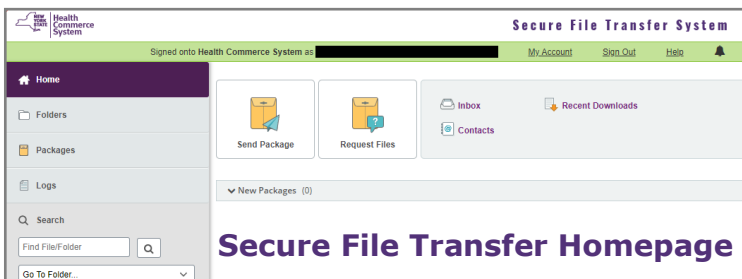


Secure File Transfer (SFT) is a utility that provides solutions for the handling of sensitive information, including financial files, medical records, legal documents, personal data, etc. SFT securely collects, stores, manages, and distributes information between the NYS Health Commerce System (HCS) users. It uses email addresses from the HCS Communications Directory to send and receive packages. This utility is similar to your email system. It has an Inbox, Drafts, Sent, Templates and Trash mailboxes.

Accessing Secure File Transfer

1. Login **HCS** (<https://commerce.health.state.ny.us>)
2. Browse Secure File Transfer in All Applications.

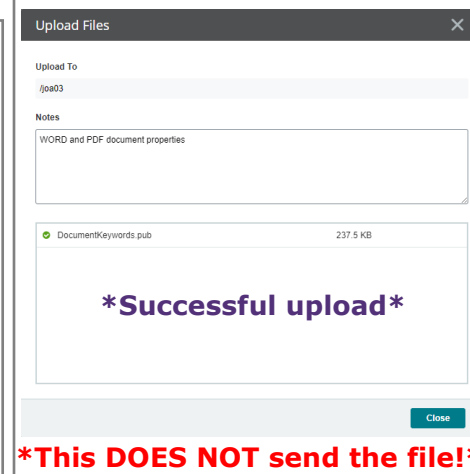


Health Commerce System Applications				
Browse by A B C D E F G H I J K L M N O P Q R S T U V W X Y Z View All				
Application Name	Acronym	Profile	Restricted	Add/Remove
Safe Drinking Water Information System	SDWIS	i		+
School Survey (HERDS)	HERDS	i		+
Secure Collaboration		i		+
Secure File Transfer	SFT	i		+
SERVNY	SERVNY	i	Yes	+
SIIMS - Final Actions		i	Yes	+
SOPA Train Elder Abuse E-MDT	SOPAEMDT	i		+
SOPA Training Statewide Client Data System		i		+
State Wide Perinatal Data System Core	SPDS	i	Yes	+
Survey Management and Response Tool	SMART	i		+

For help adding it to "My Applications" visit [HCS My Applications \(state.ny.us\)](https://state.ny.us)

Uploading Files

1. Click **Folders**.
2. Click on **Go on Folder** drop down and select / **[User ID]** and hit **Go**.
3. Click Upload Files.
4. Enter notes. (if applicable)
5. Select **Browse...** or drop your files to add.
6. Click **Upload**.
7. Click **Close**.



Note

- **Files remain on the HCS for 14 days.**
- **File size is limited to 2GBs.**

Adding Mailboxes

1. Click **Packages**.
2. Click **Add Mail Folder**. (top right corner)
3. Enter the mailbox name.
4. Enter the description of the mailbox.
5. Click **Add**.
6. To return, click the top blue line that says 'Click here to return to the mailbox list'.

NOTE: Keep in mind that the newly added mailbox is limited to 14-days.

Adding Folders

1. Click **Folders**.
2. Click on 'Go to Folder' drop down and select / **home/[userid]**.
3. Click **Add Folder**.
4. Enter the folder name.
5. Click **Add Folder**.
6. Click **Return to folder list**.

Deleting Folders

1. Click **Folders**.
2. Click on 'Go to Folder' and select / **home/[userid]**.
3. Click the **X** on the far right of the same Folder row that you want to delete.

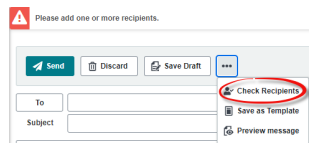
Searching with Check Recipient

One way to search for a user to send a package to in SFT is with **Check Recipient**. When **Sending Packages** or **Requesting Files**,

1. Enter the recipients last name, email address or **User ID** in the **To** field. If you are sending to more than one recipient, separate the information with a comma (,) between each user. Also, you can carbon copy (cc) and blind carbon copy (bcc) recipients by clicking on Show Cc/Bcc link below the To field.

2. Click on the 3 dots next to the **Save Draft** button then select **Check Recipient**.

3. From the results, check the box next to the user you want to receive the package, click **OK**. (you may have to scroll down)



NOTE: If you entered more than one recipient, each result will happen one at a time, just repeat Step 3 above for each user. For example, if you are sending a package to three people and you enter Smith, Patel, Jones, the system will look for the people in the order they were entered. It will search for Smith first then you select from the results; then system will search for Patel.. etc.

Searching with Address Book

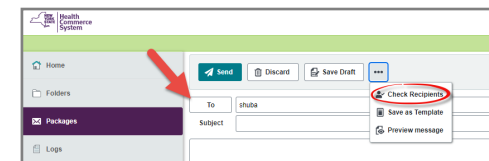
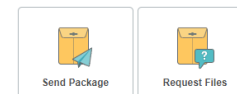
1. Click the **To** icon or **Address Book**.
2. Enter the recipients last name, email address or User ID in the search field, and click the magnifying glass image. If you did not get the expected results, enter an asterisk (*) in the beginning and end of the search criteria (i.e., *smith*) for accurate results.
3. Check the box next to the recipients name, and click **Send to...**

Retrieving Packages Sent To Me

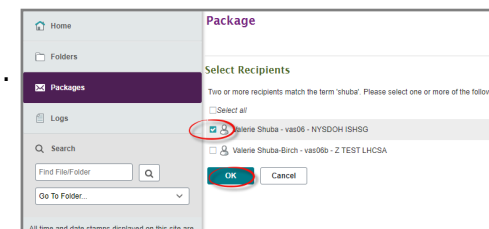
- You will receive an email from the Secure File Transfer utility. Click the link in your email to open your SFT Inbox to get to the package.
- Alternatively you can click the subject link under 'New Packages' on your homepage.

Sending & Requesting Files

1. Click **Send Packages** or **Request Files**.
2. Enter the person's last name, **User ID** or email address in the **To** field.
3. Enter the **Subject**.
4. Enter the body of the **Note**.
5. Click **Upload Files**. (if attaching a file)
6. Click **Browse**.
7. Select the files you want to send.
8. Click **Upload**.
9. Click **Close**.

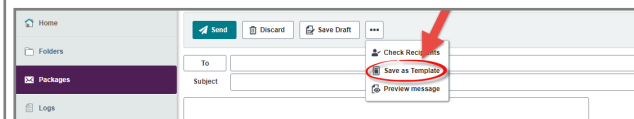


10. Under Options for this package on the right side of the page. Check the checkbox if you want to get a delivery receipt and/or prevent 'reply all' (not required). Also Classification options.



11. Click **Send**.

TIP! Want to save a Template



NOTES:

- **Request Files** is similar to Send Package, the difference is when the recipient replies an attachment is required.

Sending Uploaded File

1. Click **Folders**.
2. Select **Go To Folder...** dropdown and select your folder. (/userid)
3. Tick the checkbox next to the file you want to send.
4. Select **Send**.
5. Follow **Sending & Requesting Files** steps 2-13 to finish sending.

Verifying Package was Sent

1. Click **Logs** in the left menu.
2. Look through your log entries. You should have at least 3 entries with time a file was attached to a package, the time the file was uploaded and the **Package Posted**.

NOTE: Results should show you by default the **Date and Time, Action, User Full Name, File Name, File ID, Folder Name and IP Address** columns.

3. Verify you have an entry with a **Action** status of **Package Posted**. If so, your package was sent successfully.

Date and Time	Action	User Full Name
7/29/2024 12:55:06 PM	Package Posted	NYSDOH ISHSG
7/29/2024 12:55:05 PM	Attached File to Package	ISHSG
7/29/2024 12:54:52 PM	FAILED: Package Posted	ISHSG
7/29/2024 12:54:39 PM	Upload File (integrity OK)	ISHSG
7/29/2024 12:52:25 PM	View Audit Log	NYSDOH ISHSG
7/29/2024 11:41:51 AM	View Audit Log	NYSDOH ISHSG
7/29/2024 10:09:23 AM	Copy File to Package Attachment	NYSDOH ISHSG
7/29/2024 10:09:23 AM	Copy File from Other Folder	NYSDOH ISHSG

Recalling a Package

1. Click **Packages**.
2. Click **Sent** mailbox.
3. Click the subject link.
4. Click **Recall**.

NOTE: This recalls a package that was sent even if it was already opened.

Logs Information

Looking up transactions

1. Click **Logs**.
2. Enter criteria.
3. Click **Apply Filters**.

Customizing Logs View

After you have your results

1. Click **Customize View**.
2. Select criteria.
3. Click **Update View**.

Verifying Packages were Opened

1. Click **Packages**.
2. Click **Sent** mailbox.
3. Navigate to the read status column with two green ●● dots.
 - Green ball—means the recipient opened the package
 - White ball—means the recipient did not open the package