or directory
   - Your Documents folder

7. From this directory, you will need to locate the exact file you are trying to upload.

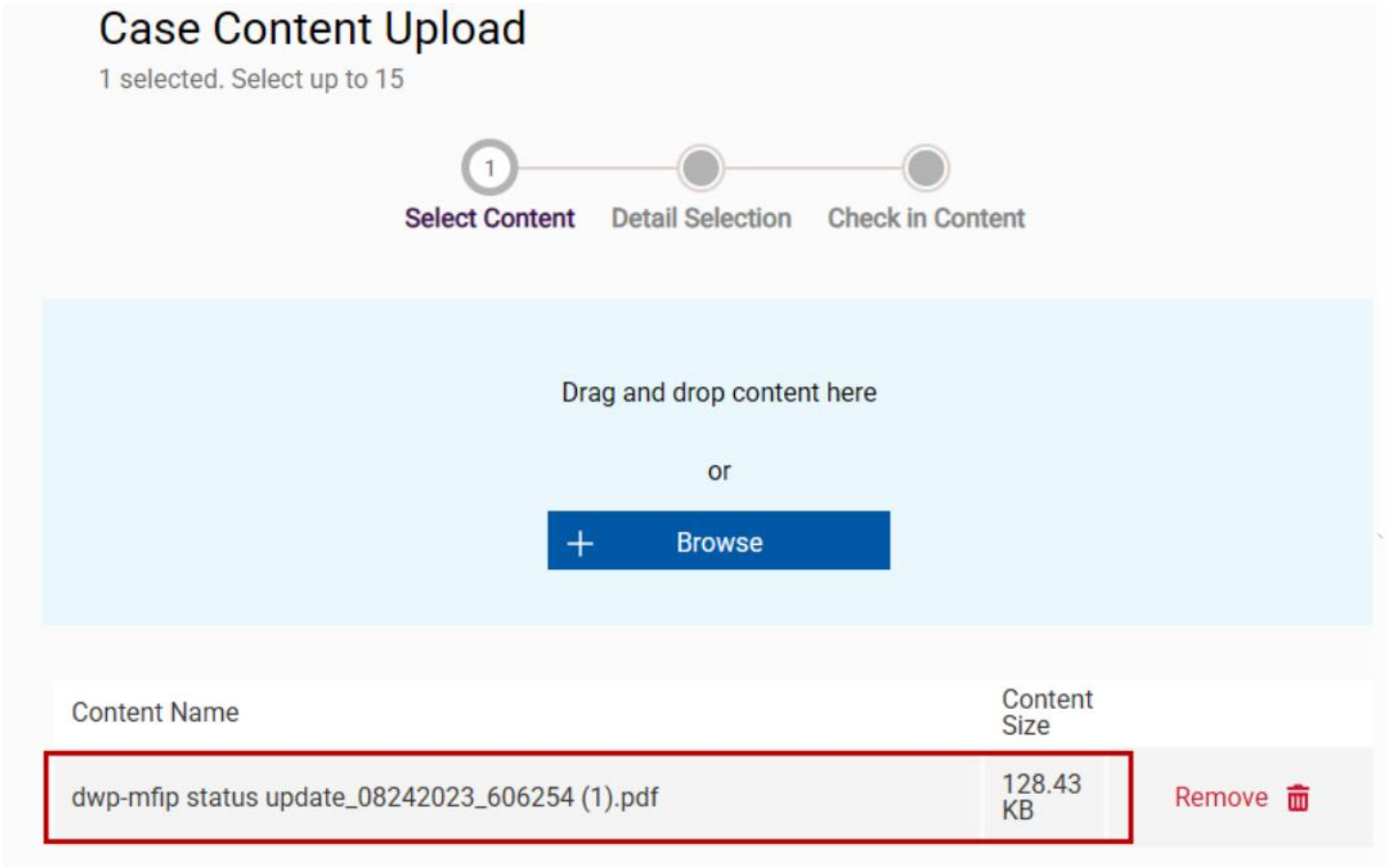
***Tip**: Naming documents clearly and specifically will help ensure you find and upload the correct document.

Uploading a File to ECF

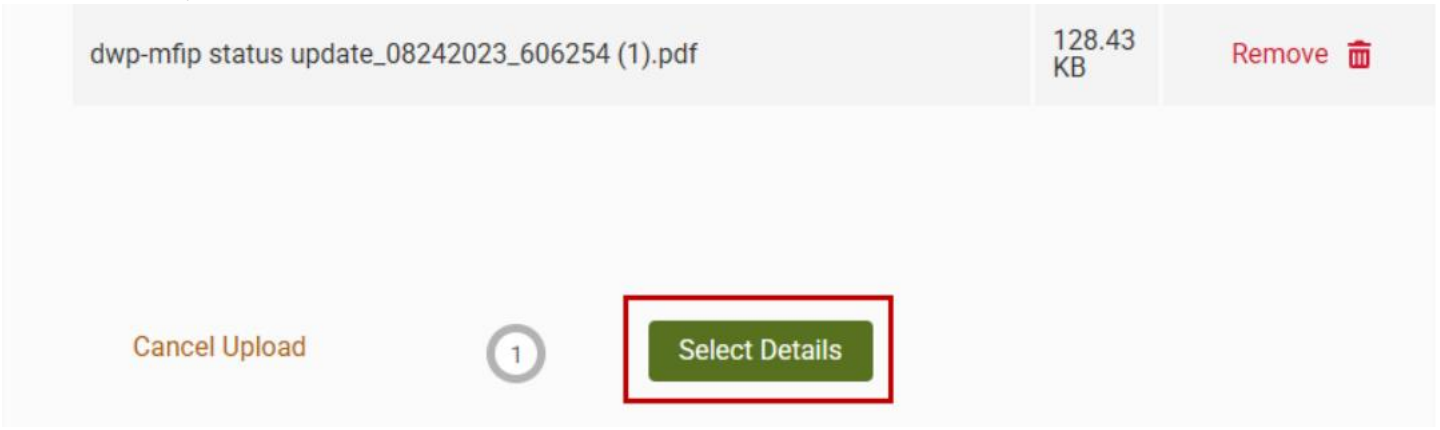
1. Select the file you want to upload. Either double-click the document, or click the document once to select it and click the **Open** button.



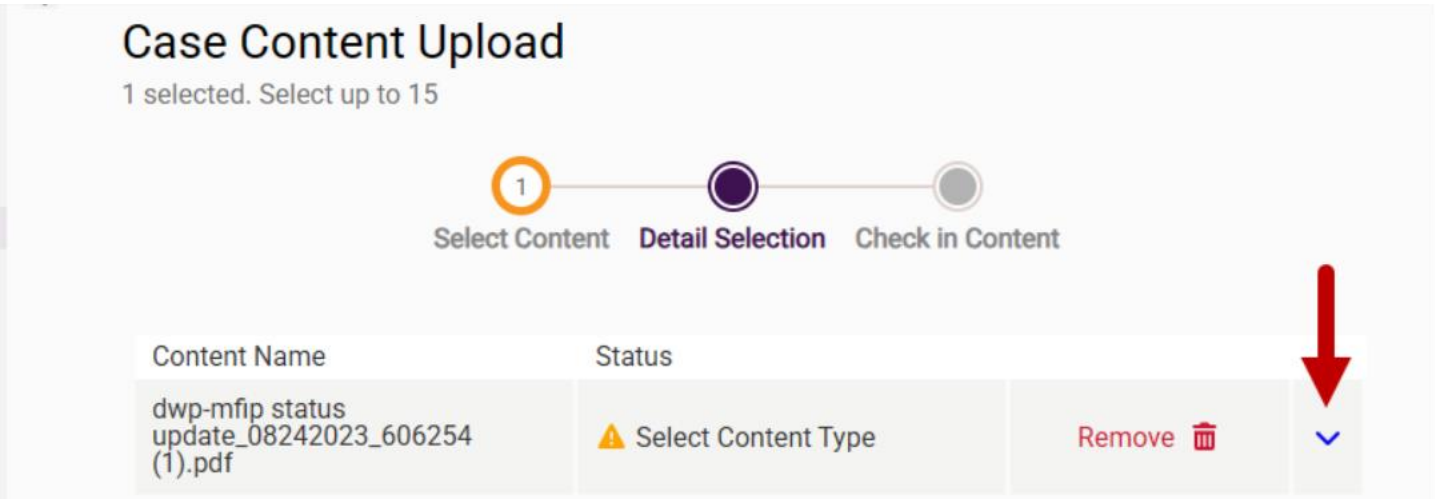
2. The selected file will appear in the “Content Name” section.



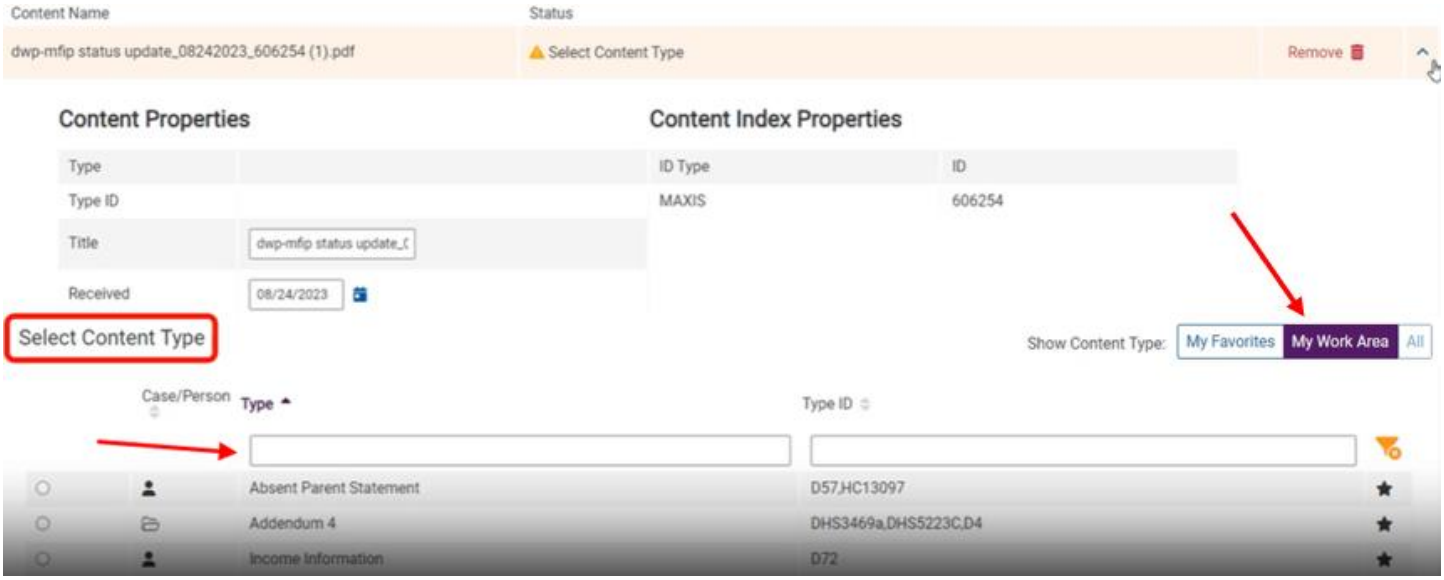
3. To continue, click the **Select Details** button



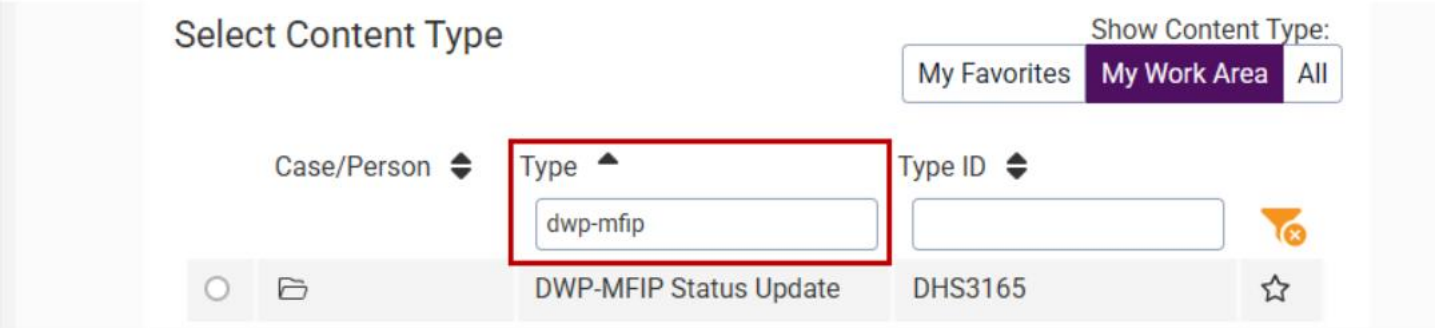
4. At the right end of the row in the content list, click the down arrow.



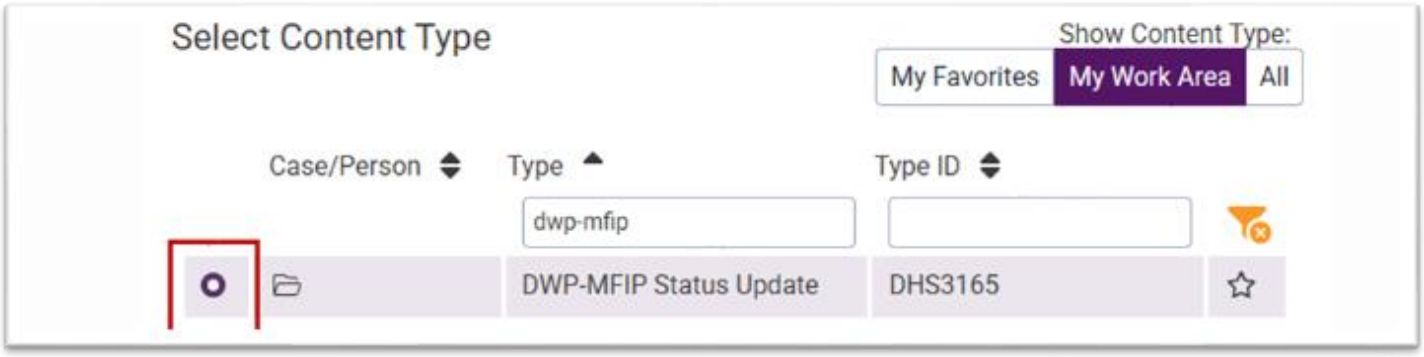
5. On the Show Content Type menu, select **My Work Area**.



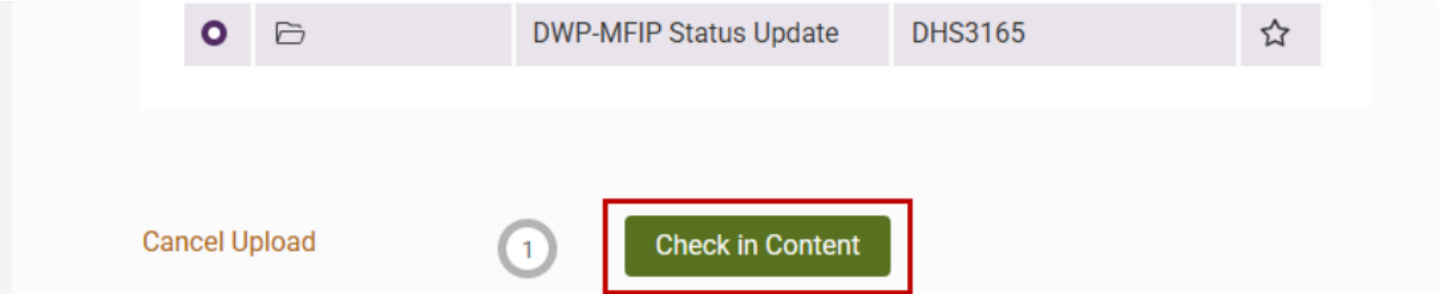
6. In the Select Content Type table, start typing the document type in the **Type** field to search for the content type you are uploading. The most commonly used content type is "DWP-MFIP Status Update." In the **Type** field, type "dwp-mfip."



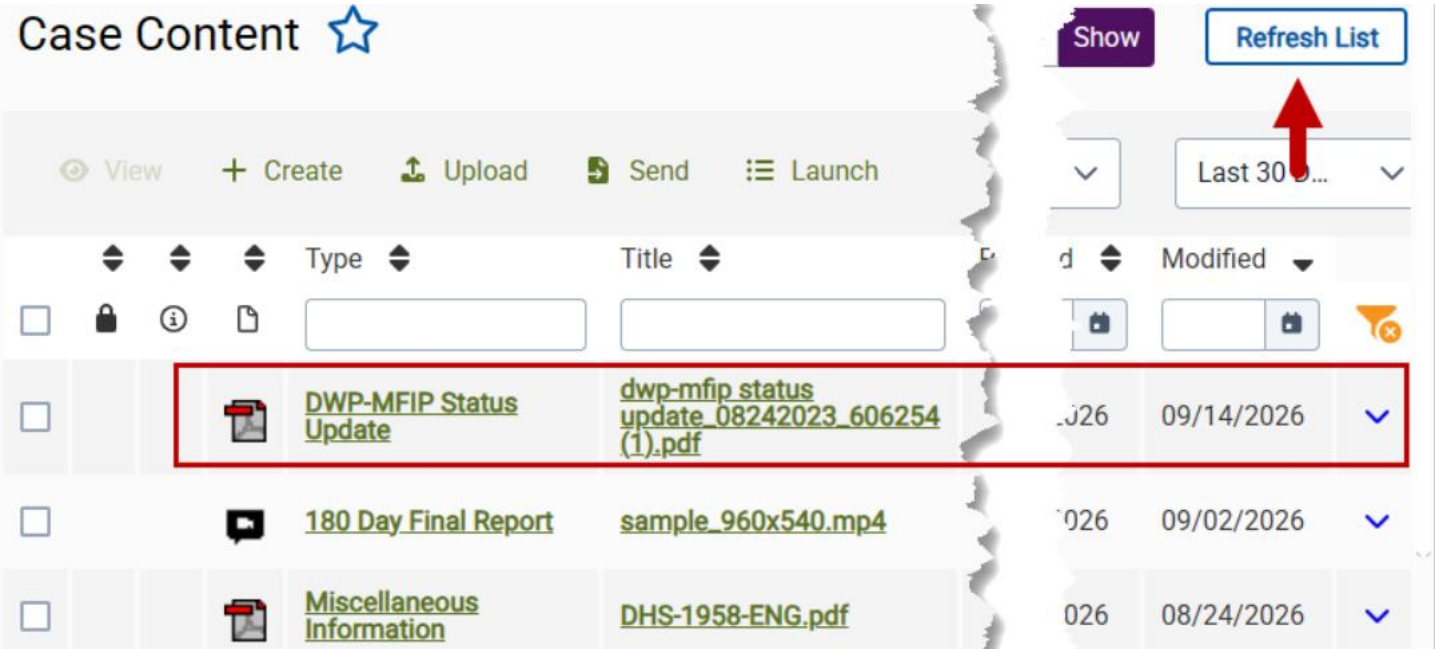
7. At the left end of the search results, click the circle to select the content type.



8. Finally, click the **Check In Content** button.



9. The uploaded document now appears on the Case Content page. If you do not see the document at the top of the list, click the **Refresh List** button (top right).



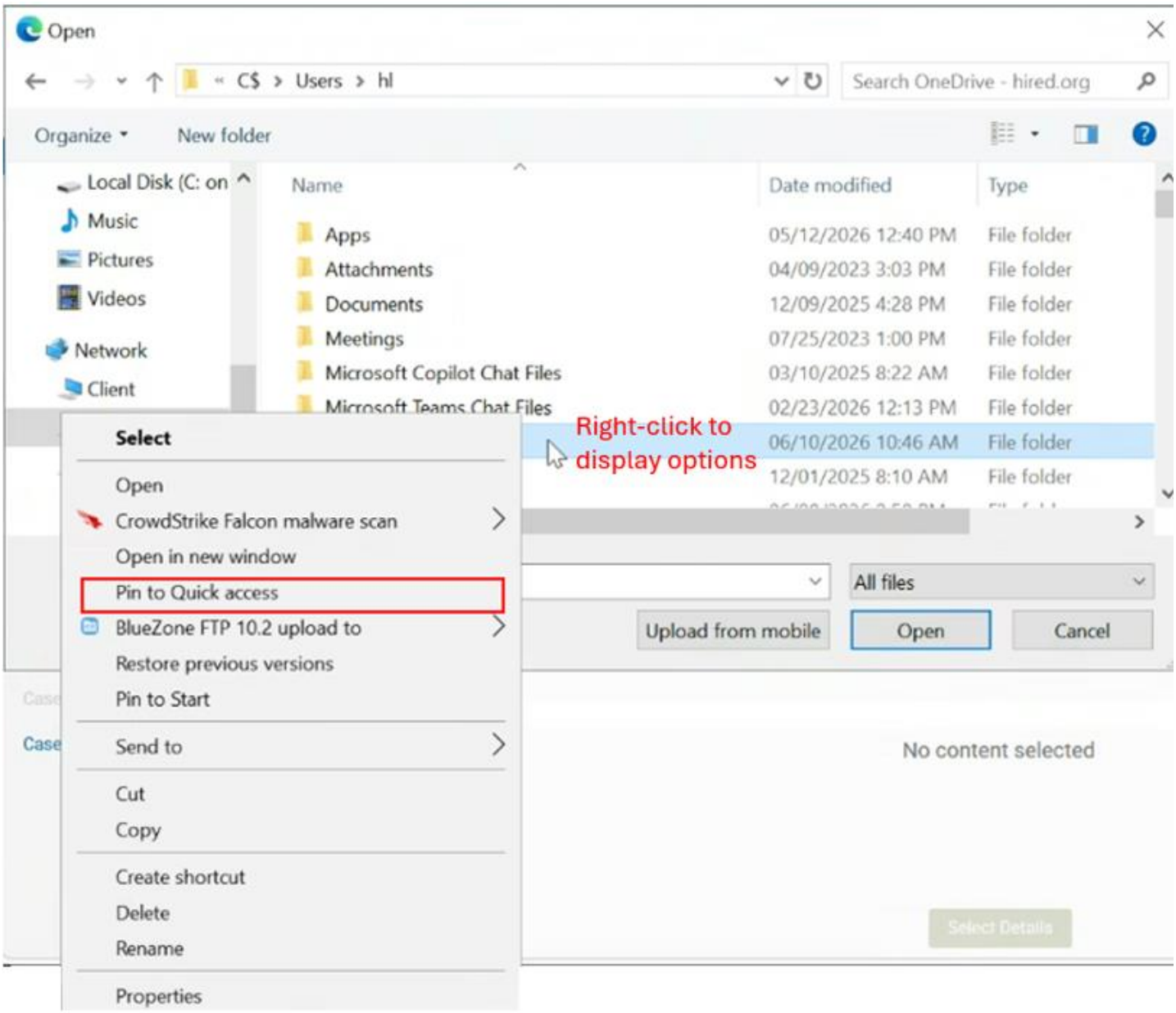
10. Your upload is complete. Depending on the content of your upload, you may need to send a worker communication. Please refer to the MFIP Status Update Guide for instructions regarding when and how to send worker communications.

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Pinning Your Personal File Directory Folder to Quick Access

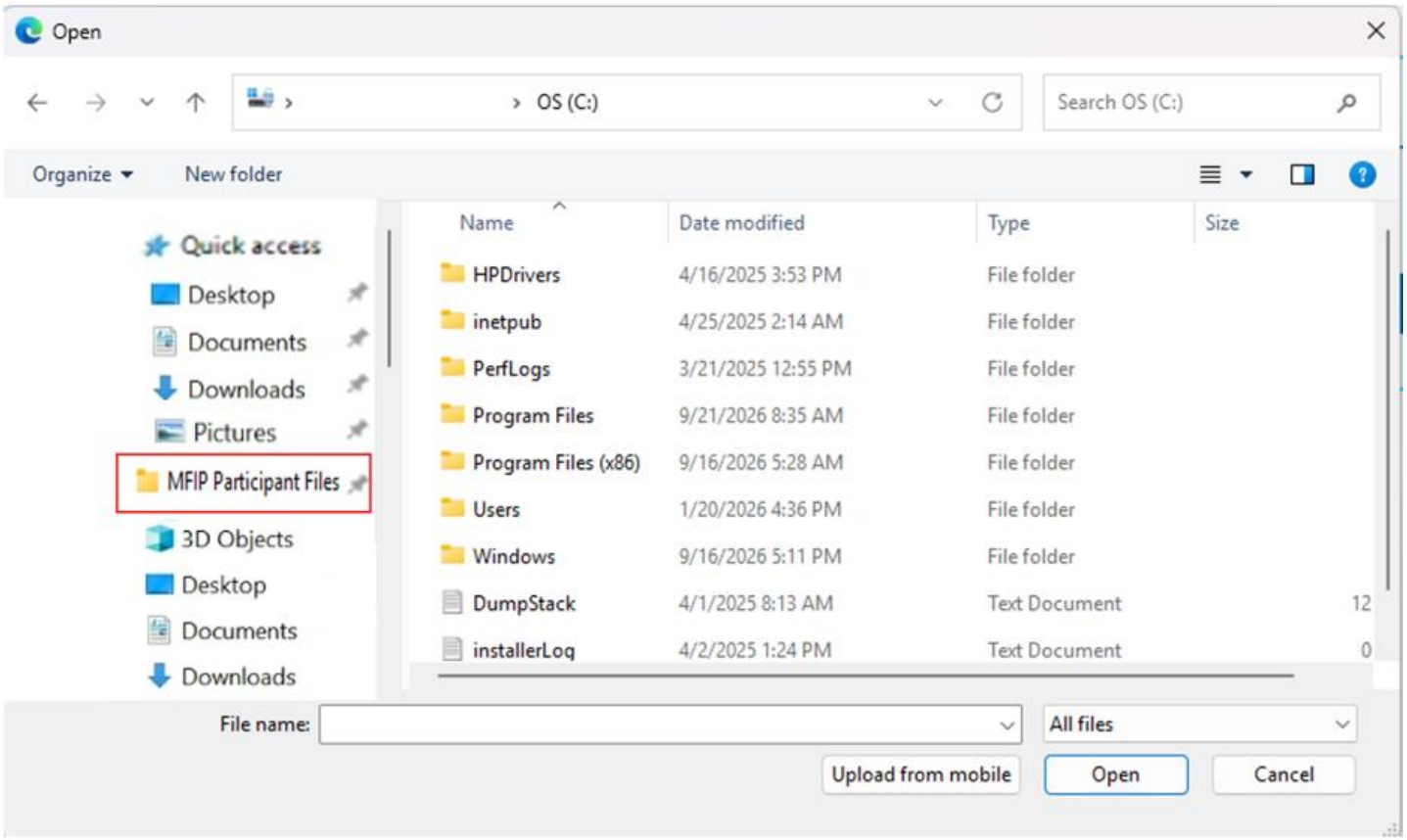
***Tip:** For faster access to your personal file directory folder – the folder that you need to access for uploading documents into ECF – you can pin a folder to Quick Access. To do so:

1. Right-click on the folder you would like to pin.
2. An options menu will appear.
3. Select **Pin to Quick Access**.



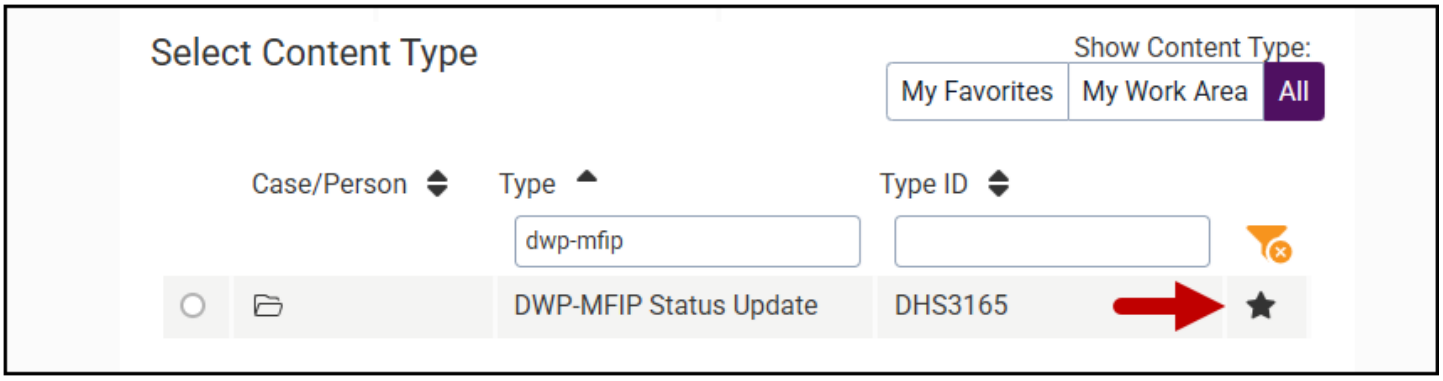
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4. The next time you need to do an ECF document upload, this folder will appear in the left Quick Access Pane.



Setting a Favorite Document Type in ECF

If you frequently use the same document types, you may want to add a document type to your list of favorites. Click the star next to the document type, in the search results.



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