

Secure Electronic File Transfer (SEFT)

Manual Users Quick Help Guide

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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. The internet browser needs to be Internet Explorer or Firefox.

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

If you have Java 8 installed on your PC you will need to enter the URL below in to the 'Exceptions Site List' on the 'Security' tab of your Java console.

Logging on to SEFT

NHS Digital 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 file transfers that have been set up for you.

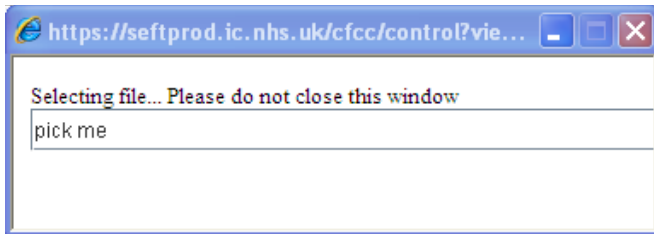
Transfers

 - Directories/files need to be selected before the transfer can be completed.

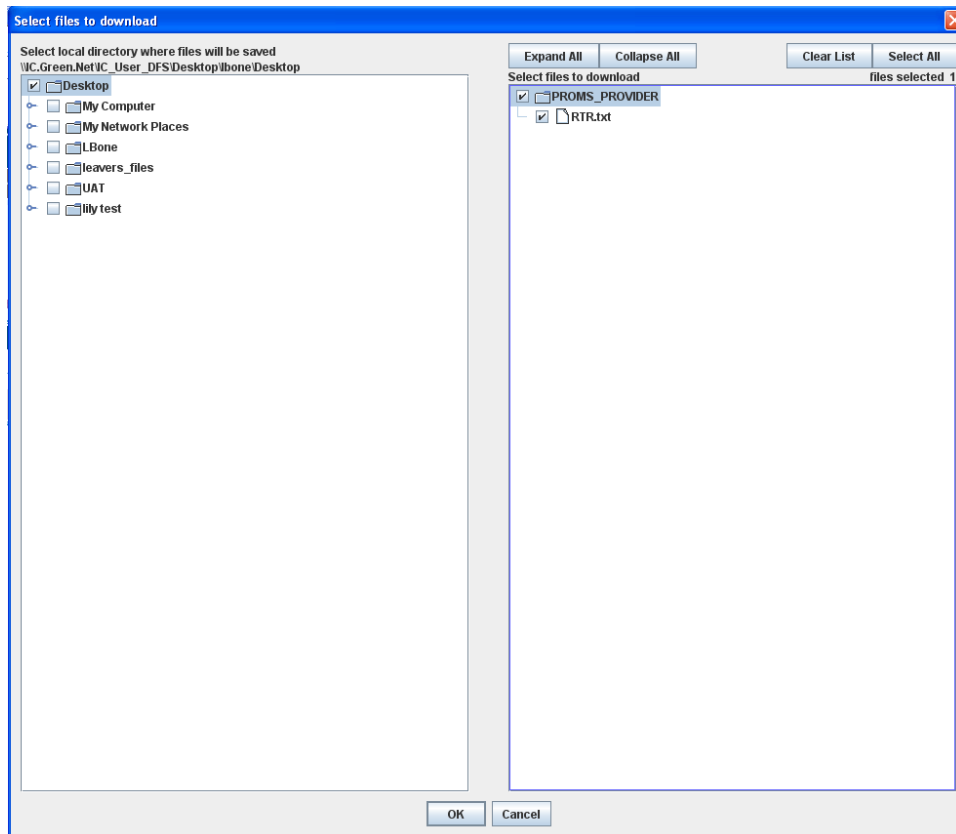
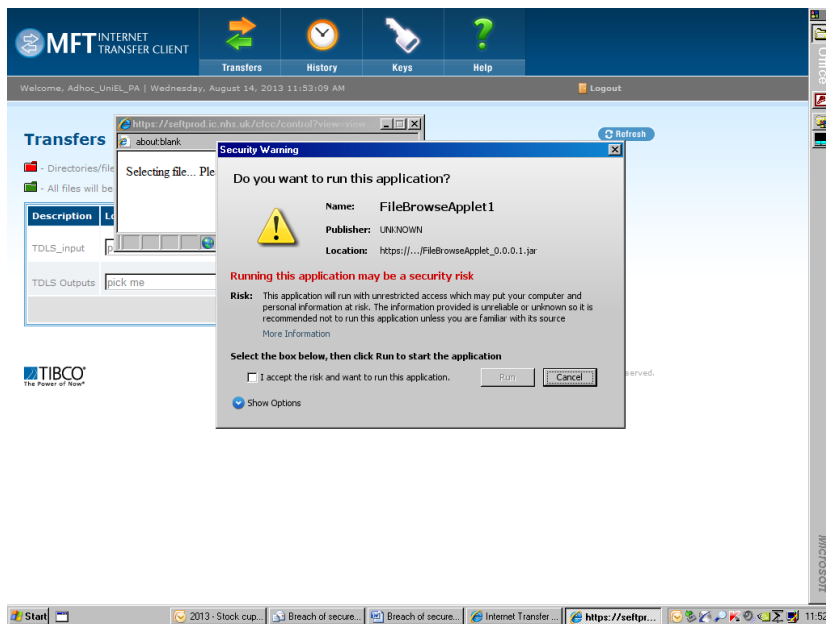
 - All files will be downloaded by default.

Description	Local File Name		
ECRIC to HSCIC	<input type="text" value="upload from ECRIC"/>	 Browse	 Upload
HSCIC to ECRIC	<input type="text" value="download from HSCIC"/>	 Browse	 Download

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

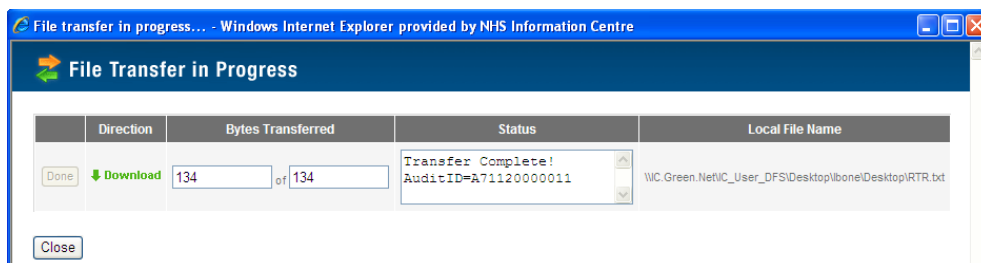
You will need to select the files in the right hand pane that you wish to download and select a folder in the left-hand pane where you wish the files to be stored. You do this by ticking the box on the left-hand side of the file/folder

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.

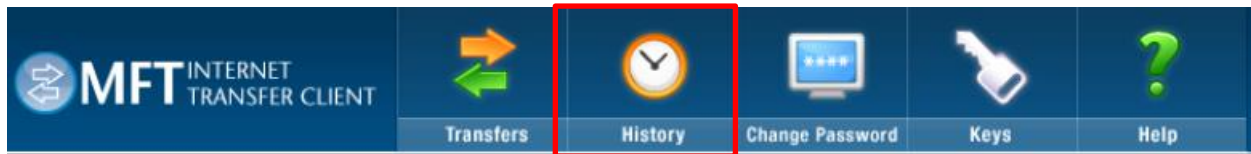


Do not click on the orange 'Upload', the green 'Download' or the 'Execute All Transfers' buttons unless you have selected the relevant files and folders via the 'Browse' buttons, as this may result in the wrong files being transferred or files not going to the correct folders.

After downloading, a file may show as being petabytes in size. This is a known windows compression issue. The file should be un-zipped using winzip 10 or above.

History

You can check to see whether your file has been successfully uploaded by clicking on the History tab



You will then see a list of the files you have transferred

History						
Audit ID	Status	Local File Name	Description	Direction of Transfer	Transfer Date	Bytes Transferred
A11270005392	Success	C:\Users\MCarter\Desktop\xytest.txt	NewTibcoTestTransfer1	UPLOAD	01/12/2017 08:36:27	77
A11270005391	Success	C:\Users\Test\Desktop\NWW-Test.txt	NWW-NewTibcoTestTransfer1	UPLOAD	01/12/2017 08:30:45	38

USER FAQ's

Q. I have used my usual user name 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 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 would recommend using Java 1.7 or above
 - The URL <https://www.seftprod.hscic.gov.uk> should be added to the 'Exceptions Site List' in your Java console
 - Your organisations firewall should allow access to Port 443 for IP Address 194.189.27.150

Q. I can log in but the transfer does not run correctly.

- A. Please ensure your environment settings are suitable for SEFT:
- If you are using IE10 (or above) it should be run in Compatibility mode

- We would recommend using Java 1.7 or above
- The URL <https://www.seftprod.hscic.gov.uk> should be added to the 'Exceptions Site List' in your Java console
- Your organisations firewall should allow access to Port 443 for IP Address 194.189.27.150

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 Business Team 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. I get a 'Session Expired' message when I try to run a transfer.

A. Please check that Internet Explorer is running in 'Compatibility mode'.

Contacts

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

Seft.team@nhs.net

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