

Secure File Transfer - Frequently Asked Questions

Q. Is there a guide for Secure File Transfer (SFT)?

Yes! Please visit [Secure File Transfer Quick Reference Guide](#)

Q. Who can use the Secure File Transfer?

Any Health Commerce System (HCS) user who is enrolled with [Multi-Factor Authentication \(MFA\)](#).

Q. How do I access the Secure File Transfer application?

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. Locate **Secure File Transfer** and click on the green plus sign (+). This adds a shortcut to SFT in My Applications on your HCS home page.
5. Click **Secure File Transfer** and enter your MFA.

For help finding HCS applications, visit [HCS My Applications \(state.ny.us\)](#).

Q. How do I know if I am registered?

If you see the SFT home page, with your name, organization, and user ID across the top, then you are registered.

Q. How do I send a package?

From the **SFT** homepage:

1. Click **Send Package**
2. Click in the **To:** field > enter **recipients last name**, **HCS user ID** or **business email address**. If multiple recipients use a comma between users.
3. Click **... > Check Recipients**,
 - If there are multiple people with the same **last name**, a list will display. Check the correct name and click OK.
 - If you entered HCS **user ID**, the info may auto populate the **To:** field because **user IDs** are unique.
 - 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.
 - **If the system does not find the last name, the user may not be registered.** You can click **Cancel** 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, or you will not find them in the SFT address book.

*Notice the full name gets added to the **To:** field.*

4. Enter a **Subject** and a **Note**. (required)
 5. Click **Upload Files** to add a file, click Browse, browse to location, select file, click open, click Upload.
- *You have the option to drag and drop files to the dialog box.*
6. Tick the **Delivery Receipt(s)** box if you want to know when the user opens your email in the Secure File Transfer.
 7. Click **Send**.

Q. What does this error mean: “The recipient selected either hasn’t registered for Secure File Transfer (SFT) or does not have an HCS account. Please verify the user’s information and try again or contact the recipient directly to request they register for SFT.”

If you cannot find the recipient during a search, the user may not be registered. Verify you’ve entered the user’s information correctly or contact the person and suggest they log into the HCS and register.

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

- If you know the **user ID** (which is unique) try that first.
- If using the last name, make sure you are entering last name only and not the first name last name. The user may have a middle initial and the first name last name does not match the full name. Uppercase or lowercase doesn’t matter.
- Try the business email address that’s on the HCS.
- Perhaps you are misspelling the last name. Try entering only part of the last name.
- Last resort, contact the user to verify they have registered.

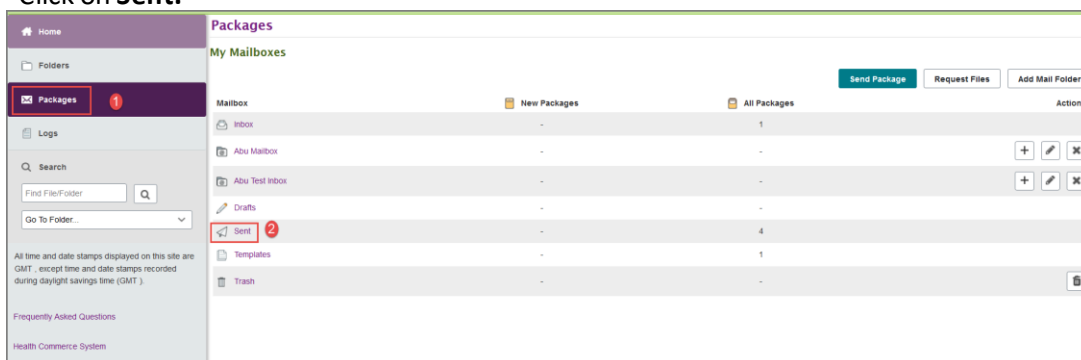
Q. How will I know if anyone picked up my file?

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

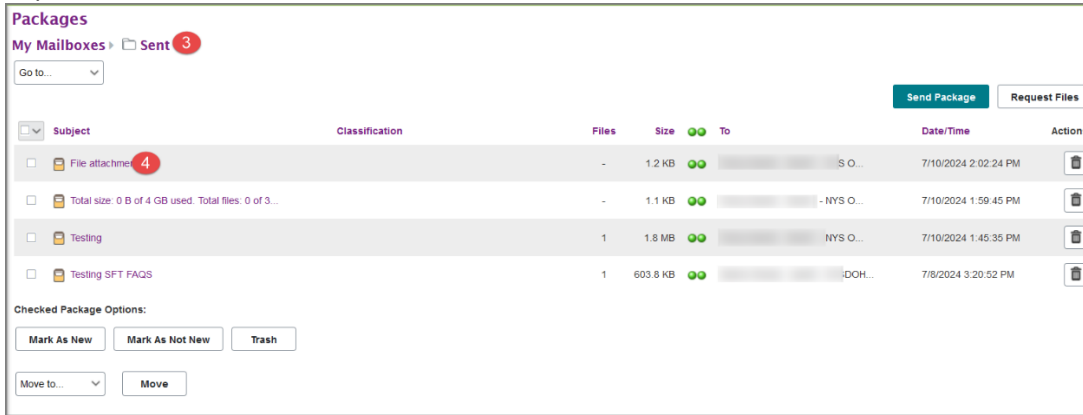
If you did not tick “Delivery Receipt(s)” option when you sent the secure file, the sender can visually tell if it was downloaded by looking at the “Sent” folder in the SFT.

On the **Secure file transfer** homepage,

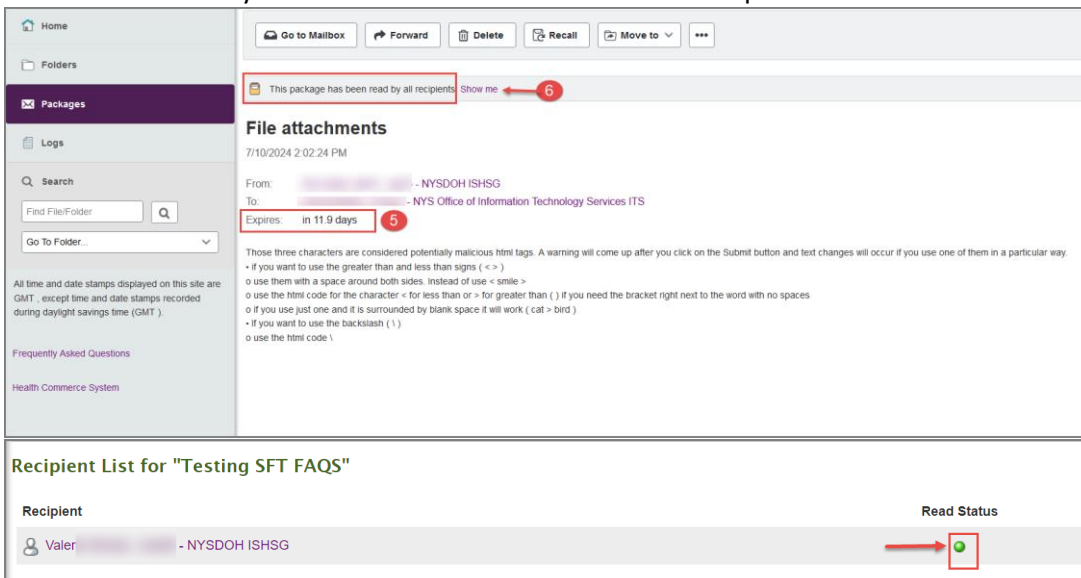
1. Click on **Packages**.
2. Click on **Sent**.



3. See the list of secured files you have sent out.
4. Open a secured file that was sent.

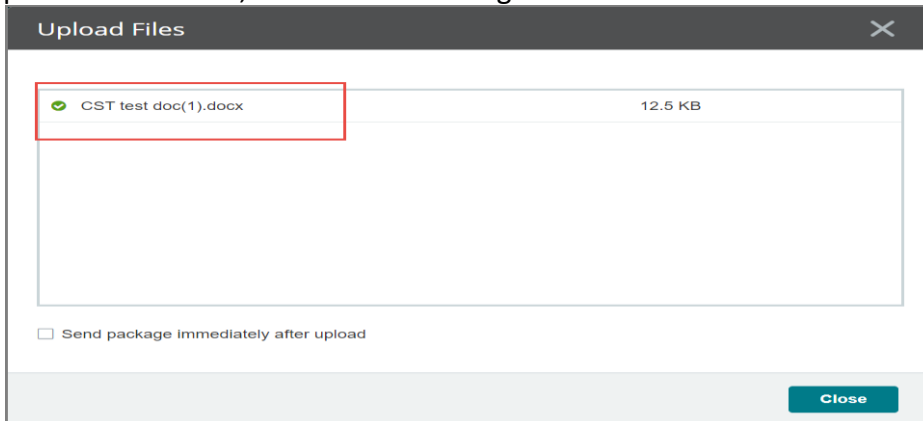


5. The secure file will show if it was read by all recipients, and it will show when the file expires.
6. Click "Show me" you will see the read status for all the recipients.



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

If the upload is successful, the file will have a green checkmark that indicate it was successful.



Q. What is the maximum file size for uploads?

2GB is the maximum limit.

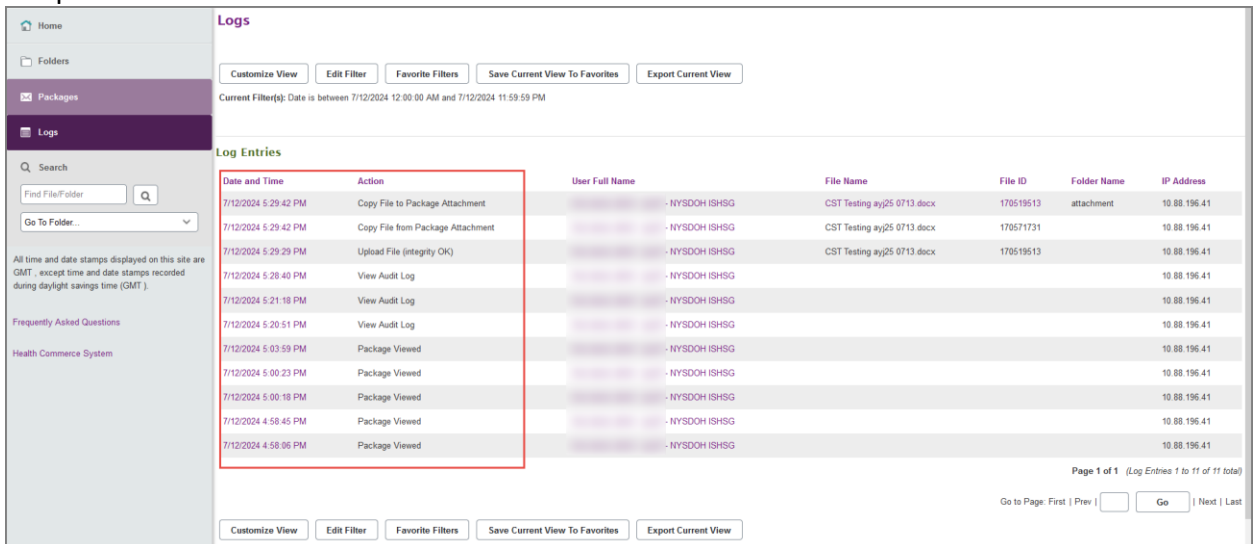
Q. How will I know if a package was sent successfully?

While in the HCS SFT application,

1. Click on **Logs** in the left menu.
2. Click **Edit Filter**.
3. Enter criteria for the search of the logs, like date options and your **user ID**, since you will only be able to see your actions. Or choose the leave as any option to search for logs.
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 **user ID** for the action of sending an SFT to be complete.



Date and Time	Action	User Full Name	File Name	File ID	Folder Name	IP Address
7/12/2024 5:29:42 PM	Copy File to Package Attachment	- NYSDOH ISHSG	CST Testing ay25 0713.docx	170519513	attachment	10.88.196.41
7/12/2024 5:29:42 PM	Copy File from Package Attachment	- NYSDOH ISHSG	CST Testing ay25 0713.docx	170571731		10.88.196.41
7/12/2024 5:29:29 PM	Upload File (integrity OK)	- NYSDOH ISHSG	CST Testing ay25 0713.docx	170519513		10.88.196.41
7/12/2024 5:28:40 PM	View Audit Log	- NYSDOH ISHSG				10.88.196.41
7/12/2024 5:21:18 PM	View Audit Log	- NYSDOH ISHSG				10.88.196.41
7/12/2024 5:20:51 PM	View Audit Log	- NYSDOH ISHSG				10.88.196.41
7/12/2024 5:03:59 PM	Package Viewed	- NYSDOH ISHSG				10.88.196.41
7/12/2024 5:00:23 PM	Package Viewed	- NYSDOH ISHSG				10.88.196.41
7/12/2024 5:00:18 PM	Package Viewed	- NYSDOH ISHSG				10.88.196.41
7/12/2024 4:58:45 PM	Package Viewed	- NYSDOH ISHSG				10.88.196.41
7/12/2024 4:58:06 PM	Package Viewed	- NYSDOH ISHSG				10.88.196.41