Office of the Chief Information Officer

B.C. Government Secure File Transfer Service (SFTS)

Ad-Hoc User Manual

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Version 1.04

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1 Introduction

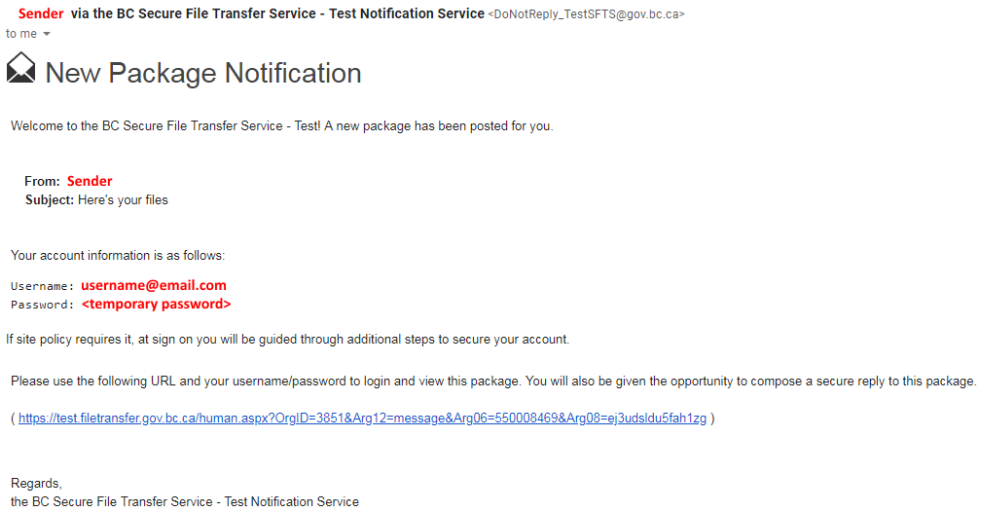
The purpose of this document is to provide the basics skills required to use the Secure File Transfer Service (SFTS) as a temporary user (also known as ad-hoc). Your account has limited functionality and can only be used to receive files from an authorized BC Government user, or send files back to the BC Government user who initially sent you a package.

2 Service Access

Access to the service is via the Internet URL: https://filetransfer.gov.bc.ca.

3 How to Log on to the Service

As a temporary user of the SFTS, you must be invited to use this service by being a recipient of a sent package from an authorized user. The first time a BC Government user has sent a package to you, you will receive an email notification:



Sender via the BC Secure File Transfer Service - Test Notification Service <DoNotReply_TestSFTS@gov.bc.ca>
to me

New Package Notification

Welcome to the BC Secure File Transfer Service - Test! A new package has been posted for you.

From: Sender
Subject: Here's your files

Your account information is as follows:

Username: username@email.com
Password: <temporary password>

If site policy requires it, at sign on you will be guided through additional steps to secure your account.

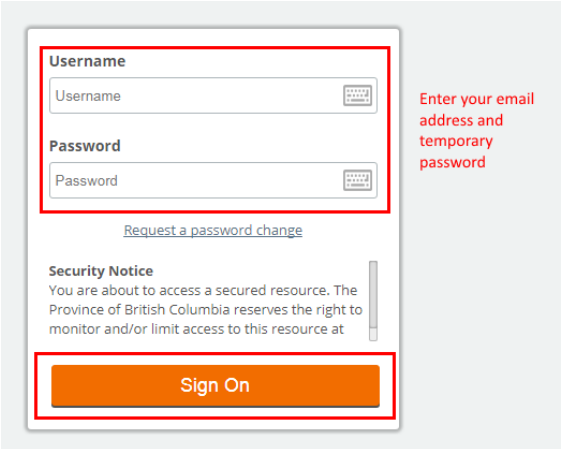
Please use the following URL and your username/password to login and view this package. You will also be given the opportunity to compose a secure reply to this package.

(https://test.filetransfer.gov.bc.ca/human.aspx?OrgID=3851&Arg12=message&Arg06=550008469&Arg08=ej3udsldu5fah1zg)

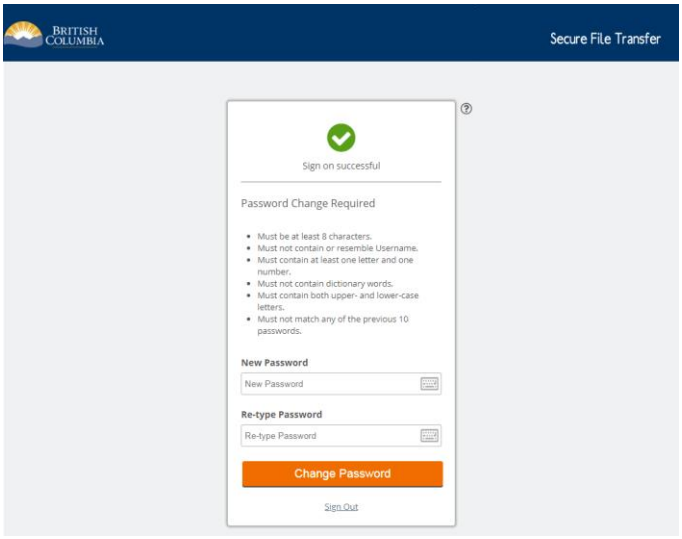
Regards,
the BC Secure File Transfer Service - Test Notification Service

Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

After clicking the URL, you will be presented with the Login page. Enter your email address as the username and enter the temporary password you received in your Account Creation notification email.

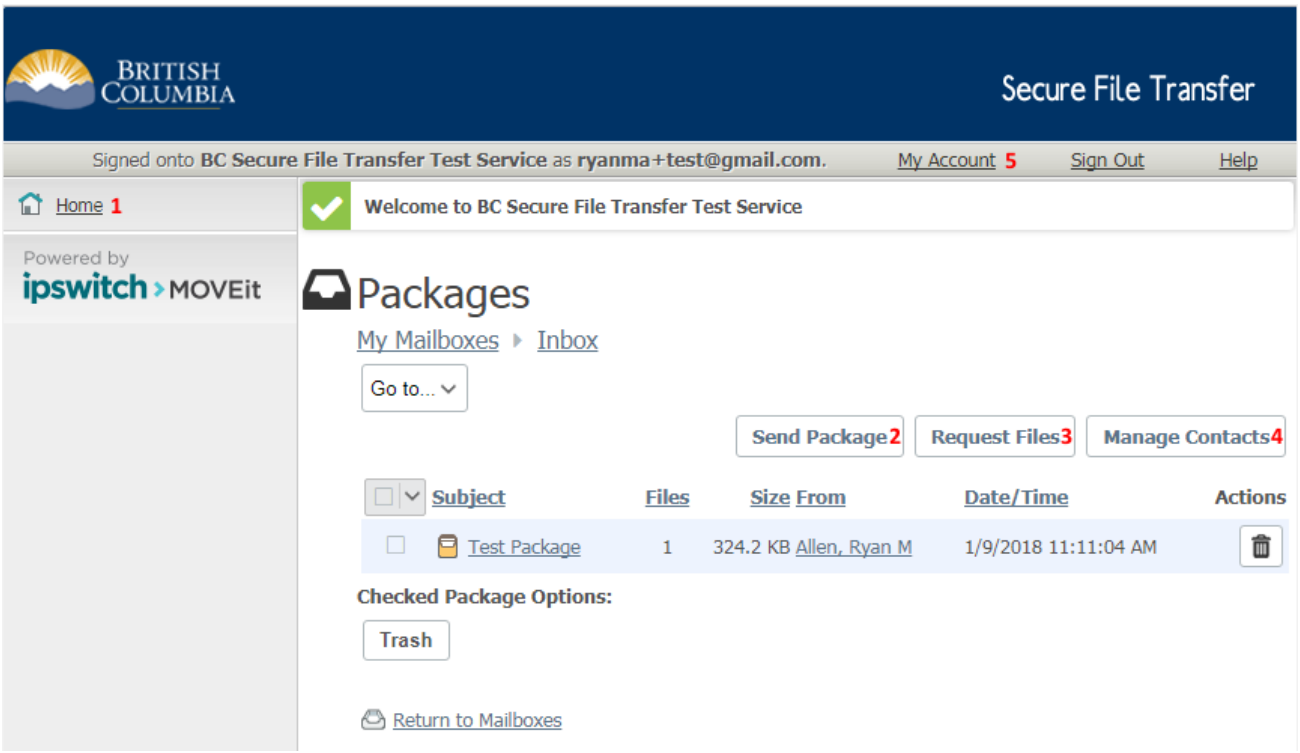


You can also click the "Keyboard" icon and use the on-screen keyboard with your mouse to enter the username and password fields. After logging in, you'll need to change the temporary password. There are certain password requirements that must be met:



4 Home Screen

Once you are successfully logged in, you will see the Home screen as shown below.



Below is a brief explanation of each of the highlighted areas.

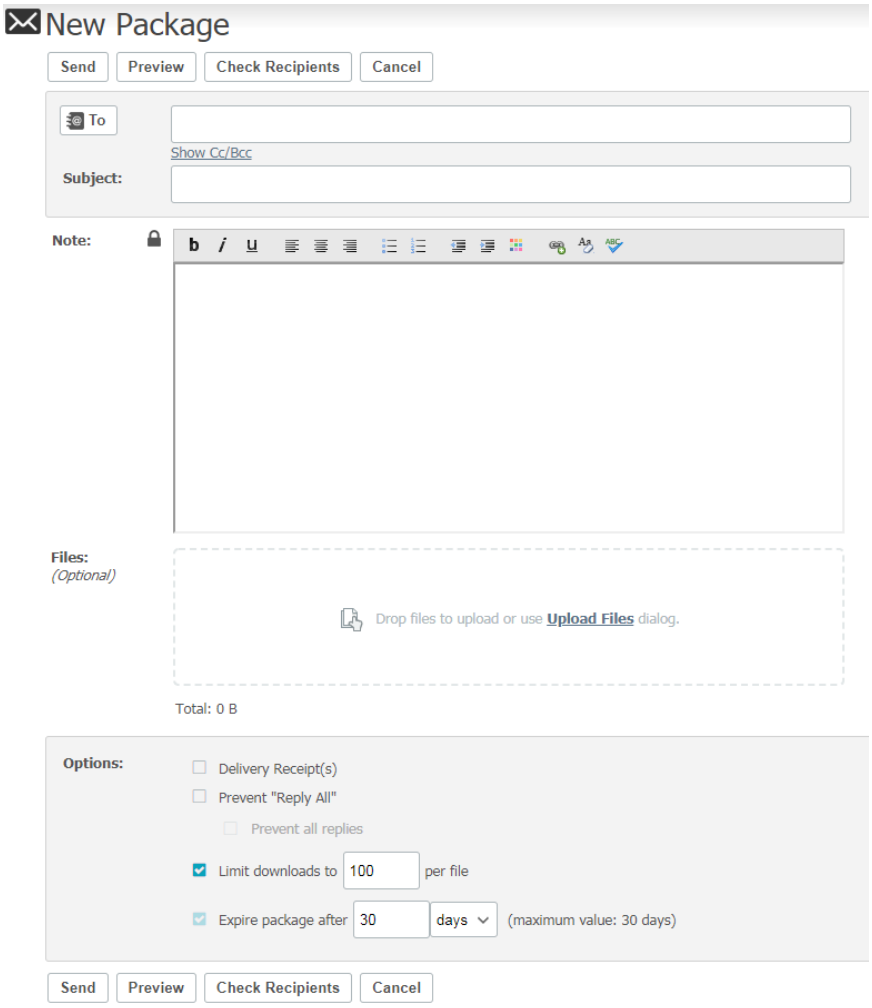
1. Home – To return to your inbox

2. Send Package – Create a new package and send to someone in your address book
3. Request Files – Create a file request notification that will be sent to someone in your address book
4. Manage Contacts – As a limited user, you can only send packages or requests to users that were pre-populated in your Contacts.

5 Sharing Files Using the Package Method

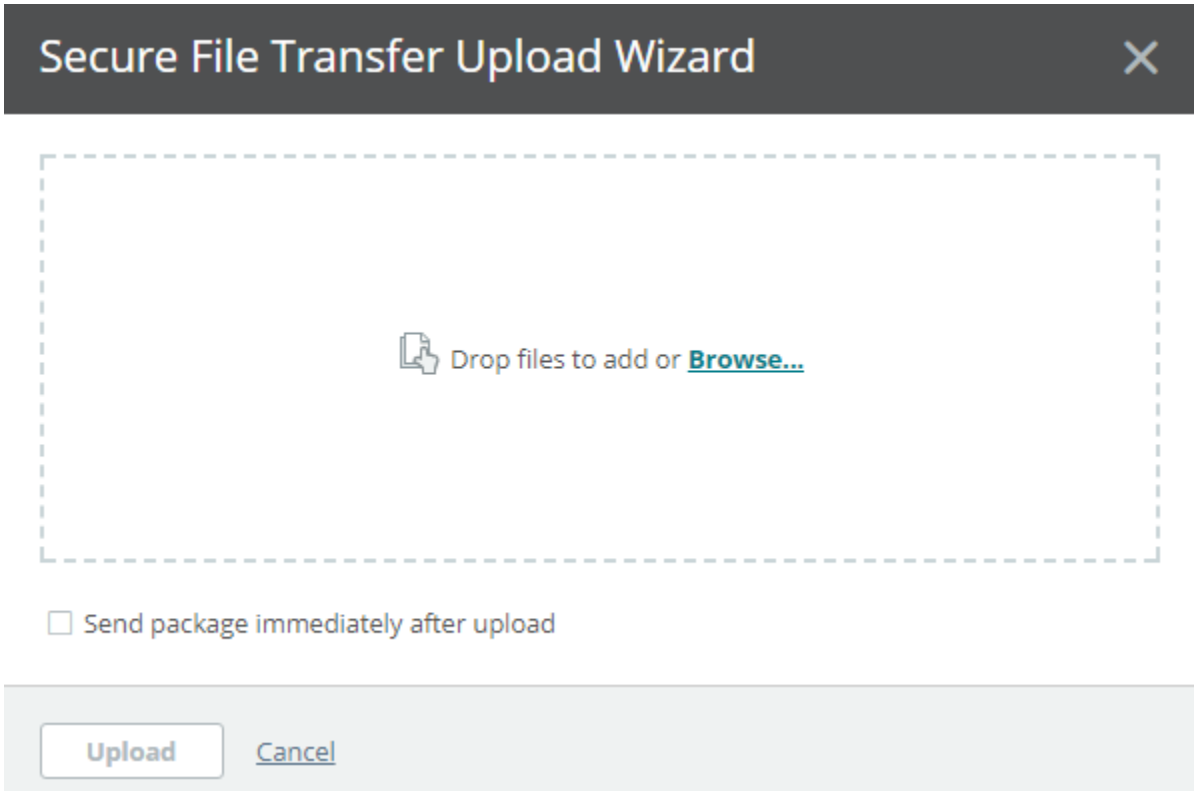
You can reply to your package like an email, allowing you to type a note and/or attach files into a package and sending it your inviter. However, unlike email, the files never leave the SFTS unless they are downloaded by yourself or the BC Government user with whom you are exchanging files.

1. From the Home screen, click on "Send Package". You can also select any received packages in your inbox and then click "Reply".
2. The New Package screen will be displayed. Many of the functions in this screen are similar to most webmail services.

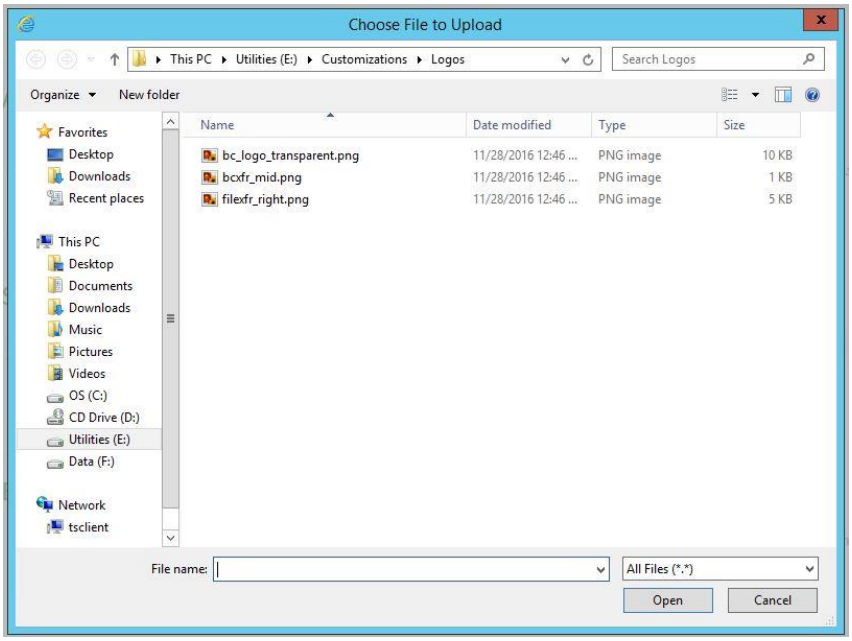


3. Enter the email address of the recipient, subject field, and message body (the Note field). In this example we are going to send a package of files to the recipient, so we'll need to upload files into the package. As an ad-hoc user, you can only send files to users in your Contact list, which is likely only the user who sent you the initial package/invite.

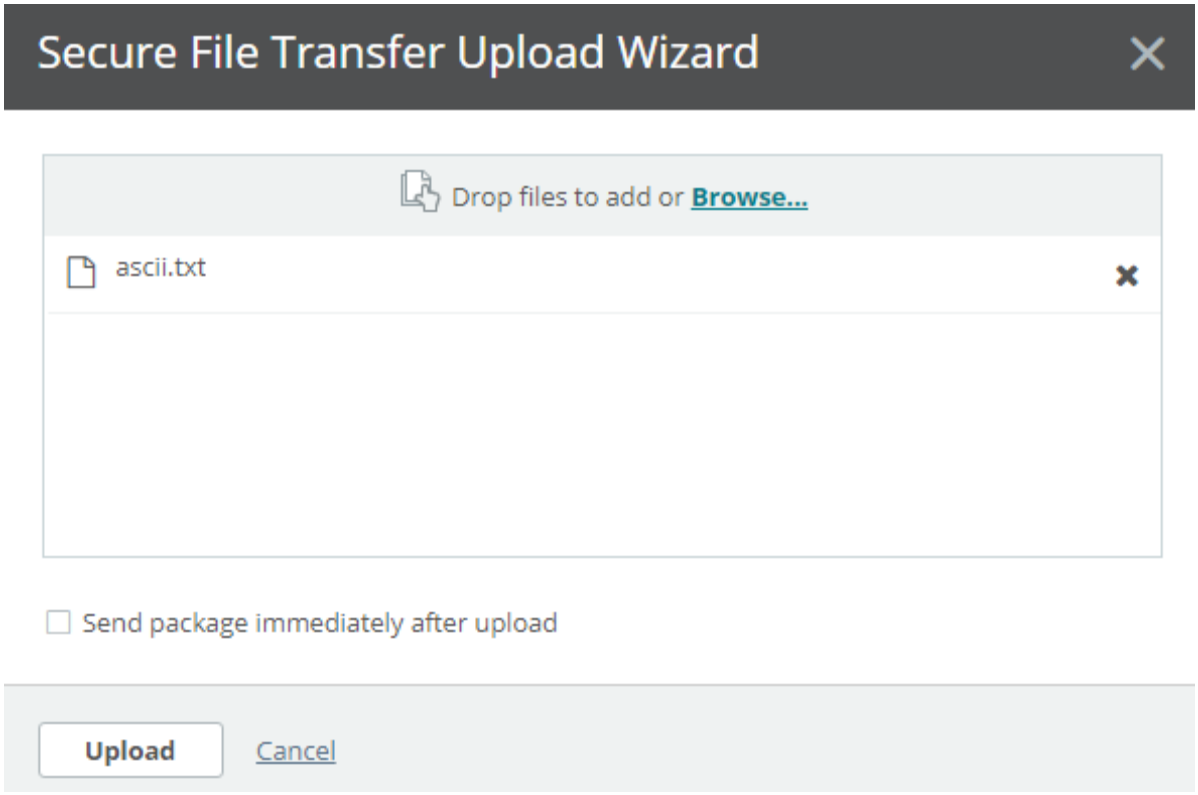
4. To attach a file to this package, drag and drop files into the upload field, or you can click “Upload Files”. This opens the Secure File Transfer Upload Wizard:



5. Click the “Browse” button to open a Windows Explorer window that will allow you to select the files you wish to upload. You can use the standard Windows shortcuts to select multiple files using CTRL+click or dragging and selecting multiple files.



6. Once you have all your files selected to attach to the package, click the "Upload" button to upload the files to the SFTS server. You can upload additional files, or click "Close" when done.



7. With the required fields completed and your files attached to the package, you can now select any extra delivery options, and then click the "Send" button to send off the package to your SFTS inviter.

6 Troubleshooting

Problems Logging In

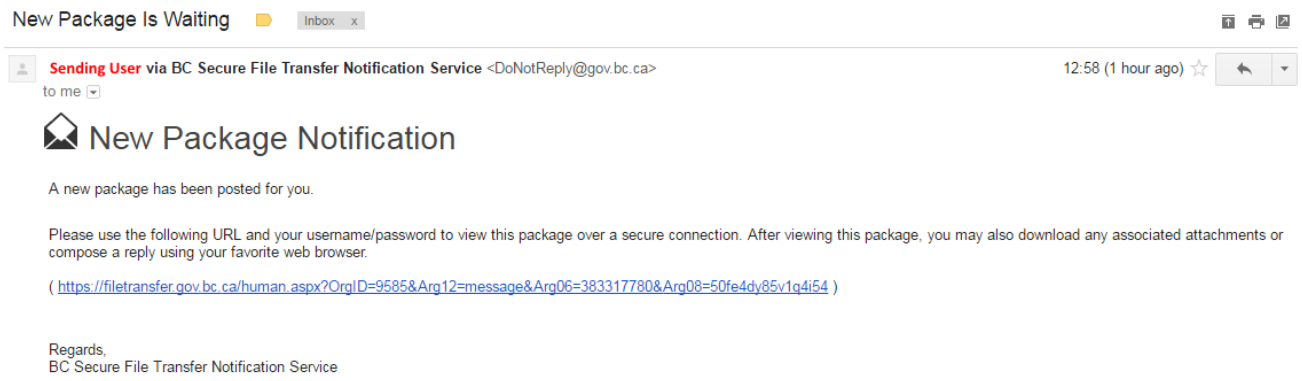
Your temporary SFTS account has an expiration timer of 7 days, unless the account is logged into again or receives a new package. If your account has been locked out, you will need to have your account unlocked by a Ministry GroupAdmin. Please contact your SFTS inviter to have them unlock your account.

After a further 7 days after your account has been marked as expired, it will be deleted. You will need to have a new ad-hoc account created by being re-invited to the service.

Passwords expire after 90 days. If you have forgotten your password, but your account is still active, you can use the "Request a password change" link on the Login page. An email will be sent to you providing you the URL to confirm the password change.

7 Getting Support

You must contact whomever invited you via the original SFTS package. You can send your inviter an email by replying to the original "New Package Notification" email. Their username is also listed below:


New Package Is Waiting Inbox x

Sending User via BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca> 12:58 (1 hour ago)

to me

New Package Notification

A new package has been posted for you.

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(https://filetransfer.gov.bc.ca/human.aspx?OrgID=9585&Arg12=message&Arg06=383317780&Arg08=50fe4dy85v1q4i54)

Regards,
BC Secure File Transfer Notification Service

If you are unable to adequately address problem:

- Open a low priority incident with the CSC at 250-387-7000, option #3
- Email support can be reached at cschelp@gov.bc.ca

8 Frequently Asked Questions

Q: Can a GroupAdmin view the contents of files send by users in packages?

A: A GroupAdmin can view the file names of files attached to a package, as well as other metadata like date/time of the upload, file size, how it was uploaded, etc. However, they are unable to access the file directly.

Q: Can I send a package to another person in the BC Government?

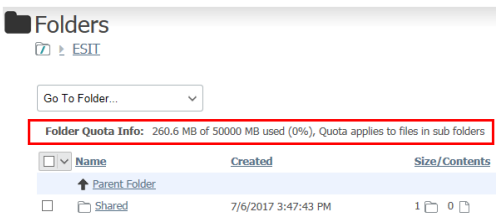
A: As an ad-hoc (temporary) user, you can only send packages to users on your Contact list. Generally, this will only be yourself and the user who invited you to SFTS. You are unable to add users to the Contact list.

Q: How long do the temporary Ad-Hoc accounts last?

A: The temporary Ad-Hoc accounts become disabled after 7 days of either: 1) Not logging into SFTS, or 2) Not receiving a package. The account is deleted after a further 7 days.

Q: Is there a limit to the size of files I can upload to the SFTS?

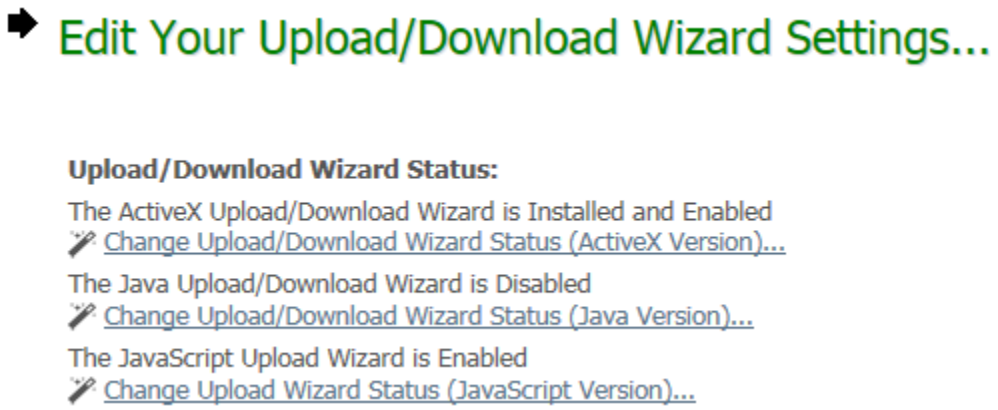
A: Files uploaded into a package do not count against the capacity quota assigned to each ministry (default quota is 50 GB). For files that uploaded into the Shared folders, you can always see how much space is available and how much is currently being used by reading the Folder Quota Info – highlighted in red in the image below.



Q: I'm unable to use the upload/download Wizard to handle multiple files. How can I fix this?

A: By default, if your browser can support JavaScript it will try and use the JavaScript Upload/Download Wizard. If you have administrative privileges on your workstation, it is recommended to install and utilize the ActiveX version of the Wizard within Internet Explorer.

To change the version of the Upload/Download Wizard you want to use, click on "My Account" in the top-right corner. Scroll down to the bottom section:



You can click on the "Change Upload/Download…" button to install and enable a different Wizard. Some Wizards, depending on your workstation privileges or Internet browser, will be unavailable to be used.

The table below indicates which Wizard is supported under each browser type:

Browser	Available Wizards
Internet Explorer	**ActiveX** **Java** (does not run under IE7 on Windows Vista; use the ActiveX version instead here) **JavaScript** (requires Internet Explorer 11)
Firefox	**JavaScript** (recommended) **Java** (requires browser configuration)
Chrome, Safari, Microsoft Edge (Windows 10)	**JavaScript**

The table below shows the installation requirements for each wizard:

Wizard	Installation Requirements
ActiveX	Requires the installation of the Upload/download Wizard ActiveX control. For B.C. Government users, you will not be able to do this unless you have the administrative rights to install software on your PC – also known as an "unmanaged PC".
Java	Requires the installation of Java 8 or later on your computer. For BC Government users, an appropriate version of Java should be already installed on your PC, allowing you to activate the Java Upload/download wizard.
JavaScript	Requires no installation.

Wizard benefits depend on the type of Wizard:

Benefit	ActiveX	Java	JavaScript
Transfer files greater than 2 GB	✓	✓	✓
Transfer multiple files at once	✓	✓	✓
Add files via drag-and-drop	✓	✓	✓
Perform automatic integrity checking to ensure file non-repudiation, which proves that the file or files that were just uploaded to the server are identical to the files that exist on your local hard drive	✓	✓	✓
View a progress bar of transfer progress	✓	✓	✓
Download integrity check done automatically	✓	✓	✗
Perform user-requested download integrity checking to ensure file non-repudiation	✗	✗	✓
Compress/uncompress data automatically	✓	✓	✗
Upload entire folder trees or bundle multiple files into a ZIP archive before transfer	✓	✓	✗
Open File, Open Folder and Unzip File when transfers are complete	✓	✓	✗