

SFT 2.0 - Frequently asked Questions

Q. Can anyone use the SFT 2.0?

You must have an HCS account. If you do not have one, you can call Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 for more information on getting an HCS account. Then you must register to be added to the SFT 2.0 Address Book so others can find your account.

Q. How do I register?

1. Log into the HCS at <https://commerce.health.state.ny.us/>.
2. Click on My Content > All Applications
3. Click the letter S > click on Secure File Transfer 2.0
4. Click the yellow button “Launch the Secure File Transfer 2.0”
A new tab opens which says “Redirecting...”
5. When you see the SFT 2.0 Home page you are now registered.

Q. Why don't I see the SFT 2.0 under My Applications?

Open applications must be added under My Applications by the users.

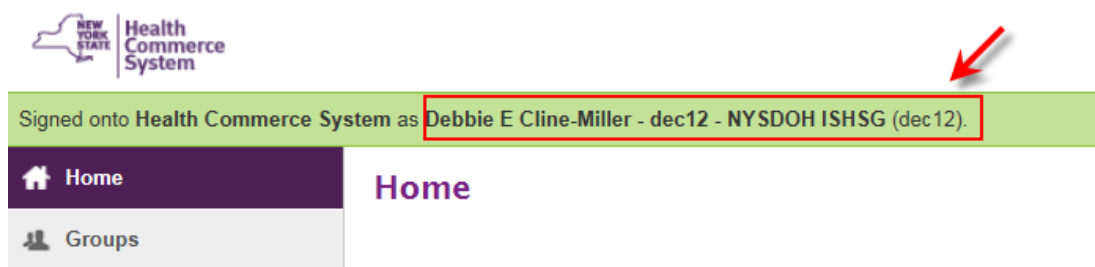
1. Log into the HCS at <https://commerce.health.state.ny.us/>.
2. Click on My Content > All Applications
3. Click the letter S
4. Look for Secure File Transfer 2.0 and click on the green plus sign (+) in the right column to add it to your My Applications list on the left side of the HCS home page



From now on you can open the SFT 2.0 from the HCS home page My Applications list.


Q. How do I know if I am registered?

The system auto-registers you when you click the link to “Launch the SFT”. If you see the SFT 2.0 home page, with your name across the top, you are registered.

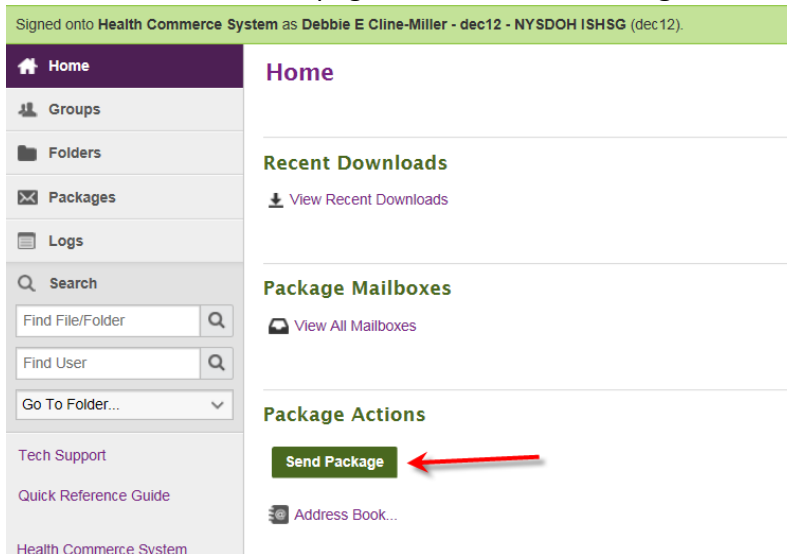


Q. How do I use the new SFT 2.0?

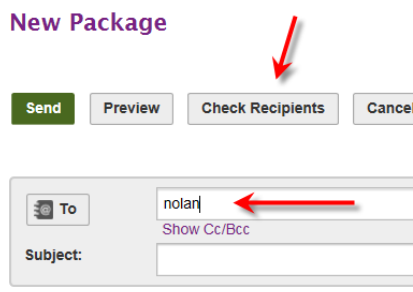
1. Log into the HCS at <https://commerce.health.state.ny.us/>
2. Click on **Secure File Transfer 2.0** under My Applications if you added previously (or go to My Content > All Applications > click on S > click on green plus sign for Secure File Transfer 2.0). After clicking “Refresh My Applications” link under the My Applications list, you should now

see: 

3. Click on **Secure File Transfer 2.0** to open the landing page
4. Click on the yellow button “**Launch the Secure File Transfer 2.0**” which will auto-register you as a user
5. From the **SFT 2.0** home page - click on **Send Package**



6. Click in the To: field and enter the **recipients last name** or HCS **userid** (if multiple recipients use a comma between items). Do not use the email address in the To: field, that will fail.



7. Click **Check Recipients** button
 - a. If there are multiple people with the same **last name**, a list will come up and you will put a check mark next to the name and click OK
 - b. If you used the HCS userid, the info may auto populate the To: field since that is unique
 - c. If you are sending to multiple recipients, after you select the name and click ok, the next name will come up in a list, etc.
 - d. **If the system does not find the last name, the user may not be registered.** You can click Cancel to go back to go on to the next last name. The name may still be on the line, so remove the name that wasn't found. All recipients must have an HCS account, and be registered with the SFT or you will not find them in the SFT address book.

8. Full name gets added to the **To:** field
9. Enter a **Subject** and a **Note** which are required
10. Click **Launch the Upload Wizard** to add a file, click Add File, browse to location, select file, click open, click Upload
 - a. **Please Note:** If you see a green **Upload** button instead of **Launch the Upload Wizard**, you have compatibility mode turned on. Either remove **state.ny.us** (Tools > Compatibility View Settings), or click the **Browse** button to locate the file and click the **Upload** button to add the file to your request.
11. Click **Delivery Receipt(s)** box if you want to know when the user opens your email in the SFT 2.0
12. Click **Send**

Links which are also in the left menu of the SFT 2.0:

SFT 2.0 FAQ: https://commerce.health.state.ny.us/hpn/ctrldocs/sectran/SFT_2.0_QandA.pdf

Quick Reference Guide: https://commerce.health.state.ny.us/hpn/ctrldocs/sectran/sft2.0_qrg.pdf

Q. What does this error mean: Not allowed to send messages to ... ?

It means you are trying to send to someone who has not registered with SFT 2.0 yet. Send them these instructions if you know they have an HCS account.

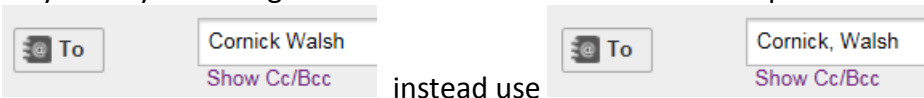
1. Log into the HCS at <https://commerce.health.state.ny.us/>
2. Click on My Content > All Applications
3. Click the letter S > click on Secure File Transfer 2.0
4. Click the yellow button “Launch the Secure File Transfer 2.0”
5. A new tab opens which says “Redirecting...”
6. When you will see the Home page of the SFT 2.0 you are now registered

Q. What does this error mean: Not allowed to send to any recipients matching ... ?

You have probably entered the persons first and last name. Try just using the person’s last name.



Or you may have forgotten to add a comma between multiple last names.



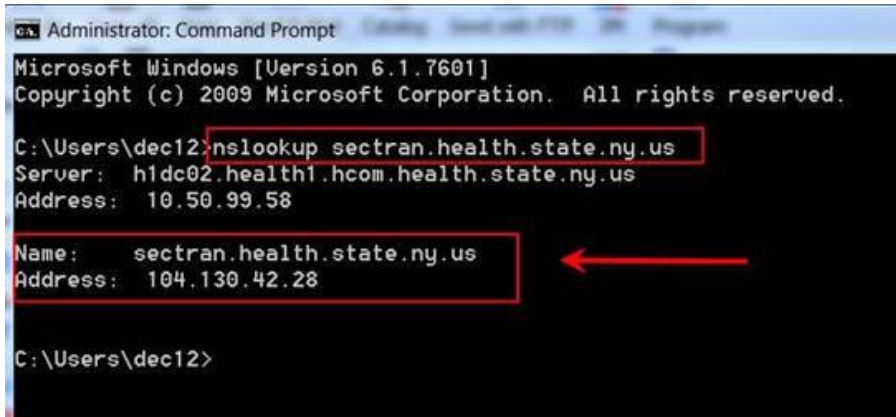
Or you mistyped the name and it doesn’t match anything.

Q. What does this error mean: invalid username/password or not allowed to sign on from this location?

Check the organizations name. If it contains a back slash (/) that might be the issue. All back slashes will be removed from organizations name on the SFT single sign on side, not the Communications Directory. Once that is done, you should be able to register.

Q. I get a login screen when I click “Launch the Secure File Transfer 2.0”. I enter my userid and password but nothing happens. What now?

If you see the login screen there is an issue with the network settings. Please send an email to hinweb@health.ny.gov along with a screenshot of results from a **Command Prompt** window (Windows Start > search for Command Prompt) showing command output from this command:
> nslookup sectran.health.state.ny.us



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\dec12>nslookup sectran.health.state.ny.us
Server: h1dc02.health1.hcom.health.state.ny.us
Address: 10.50.99.58

Name:   sectran.health.state.ny.us
Address: 104.130.42.28

C:\Users\dec12>
```

Q. How will I know if anyone picked up my file?

There is a “delivery receipt” option that the user can check to have an email sent when a person downloads the file. So if two of five recipients open the item the sender will receive two notifications.

If you did not select “Delivery Receipt(s)” option when you sent the SFT, the sender can visually tell if it was downloaded by looking at the “Sent” folder in the SFT 2.0.

Log into the HCS, click on SFT 2.0 under My Applications ([instructions to add SFT 2.0 to My Applications](#)) > Click yellow button “Launch the Secure File Transfer 2.0”. A new browser tab opens and you should be on the Home tab as seen in the left menu.

Click on View All Mailboxes:

Package Mailboxes

 View All Mailboxes 

Click Sent Folder:

My Mailboxes

Mailbox

Drafts

Files for whatever

Inbox

Sent

Templates

Trash

List of the SFT's you have sent out:

| <input type="checkbox"/> | Subject | Files | Size | <input type="checkbox"/> | To | Date/Time |
|--------------------------|---------------------|-------|--------|-------------------------------------|---------------------|------------------------|
| <input type="checkbox"/> | test | 1 | 1.6 MB | <input checked="" type="checkbox"/> | Kimberly [redacted] | 12/20/2016 11:54:25 AM |
| <input type="checkbox"/> | SFT account created | 1 | 1.6 MB | <input type="checkbox"/> | Susan . | 12/14/2016 3:08:05 PM |

Open the SFT and in the top header you will see Read Status:

1. If both circles are green **and** it was sent to only one person, it has been opened.
2. If it was sent to multiple people or a group, you would need to check the Read Status to see who in the group has read it. If at least one circle is green, at least one person has read it and that may be all that will read it. If you marked delivery receipt or see one green circle, then disregard the email indicating others have not read the item, which is sent when the SFT reaches the 14 day expiration date.

Mailbox: / My Mailboxes /Sent/ Will Expire: in 8 days Read Status: Read by some recipients (More) Recall

Click 'More' and you will see the Read Status for all recipients:

Recipient List for "SFT account created"

Recipient

Jessica [redacted]

Pamela [redacted]

Susan [redacted]

Read Status

Q. Why can't I find my name in the address book?

The system appears to know that you are looking for yourself and does not include you in the results. Others can perform the same search and will find you.

Q. I can't find the recipient's name in the address book, now what should I do?

1. If you know the userid (which is unique) try that first.

2. If using the last name, make sure you are entering last name only and not the firstname lastname. The user may have a middle initial and the firstname lastname does not match the full name. Case doesn't matter.
3. Do **not** use an email address.
4. Perhaps you are misspelling the last name. Try entering only part of the last name.
5. If any part of their name is unique try that. i.e. first name or organization name. That will limit the number of return results.
6. Last resort, contact the user to verify they have registered. Registration info is listed above.

Q. When I search the address book, the name doesn't come up?

Are you sure the user clicked the launch button on the SFT landing page (<https://commerce.health.state.ny.us/hpn/ctrldocs/sectran/moveit.html>)? If so, then try to search for them in the SFT address book by adding an asterisk (*) in front of the search term. Also you might try sending them a package. I think the search works better from there. You enter the person's last name and click "Check Recipients". If you have multiple names separate them with a comma. The check will show you a list of the first last names, you select the one you want, then it will show you a list of the second last names, etc. The system might fill in the name if there is only one that matches.

Q. Why can't I enter text in the Notes field?

Are you using the Firefox browser? If so, try IE or Chrome. Firefox is no longer an HCS supported browser.

Q. Why am I getting a warning when I cut and paste into the Notes field?

The SFT application will not allow you to copy and paste from a rich text format. For security purposes the secure file transfer attempts to remove it. Basically, it protects malicious scripts from being uploaded and potentially executed on the server side.

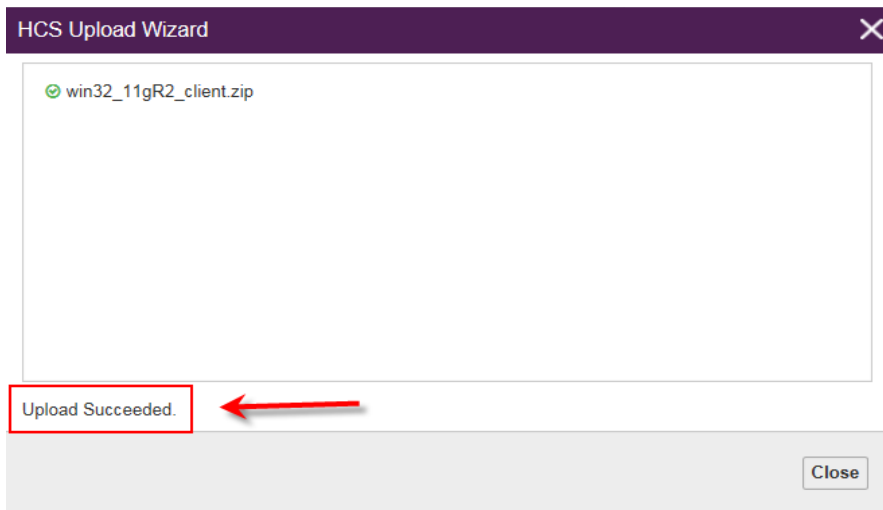
Q. Why can't I enter a less than, greater than or backslash in the Notes field?

Those three characters are considered potentially malicious html tags. A warning will come up after you click on the Submit button and text changes will occur if you use one of them in a particular way.

- if you want to use the greater than and less than signs (< >)
 - use them with a space around both sides. Instead of <smile> use < smile >
 - use the html code for the character < for less than or > for greater than (<smile>) if you need the bracket right next to the word with no spaces
 - if you use just one and it is surrounded by blank space it will work (cat > bird)
- If you want to use the backslash (\)
 - use the html code **\**

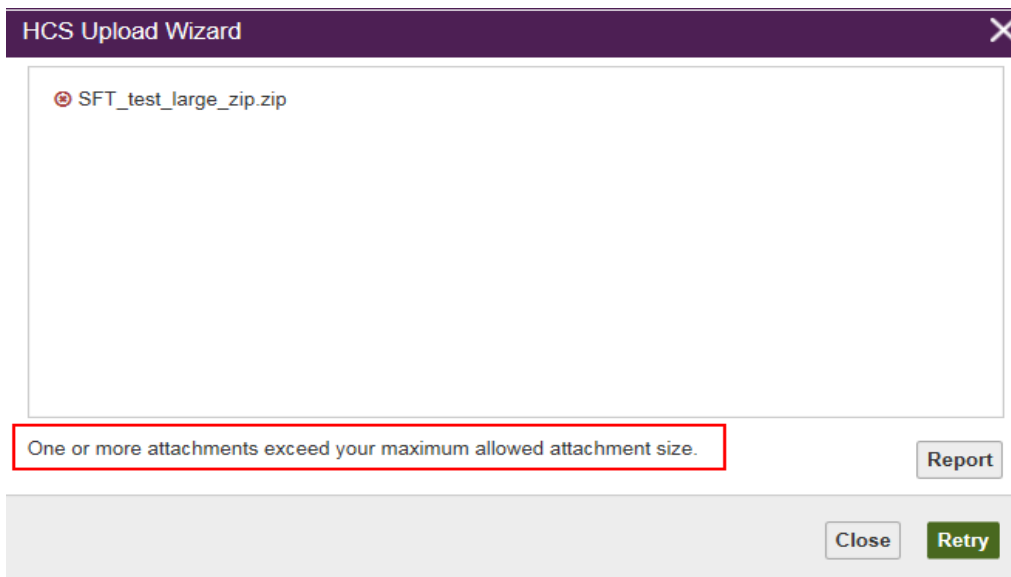
Q. How will I know if the file attachment is successful?

If the upload is successful, the window will indicate it was successful.



Q. How will I know if I hit the size limit when I upload files?

In the HCS Upload Wizard window, once you hit the maximum size limit you will see a notice indicating that you have reached the maximum allowed attachment size and it will allow you to close or retry. You should click Close, then decide if you can split the file and submit in multiple parts. Or if you are doing multiple files, just submit another SFT with the remaining files.



Q. How will I know if a package was sent successfully?

1. While in the HCS SFT 2.0 application, click on **Logs** in the left menu.
2. Enter criteria for the search of the logs, like date options and your userid, since you will only be able to see your actions.
3. Action leave as Any.
4. Click **Apply Filters**, all fields do not need to be completed.

Results should show you the time a file was attached to a package, that the file was uploaded and the **Package Posted**.

If you do not see **Package Posted**, you may have just uploaded the files to a folder in the SFT. That is only a holding place. You must still send a package to a userid for the action of sending an SFT to be complete.

| | | |
|-----------------------|----------------------------|--|
| 1/12/2017 3:10:14 PM | Package Posted | Debbie E Cline-Miller - dec12 - NYSDOH ISHSG |
| 1/12/2017 3:10:07 PM | Upload File (integrity OK) | Debbie E Cline-Miller - dec12 - NYSDOH ISHSG |
| 1/12/2017 12:11:40 PM | Attached File to Package | Debbie E Cline-Miller - dec12 - NYSDOH ISHSG |