

**NCUA Secure File Transfer
2016 User Guide for
Credit Unions and Other
Non-NCUA Staff**

Limited Production Release

Office of the Chief Information Officer

For IT Support:

T:703-518-6450 **E:** ocioservicedesk@ncua.gov

INTRODUCTION

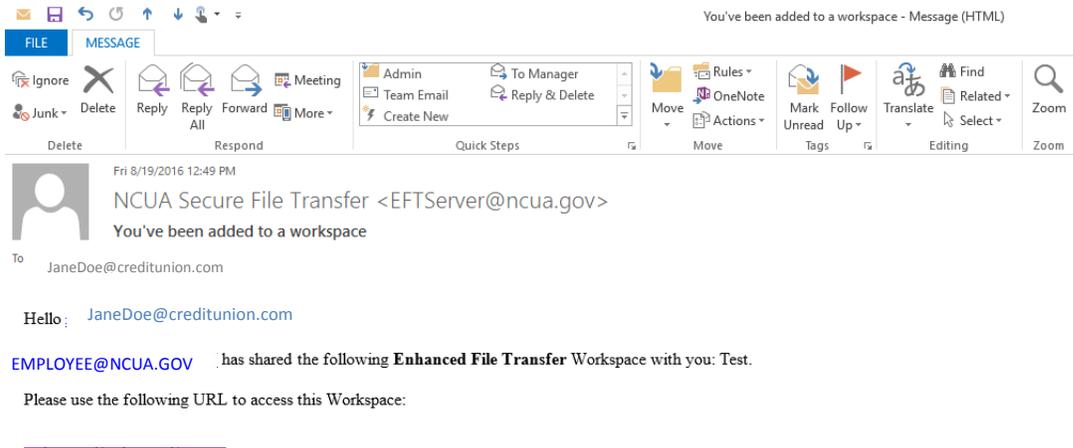
This manual provides step-by-step instruction to access and use NCUA’s Secure File Transfer Portal (SFTP). The SFTP is a protected workspace in which NCUA staff and partners can share large or sensitive files. *NCUA is currently conducting a limited production test of the Portal to NCUA staff, as well as a pilot group of credit unions. Results from the pilot test will be used to improve the Production Release of the Portal, which is scheduled to occur following the limited production test.*

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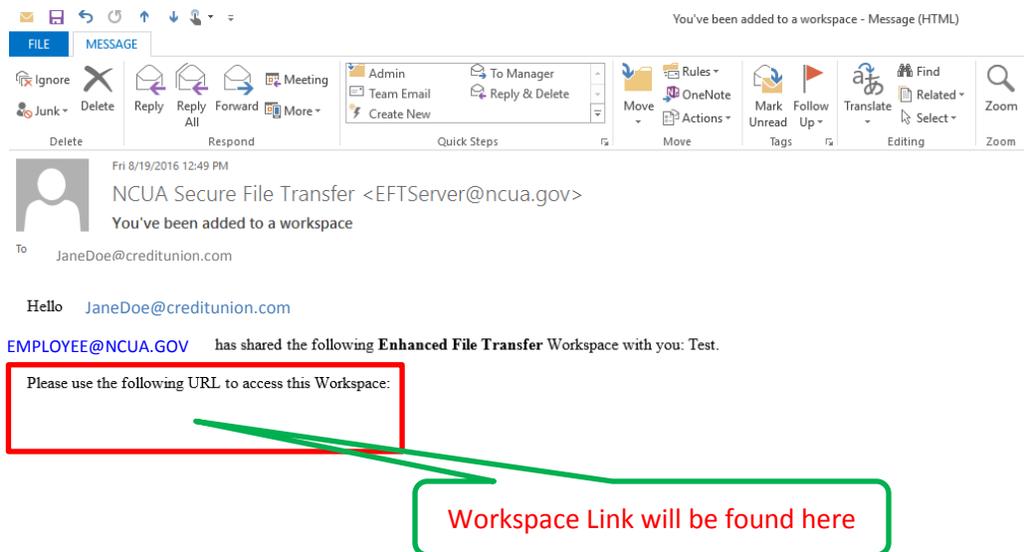
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USING THE SECURE FILE TRANSFER PORTAL (SFTP)

To use the SFTP, you must be invited by an NCUA staff member to join his or her Workspace. A Workspace is a user-specified location in the SFTP where users can share files. Once an NCUA staff member invites you to join her Workspace, you will receive a system-generated email similar to the email below. *Note that if you do not receive this email, please check your junk or spam folders in your email application.*



1. After receiving the invitation email, click on the URL for the Workspace that an NCUA staff member has shared with you.



2. If you are accessing the SFTP for the first time, you will be asked to create a new account with USERNAME and PASSWORD. Your USERNAME is your email address and is pre-loaded when you're sent an invitation to join the SFTP. However, you will need to create a password and re-enter the same password into the Password Confirmation field. Then, click on the CREATE ACCOUNT & JOIN WORKSPACE button.

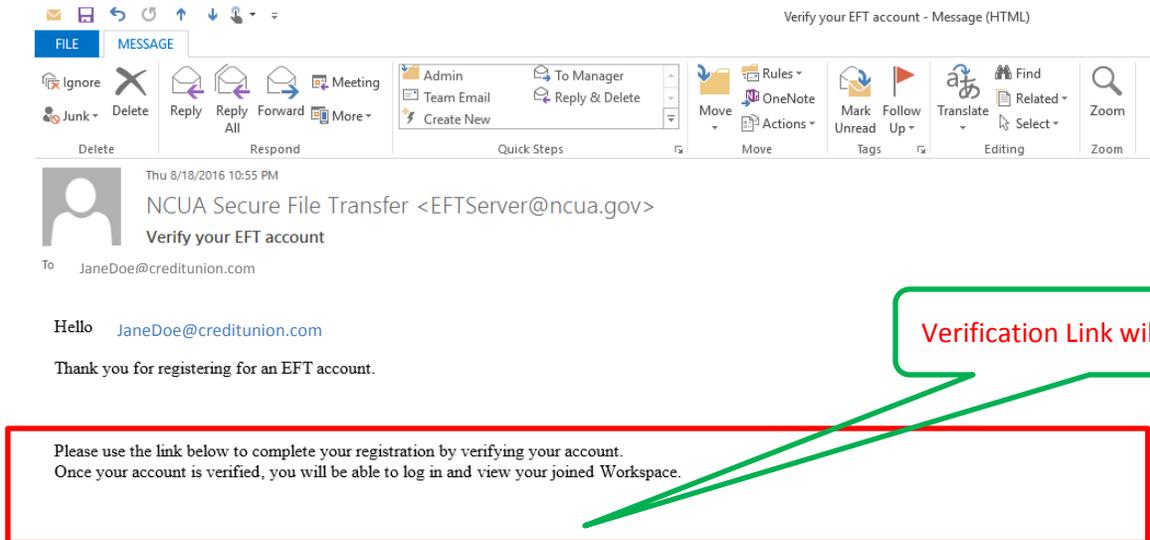
The screenshot shows a web browser window with the 'globalscape' logo and tagline 'securely connected'. The main content area has two panels. The left panel, 'Join Workspace with new account', includes a sub-header, a paragraph, a 'Username' field with 'JaneDoe@creditunion.com', a 'Password' field, a 'Password Confirmation' field, and a green 'CREATE ACCOUNT & JOIN WORKSPACE' button. The right panel, 'Already have an account?', includes a sub-header, a paragraph, an 'Invitation Email' field with 'JaneDoe@creditunion.com', a 'Username' field, a 'Password' field, and a blue 'JOIN WITH EXISTING ACCOUNT' button. Red boxes highlight the password fields and the 'CREATE ACCOUNT & JOIN WORKSPACE' button in the left panel.

Please note: To better ensure the security of your data, NCUA has set the password requirements as follows:

- Minimum 12 characters
- Must contain at least 4 characters from the following categories:
 - Uppercase
 - Lowercase
 - Numeric (0-9)_
 - Non alpha-numeric (e.g., !, #, \$, %)
- Must not contain 5 or more characters from the user name
- Must not contain 3 or more repeating characters
- Must not solely consist of a work in the dictionary

If you have trouble logging in after creating your account, contact NCUA IT Support at 703-518-6450 or ocioservicedesk@ncua.gov. Please note that after five unsuccessful log in attempts within a two minute period, you will be locked out of the SFTP. If this occurs, please contact NCUA IT Support for assistance.

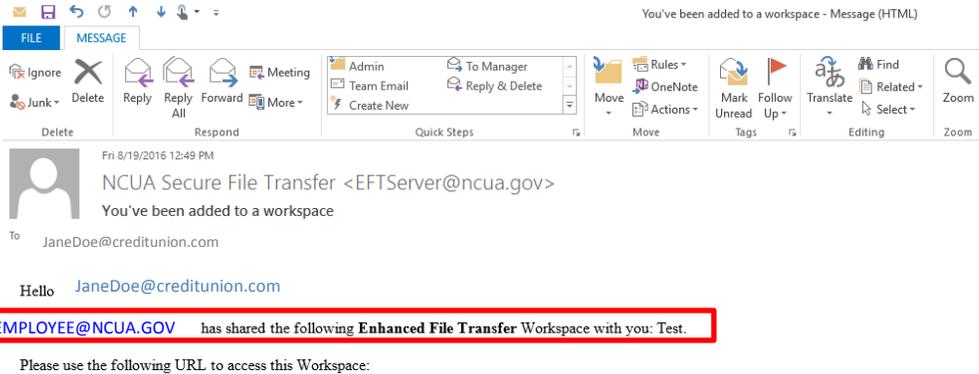
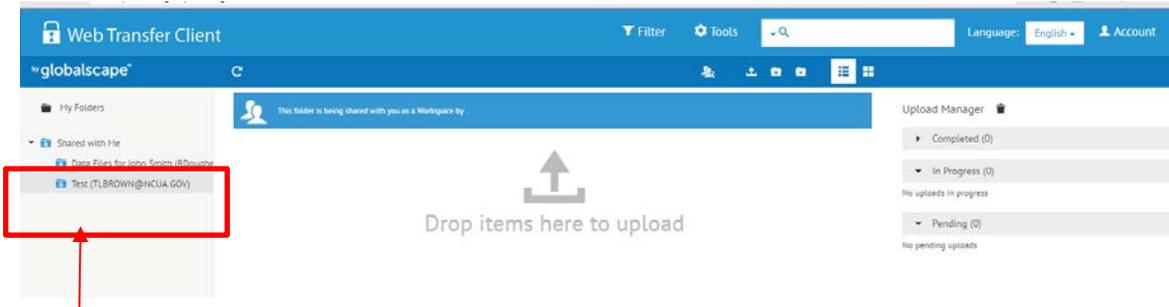
- Once you've successfully created your account, please check your registered email account for an email containing verification instructions. Click on the verification link to complete the verification.



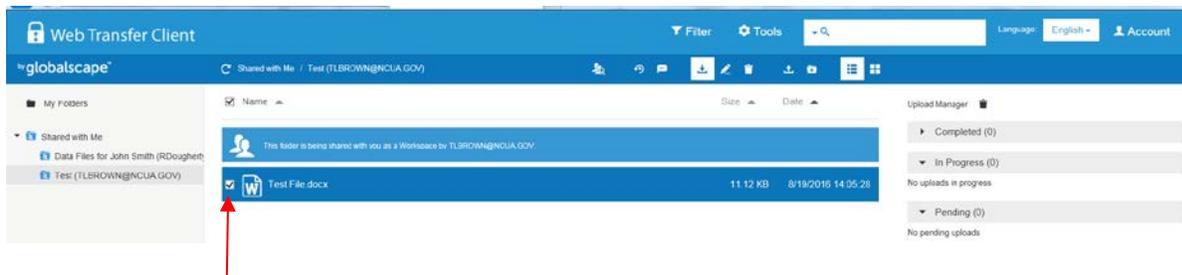
- Once you've followed the verification instructions and the system has successfully verified your account, you will be returned to the Log in screen. Enter your username and password. Then click on the Log in button.



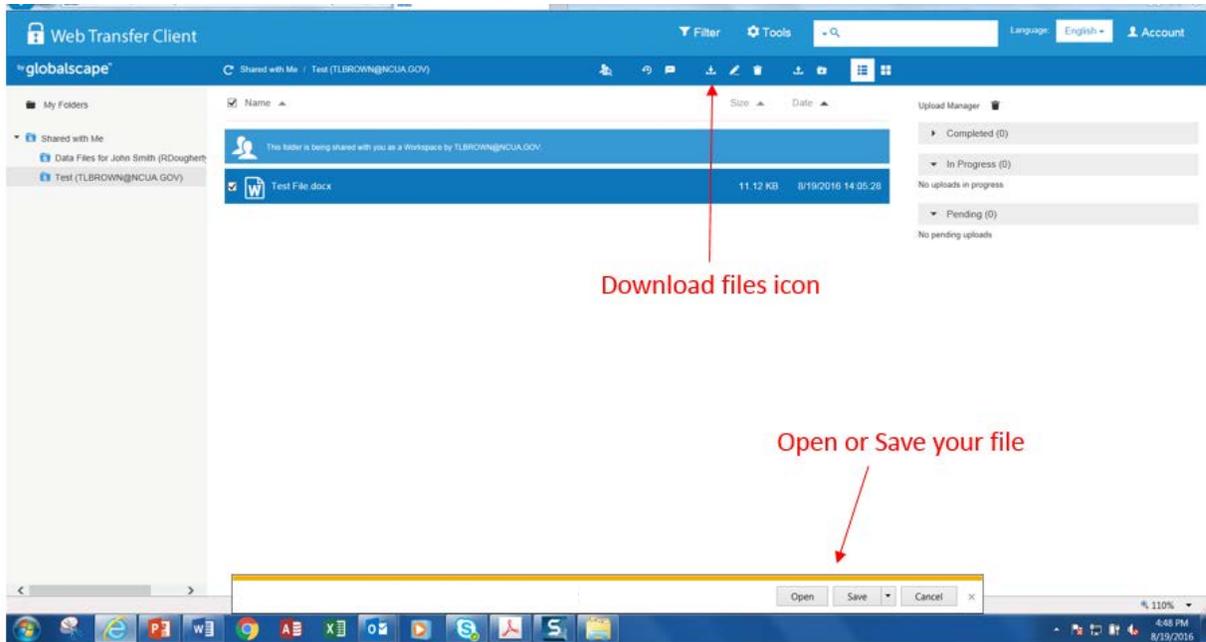
- Upon logging into your SFTP account, you will be able to see the folder(s) that an NCUA staff member has shared with you. Click on the folder that contains the file that you are trying to retrieve. You can find the name of the folder that contains the file in the invitation email that you received from the NCUA staff member. *[If you are not retrieving a file that has been shared with you, but rather trying to share a file with an NCUA staff member, see step 8 below.]*



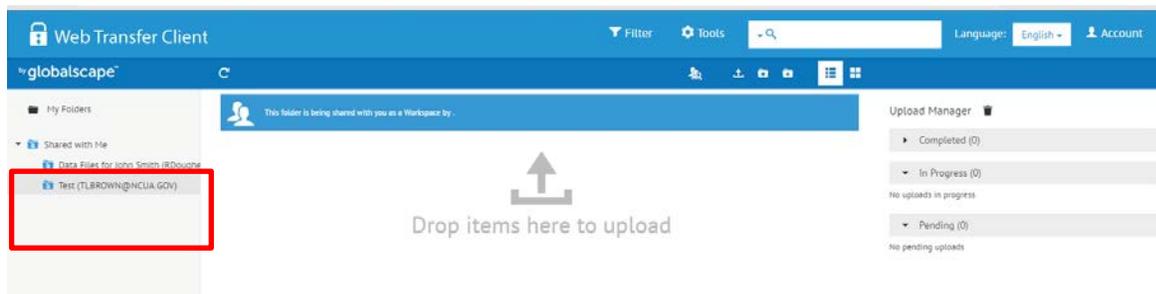
- After you have selected the folder that contains the file that you are trying to retrieve, select the file that you would like to download by clicking on the box to the left of the file.



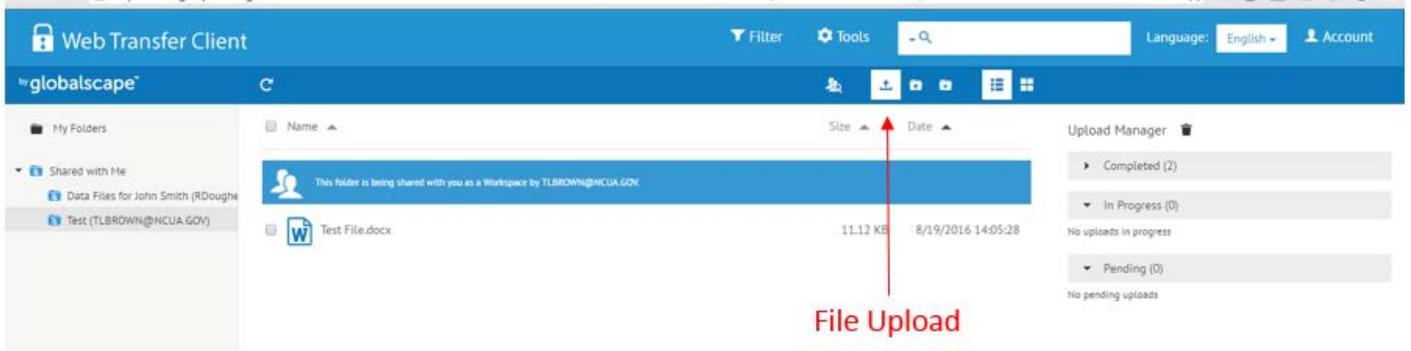
- Next, click on the Download files icon to download the file. Depending on the browser you are using, you will be prompted to open or save the file to your computer.



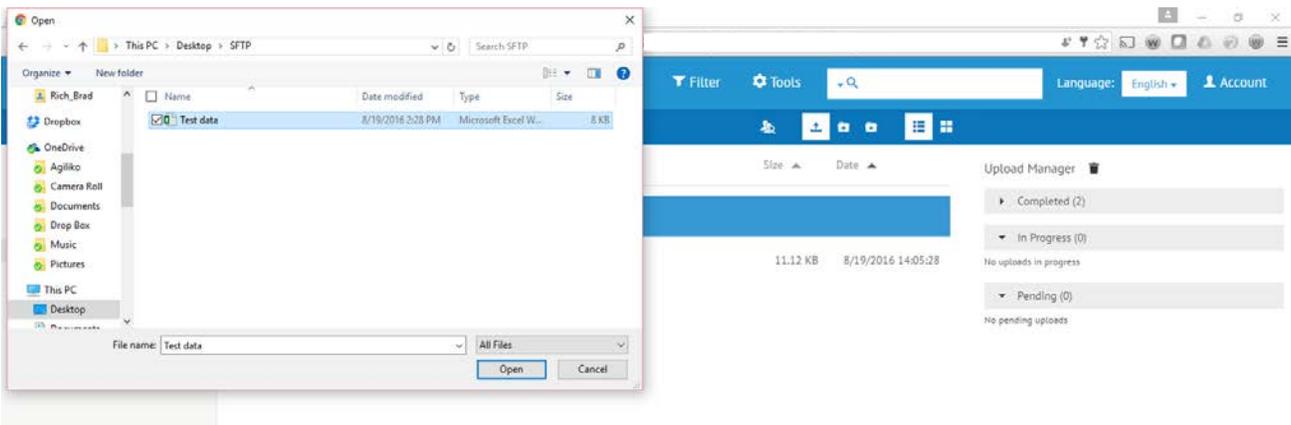
- To share a file with an NCUA staff member who has shared a Workspace with you, click the folder into which you'd like to upload the file.



9. Click the File Upload icon:



10. 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:



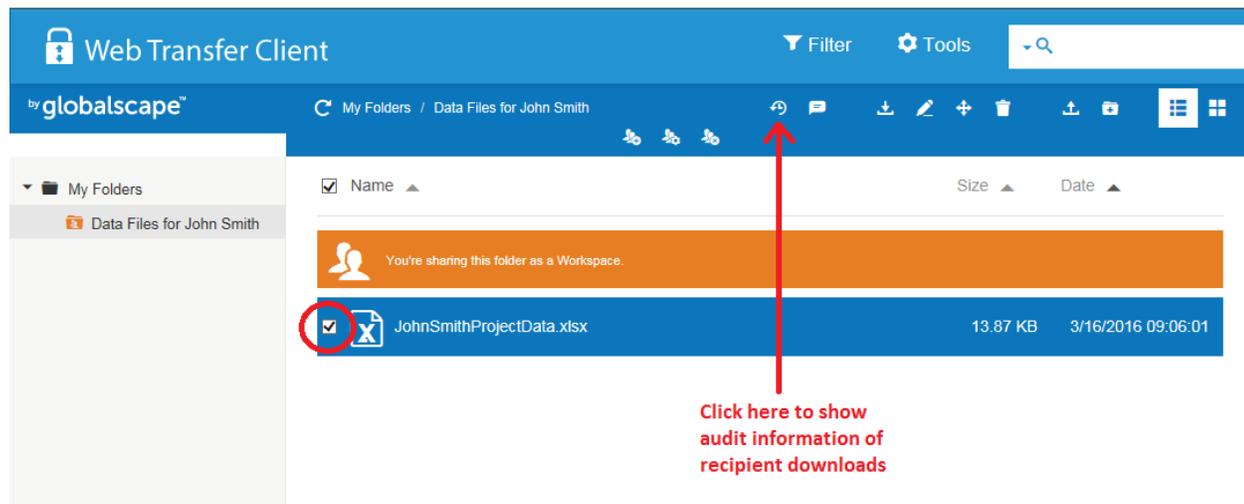
11. You will see your selected file appear in the shared folder. Note that the NCUA staff member who created and shared the folder with you will receive an email notification informing him/her that you have uploaded a file into the shared folder.

MANAGING YOUR SFTP FILES

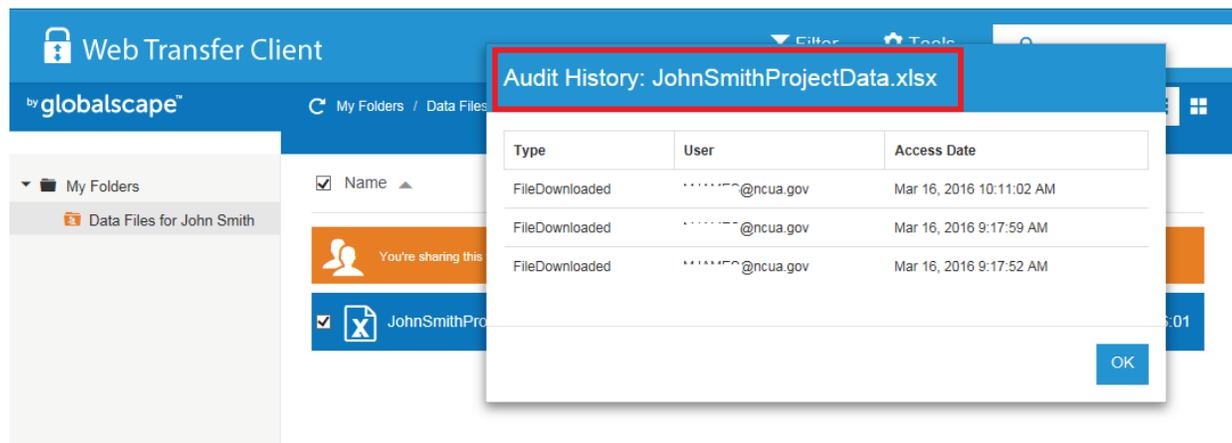
The SFTP is intended for file transfers only, and is not intended as a long-term file storage location. **The system will delete any files in the system over 21 days.** You can manage your own files by removing them from the system earlier.

You should ensure that recipients have downloaded the shared files by performing a file audit.

1. Check the box next to the file and click the AUDIT icon:



2. The audit history will be displayed, allowing you to see when and which recipients have accessed the file:



3. When you have completed your file transfer work, please close your web browser to exit the system.

SFTP FAQs

1. How can I share files through the portal with NCUA staff?

The Secure File Transfer Portal (SFTP) is designed to enable NCUA staff members and 3rd parties such as credit unions to securely share sensitive or large files.

To share a file, an NCUA staff member must first share a Workspace or folder with you. You will receive an email notification requesting you to create an SFTP account. Once you have created and verified your account, you will be able to access the SFTP where you will find a folder that has been created and shared by an NCUA staff member. You can upload the file that you'd like to share into the shared folder. The NCUA staff member who created the folder will receive an email notifying her that you have uploaded the file. The NCUA staff member will access the SFTP and download the file.

2. What if the files exceed the maximum size or amount limit?

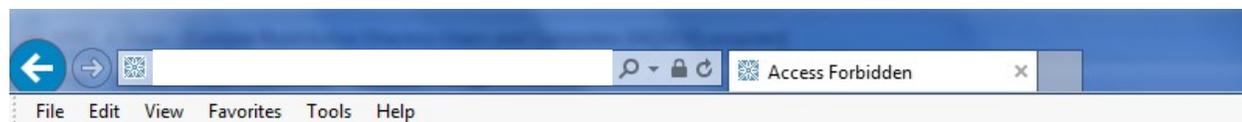
The portal allows up to 50 individual files to be uploaded at one time. The maximum aggregate file size per upload is 5 gigabytes. Keep in mind that if the files are 'zipped' into a WinZip file, they will only count as one (1) file towards the 50 file limit and the size will be compressed. Additionally, WinZip files can be encrypted themselves providing an extra layer of protection once the files are downloaded and stored on the laptop.

3. Once a document has been shared with me, how long will I have to download them to my computer?

Upon receiving an e-mail notification that a file folder has been shared with you, you have 21 days from the date a file is uploaded to download the files to your computer.

4. Troubleshooting – I am unable to log-on to the portal.

If you are unable to log-on to the portal, and/or receive the message below, please contact the OCIO Service Desk at 703-518-6450 or OCIOServiceDesk@ncua.gov.



HTTP/1.1 499 Access Forbidden: Mapper denied access

Certificate authentication failed.
