

FILE TRANSFER SERVICE

User Manual for External Users

Version/ Date:	1.0/ July 30 2018
----------------	-------------------

Contents

1. Introduction 3

2. Terms of Use 3

3. Recommended browsers 3

4. Log in 3

5. Upload 3

6. Download 5

7. Log Off 6

8. Best Practice..... 6

9. General Troubleshooting 6

10. Problems/Issues 6

1. INTRODUCTION

"File Transfer Service" is a secure way to transfer files (SFTP). It does not require installation of any application or plugin. It uses secure HTTPS protocol in a browser.

2. TERMS OF USE

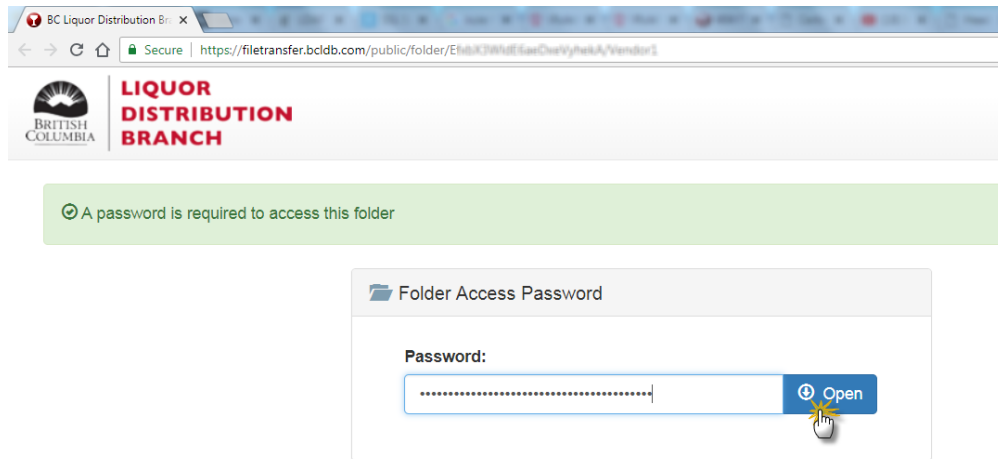
- ✓ This system should not be used to transmit documents with Personal Identifiable Information (PII). However, CONFIDENTIAL documents without PII are allowed.
- ✓ This service is to be used for only transitory files and not to be used for long-term repository.

3. RECOMMENDED BROWSERS

IE, Chrome, Firefox and Safari

4. LOG IN

1. Check your email and Click the Link (please keep it confidential and do not share)
2. Password will be follow in a separate email (please keep it confidential and do not share)
3. On the page enter password and click **Open**. See Pic 1 – Click Link, enter password and click Open





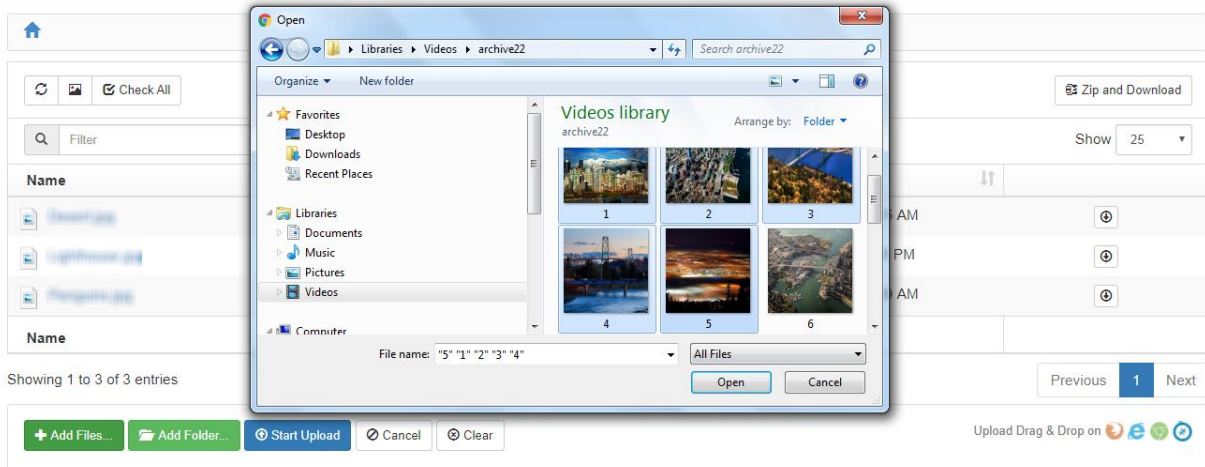
Pic 1 – Click Link, enter password and click Open

5. UPLOAD

You must be logged in to upload. If you are not logged in, follow Section 4 to login.

Upload may be disabled. You may need to request this feature - see section 10.2

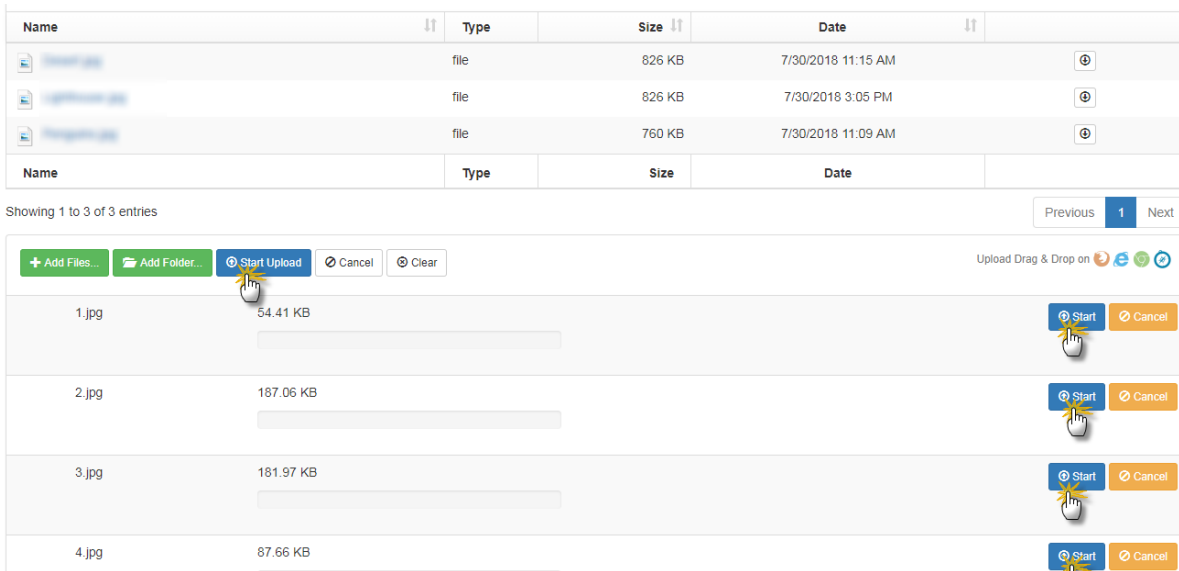
To Upload files click  then browse to the file or files ( use control and click to select multiple files) and click open. *Pic 2- Adding files*



Pic 2- Adding files



In Chrome browser, you also have the option to drag and drop a folder onto the page.



Pic 3- Start Upload

To bulk upload all files click “Start Upload” or you can choose to upload each file by clicking “Start” on the right. *Pic 3- Start Upload*



Confirmation

- Successfully uploaded file '1.jpg'
- Successfully uploaded file '4.jpg'
- Successfully uploaded file '3.jpg'
- Successfully uploaded file '5.jpg'

For each file you may confirm the file size and date time stamp

Name	Type	Size	Date
1.jpg	file	54 KB	8/1/2018 12:52 PM
2.jpg	file	187 KB	8/1/2018 12:52 PM
3.jpg	file	182 KB	8/1/2018 12:52 PM
4.jpg	file	88 KB	8/1/2018 12:52 PM
5.jpg	file	43 KB	8/1/2018 12:52 PM

Pic 4- Files uploaded – options and confirmation


Notice the confirmation when the files have been successfully uploaded. See Pic 4- Files uploaded – options and confirmation



TIP Verify file upload by file size and date/time stamp. Pic 4- Files uploaded – options and confirmation

6. DOWNLOAD

You must be logged in to download. If you are not logged in, follow Section 4 to login.

Click  icon at the right most column to download each file or click on *Zip and Download* to bulk download. See Pic 5 - Download

Download in bulk as ZIP file

Download each file

Name	Type	Size	Date
1.jpg	file	54 KB	8/1/2018 3:21 PM
2.jpg	file	187 KB	8/1/2018 3:21 PM
3.jpg	file	182 KB	8/1/2018 3:21 PM
RW1WFM5A	file	124 B	8/1/2018 1:11 PM

Showing 1 to 4 of 4 entries

Previous 1 Next

+ Add Files... + Add Folder... Start Upload Cancel Clear

Upload Drag & Drop on

Pic 5 - Download

7. LOG OFF

1. Close the browser after use

8. BEST PRACTICE

1. Do not use shared/public computers
2. Keep the Link and Password confidential

9. GENERAL TROUBLESHOOTING

1. The URL is secure and has to begin with https://
2. If you cannot access the URL – you may have to involve your network team to check if firewall is blocking the URL
3. If you copy and paste the password and receive “The password you entered is incorrect” – check if you have copied a trailing space

10. PROBLEMS/ISSUES

1. See Section 9 for general troubleshooting instructions.
2. Contact the person who emailed the link.