

Secure Electronic File Transfer (SEFT)

Manual Users Quick Help Guide

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Contents

Before you begin	3
Logging on to SEFT	3
File Transfers (Downloads or Uploads)	4
Download	5
Upload	Error! Bookmark not defined.
USER FAQ's	7
Contacts	8

Before you begin

The SEFT system's function is to transfer files securely into and out of the NHS Digital. This guide enables customers and data providers to get up and running quickly with little or no technical expertise.

In order to use this service customers will need Java v.1.6.0 or higher installed on their PC. We are aware that version Java v.1.6 is required in order for ESR to function.

The internet browser needs to be Internet Explorer or Firefox. ***The SEFT system is not supported on Google Chrome.***

If you are using Internet Explorer 10 or 11 you will need to add the URL below to your browsers 'Compatibility Settings'.

Logging on to SEFT

The HSCIC will issue you a user name and password (these will be sent to you separately). On receipt please access the following web address:

<https://www.seftprod.hscic.gov.uk>

You will be greeted with the following. Please enter the user name and password you have been allocated.



File Transfers (Downloads or Uploads)

Once you have logged in you will see the WoVen file transfers that have been set up for you.

If you are downloading WoVen data, the Download screen should look similar to below:

The screenshot shows the MFT Internet Transfer Client interface. The top navigation bar includes icons for Transfers, History, Change Password, Keys, and Help. The main content area is titled 'Transfers' and includes a 'Refresh' button. Below the title, there are two instructions: 'Directories/files need to be selected before the transfer can be completed.' and 'All files will be downloaded by default.' A table with two columns, 'Description' and 'Local File Name', contains one row: 'WoVen_Outbound' and 'WoVen_Download'. To the right of the table are 'Browse' and 'Download' buttons. At the bottom of the table is an 'Execute All Transfers' button. The footer includes the TIBCO logo, copyright information, and a link to the license agreement.

Description	Local File Name
WoVen_Outbound	WoVen_Download

If you are uploading WoVen data, the Upload screen should look similar to below:

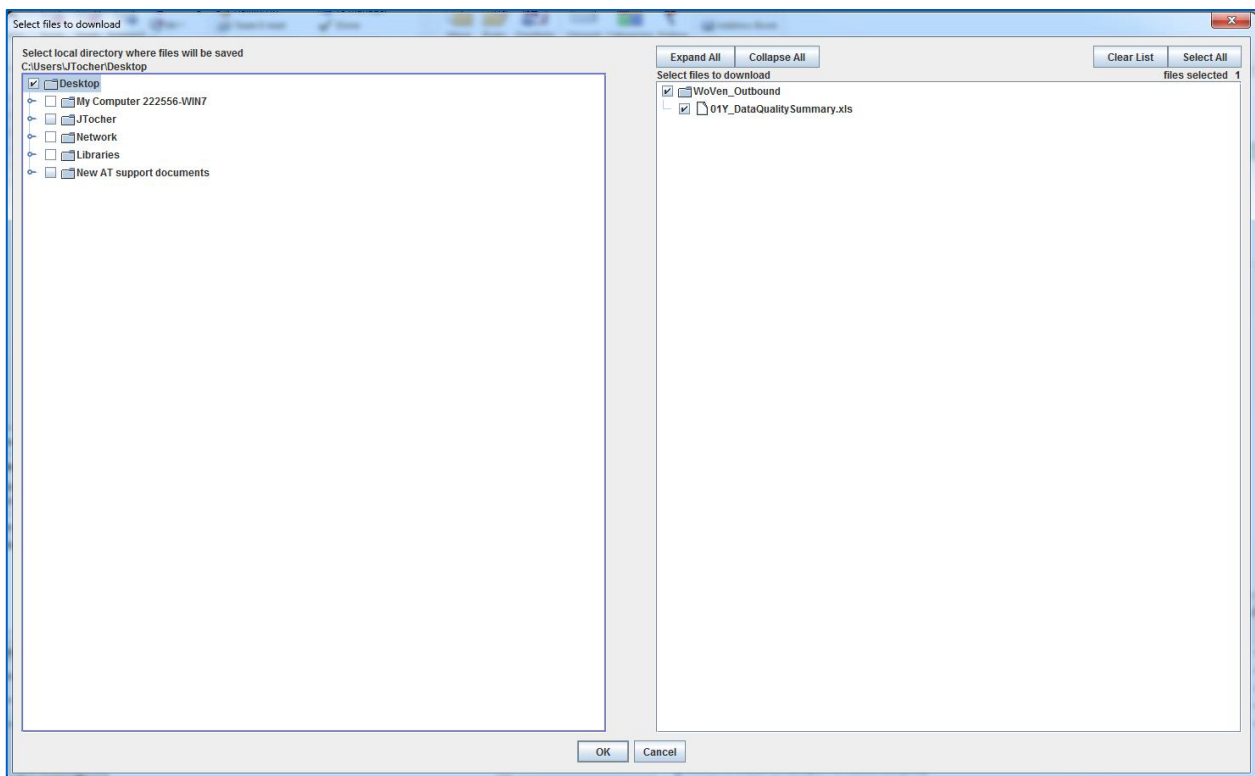
The screenshot shows the MFT Internet Transfer Client interface. The top navigation bar includes icons for Transfers, History, Change Password, Keys, and Help. The main content area is titled 'Transfers' and includes a 'Refresh' button. Below the title, there are two instructions: 'Directories/files need to be selected before the transfer can be completed.' and 'All files will be downloaded by default.' A table with two columns, 'Description' and 'Local File Name', contains one row: 'WoVen ESR Upload' and 'WoVen_ESR_Upload'. To the right of the table are 'Browse' and 'Upload' buttons. At the bottom of the table is an 'Execute All Transfers' button. The footer includes the TIBCO logo, copyright information, and a link to the license agreement.

Description	Local File Name
WoVen ESR Upload	WoVen_ESR_Upload

Here you will see a “Browse” button, click on this button and there will be a holding window (see below) prior to getting the ‘Select files’ screen.



A security warning will appear. Tick the box that says ‘I accept the risk and want to run the application’ and then click on ‘Run’.



On the ‘Select Files’ screen, the left-hand side shows the folders on your computer and the right-hand side shows the SEFT folders.

Download

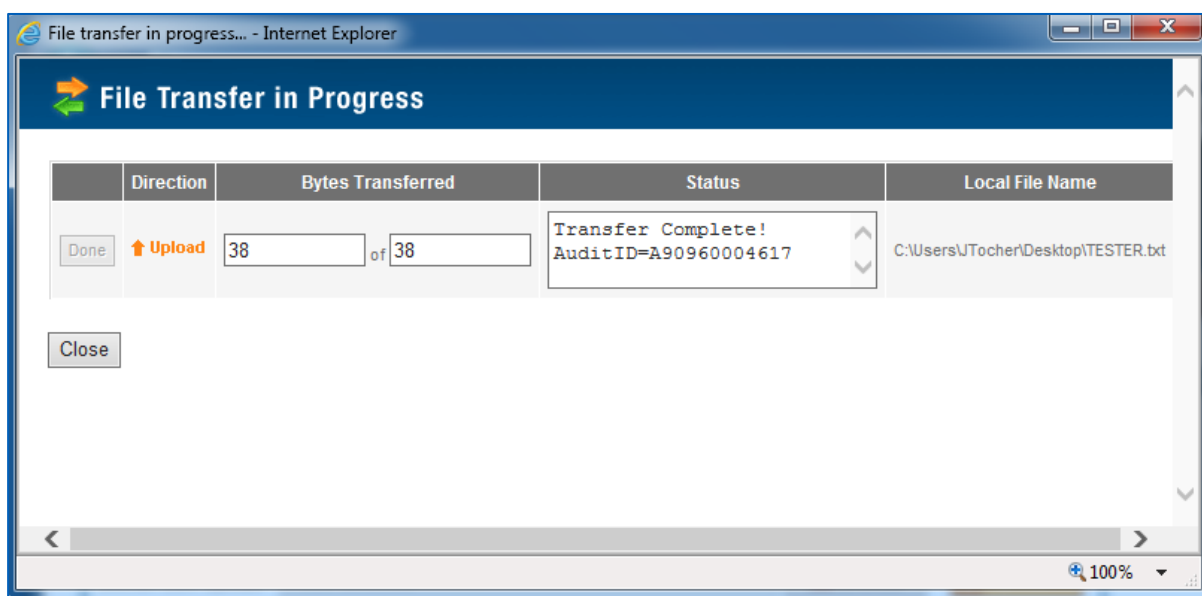
You will need to select the files in the right-hand pane that you wish to download and select a folder in the left-hand pane where you wish the files to be stored. You do this by ticking the box on the left-hand side of the file/folder

Upload

You will need to select the files in the left-hand pane that you wish to upload, these files will automatically appear in the right-hand pane. You do this by ticking the box on the left-hand side of the file.

When you have selected the files/folders then click ok. This will bring you back to the original screen where you need to click on the green (for download) or orange (for upload) button.

You will then see your file transfer progress in a window like this – which will tell you when the download/upload is complete.



Do not click on the orange 'Upload', the green 'Download' or the 'Execute All Transfers' buttons unless you have selected the relevant files and folders via the 'Browse' buttons, as this may result in the wrong files being transferred or files not going to the correct folders.

USER FAQ's

Q. I have used my usual username and password but I cannot log in

A. Please contact seft.team@nhs.net to ensure the system is live and your account has not been disabled.

Q. I am trying to use Google Chrome to complete the transfers.

A. The SEFT system is not supported on Google Chrome. Please use either IE or Firefox as your internet browser.

Q. I cannot log in.

A. Please ensure your environment settings are suitable for SEFT:

- We would recommend that you use Internet Explorer 10 or above or Firefox.
- If you are using IE10 (or above) it should be run in Compatibility mode
- We are aware that Java 1.6 is required in order for ESR to function.
- The URL <https://www.seftprod.hscic.gov.uk> should be added to the 'Exceptions Site List' in your Java console if you are using a pc that is not connected to ESR and has a higher version of Java installed than 1.6.
- Your organisations firewall should allow access to Port 443 for IP Address 194.187.27.150

Q. I cannot see the transfers I expect to see.

A. Please contact seft.team@nhs.net to ensure you have been given access to the transfers you need

Q. I can see the transfers I expect but no files are available.

A. Please contact the Workforce Team at wip.queries@nhs.net to check that the files expected have been placed in the expected folder.

Q. I am using a third party host but the automated connection is not working.

A. Please ensure your host is www.seftprod.hscic.gov.uk and your port is 22.

Q. The transfer is not working.

A. Please try the following:

- Please try the transfer on a pc not connected to ESR.
- Please try the Firefox browser.

- Your organisations firewall should allow access to Port 443 for IP Address 194.187.27.150
- Use a 3rd party file transfer tool, such as WinSCP or Filezilla. Please contact the SEFT team if required for the guidance document to help with this.

Contacts

If you have any problems with your transfers please send an email to

Seft.team@nhs.net

Cc'ing: wip.queries@nhs.net

Stating your username and outlining your problem. Please include screenshots of any errors where possible.