



NCUA

National Credit Union Administration

NCUA Secure File Transfer User Guide

2018



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Purpose

This manual provides step-by-step instruction to access and use NCUA’s Secure File Transfer Portal (SFTP). The SFTP is a protected workspace in which NCUA staff and partners can share large or sensitive files. If you have questions or issues accessing the SFTP, please contact NCUA’s OneStop by calling 703.518.6450 or 800.827.3255 or emailing onestop@ncua.gov. NCUA OneStop Hours are listed in Table 1.

Table 1: NCUA OneStop Hours

Day	Hours
Mon – Fri	7 a.m. To 8 p.m. Eastern
Fri	7 a.m. To 6 p.m. Eastern
Sat & Sun	Closed

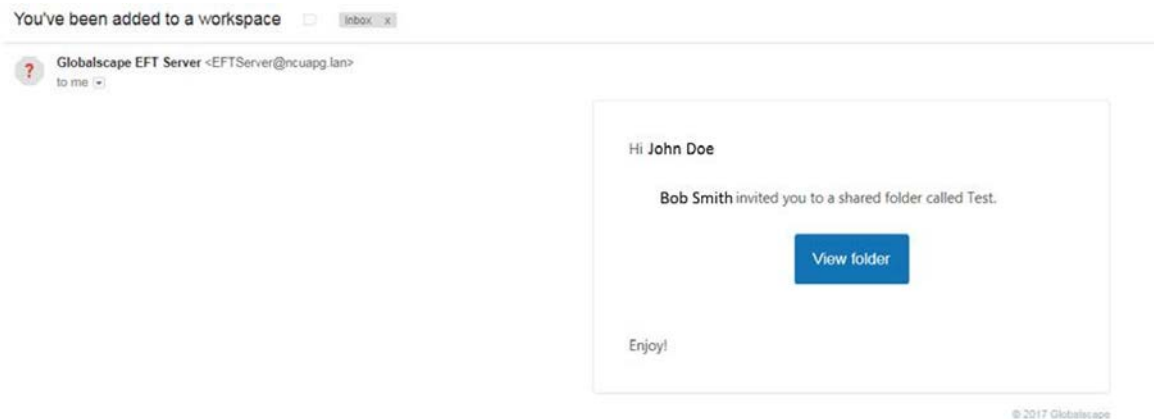
Logging on to the SFTP

Once an NCUA or SSA examiner has shared a folder with you, you will received an e- mail notification. Go to your email to access the invitation.

STEP 1: Click on Link to Access SFTP

Click on the “View Folder” link in the email to access the SFTP and upload or download documents.

Figure 1: Email with View Folder Link to Access the SFTP



STEP 2: Create Password

If it is your first time logging into the SFTP, or you have not logged in within the last 30 days, you will be taken to the log-in page shown below to establish an account. Create a password and click “Create Account & Join Workforce”.



Passwords must meet the following standards:

- Minimum is 12 characters
- Must contain uppercase, lowercase, number, and special character
- Must not contain 3 or more repeating characters

Your account will expire after 30 days of inactivity.

Figure 2: Creating an Account and Joining Workspace

You will see the following confirmation screen.

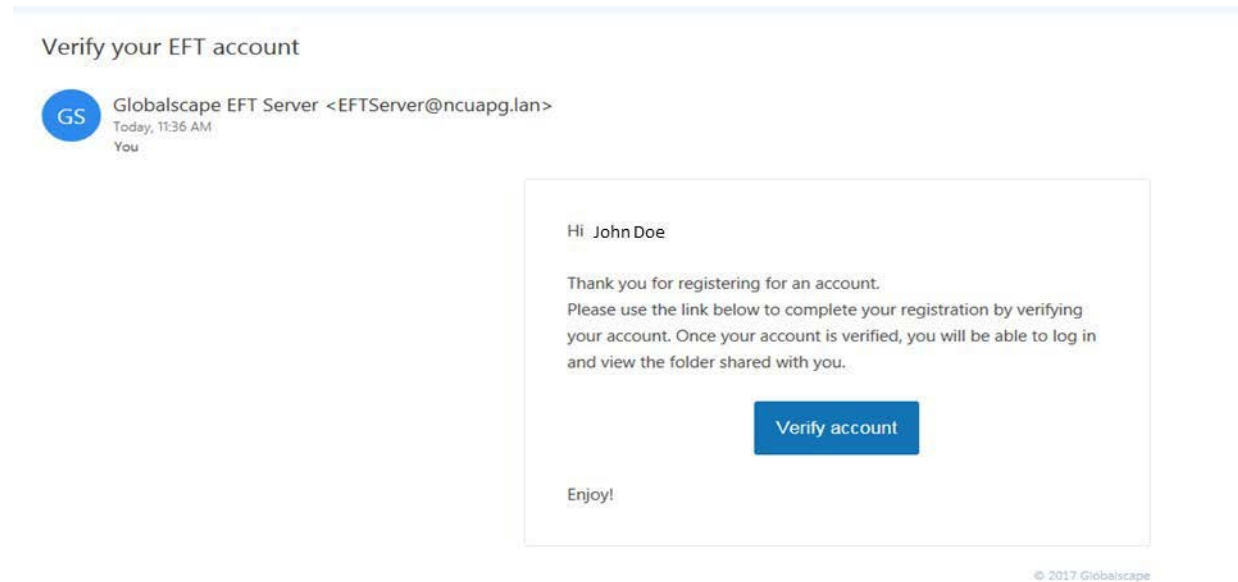
Figure 3: Screen Confirming that Account has been Created



STEP 3: Verify Account and Log In

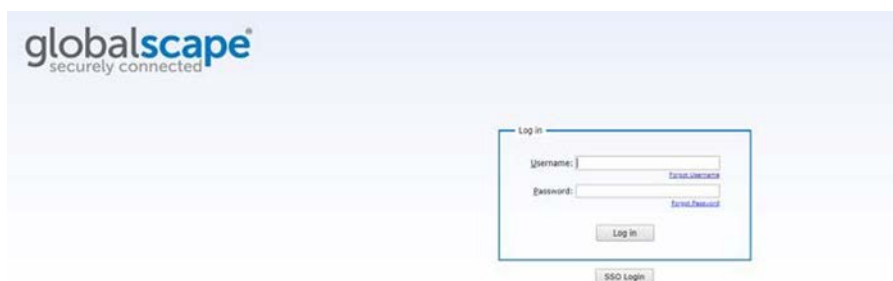
You will receive a verification email, as shown in figure four. Click on “Verify Account”.

Figure 4: Verification Email



You will be redirected to the log in screen illustrated in figure five. Enter your username (email address) and the password you just created and click “Log In”. Do Not click the SSO LogIn button.

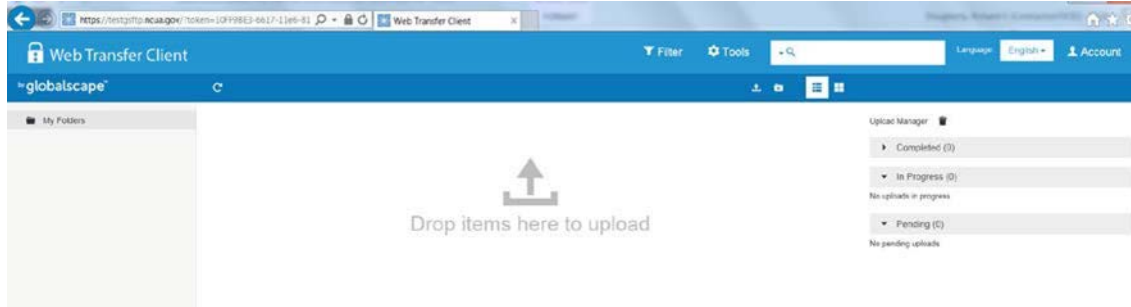
Figure 5: Log In Screen





Once you have successfully accessed the SFTP you should see the web transfer home screen depicted in figure six.

Figure 6: Web Transfer Home Screen

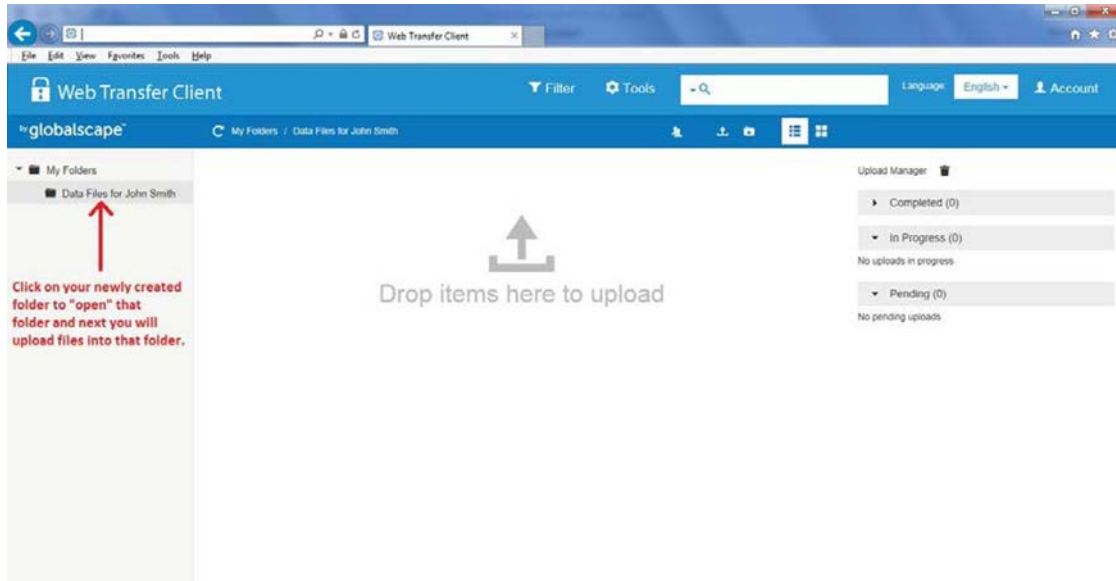


Uploading Files

STEP 1: Identify Folder to Upload Documents

To begin uploading files into the folder, click on your new folder in the left pane.

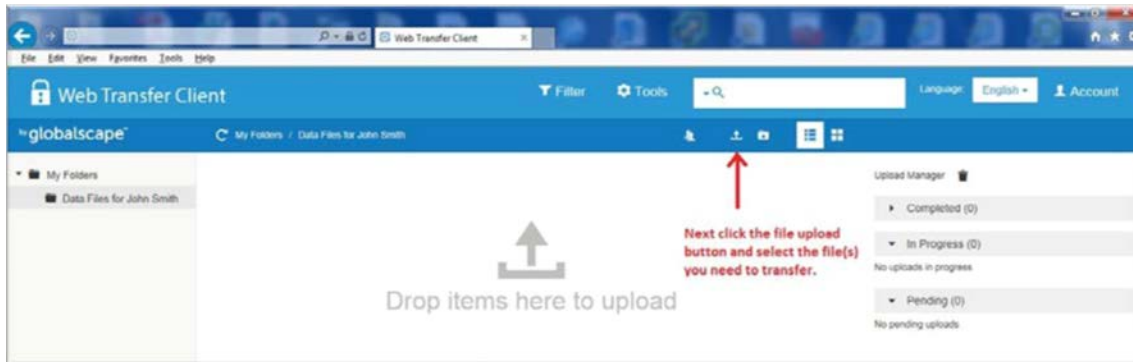
Figure 7: Click on New Folder to Upload Files





Click the FILE UPLOAD icon (Alternatively, you can drag and drop a file in the Drop items here to upload location).

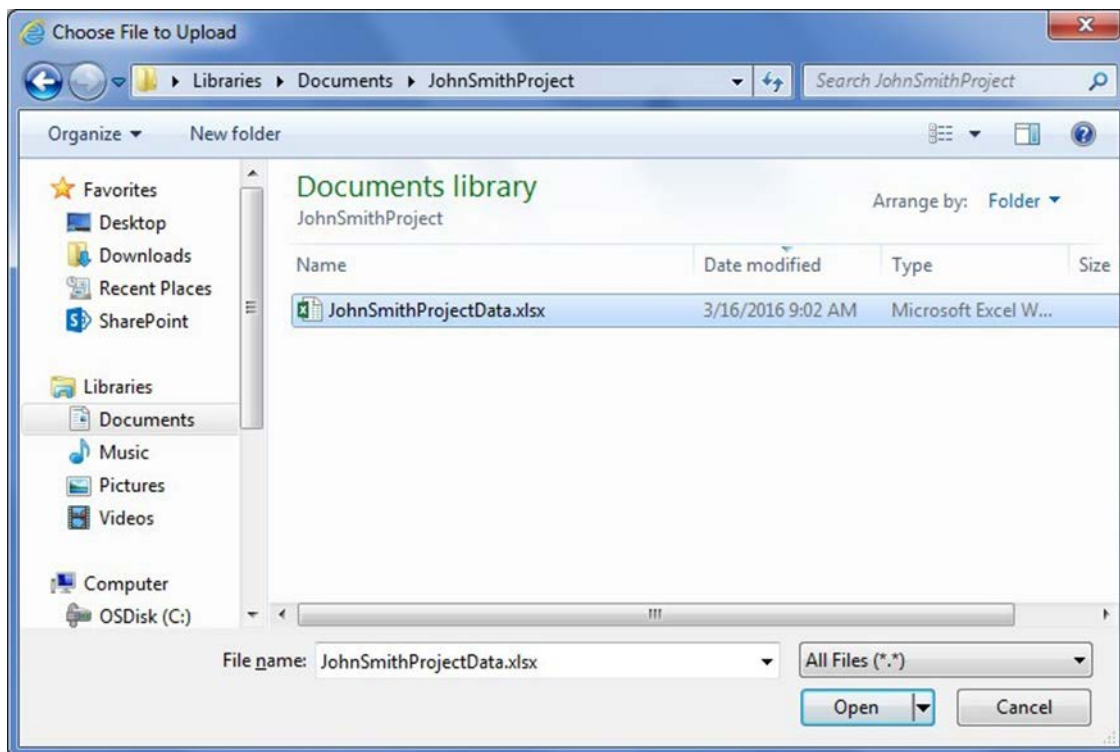
Figure 8: Clicking the File Upload Icon to Select Files for Transfer



STEP 2: Select File(s) to Upload

Your personal documents folder will open, so that you can browse and choose the file(s) you would like to upload. Select your file(s) and click OPEN.

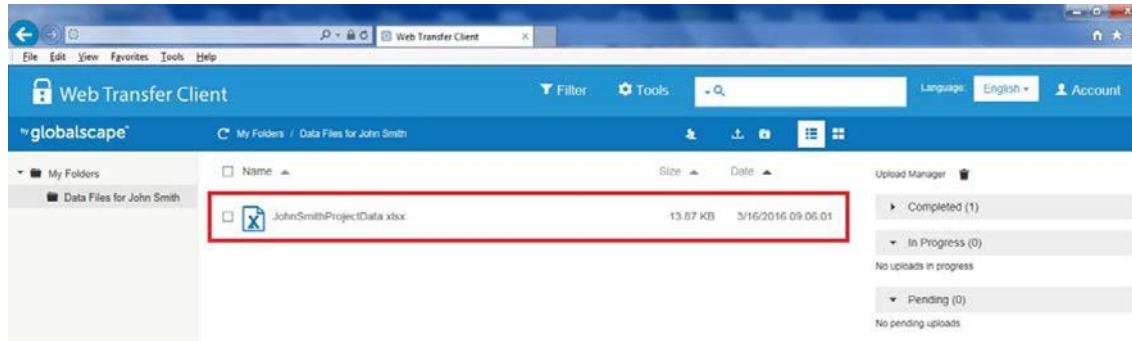
Figure 9: Browsing for the File to Upload





You will see your selected file appear in your recently created folder. Repeat this process to upload other files as needed.

Figure 10: After Selecting the File, it Appears in the Folder



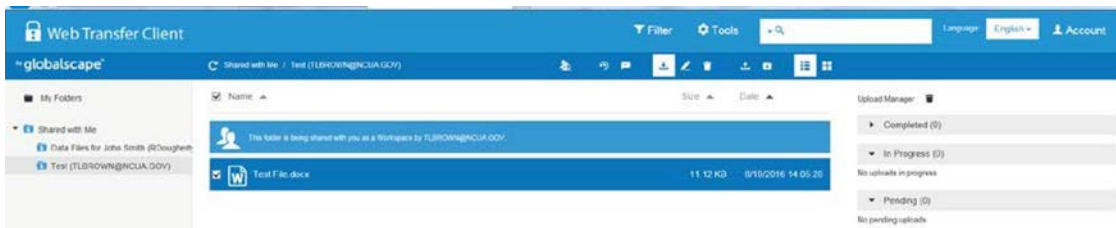
Downloading Files

Click on the folder that contains the file that you are trying to retrieve.

STEP 1: Select the File(s) to Download

After you have selected the folder that contains the file that you are trying to retrieve, select the file that you would like to download by clicking on the box to the left of the file.

Figure 11: Selecting Files for Download

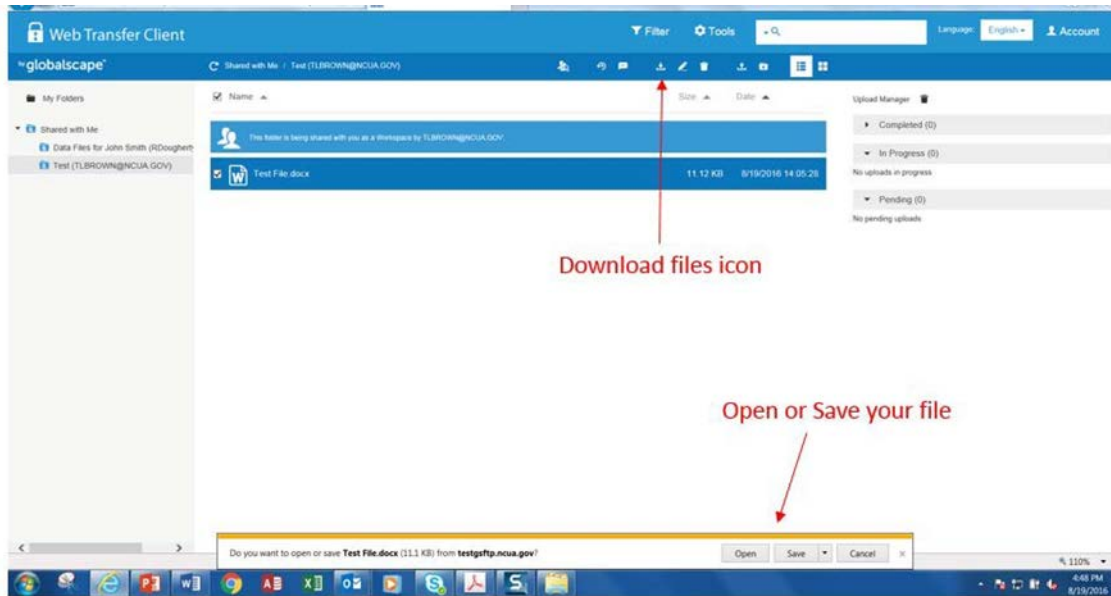




STEP 2: Download File

Next, click on the Download files icon to download the file. Depending on the browser you are using, you will be prompted to open or save the file to your computer.

Figure 12: Opening or Saving File to Your Computer



Managing Files

The SFTP is intended for file transfers only, and is not intended as a long-term file storage location. The system will delete any files in the system after 21 days from the upload. You can manage your files by downloading them from the system prior to the 21 day expiration.