File Transfer

User Manual

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HIPAA Compliancy Statement

This is to confirm the compliance to HIPPA. The files transferred using this system is intended solely for the use of the assigned destination organization and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information transferred by this system is expressly prohibited.

What File Transfer Provides

Background

The File Transfer application was developed to answer a specific need to external and internal customers conducting business with the Department of Health and Human Services. DHHS needed an efficient and secure way to transfer documents containing sensitive data between providers and other external customers with DHHS staff.   The File Transfer application offers the ability to share files and collaborate with others while keeping those files secure and easily tracked.

Gaining Access

Accessing the File Transfer Application

The State of Michigan MILogin interface is the standard pathway to all developed web applications for the Department of Health and Human Services including DHHS-FILE TRANSFER. MILogin has identified two groups of users; Group 1 is defined as Workers, meaning State of Michigan employees and Group 2 is defined as Third Party User, meaning Health Care Providers, Insurance Companies, and other entities outside of the State of Michigan. Workers will access the File Transfer Application using this link https://miloginworker.michigan.gov and Third-Party Users will access the File Transfer Application using this link https://milogintp.michigan.gov.
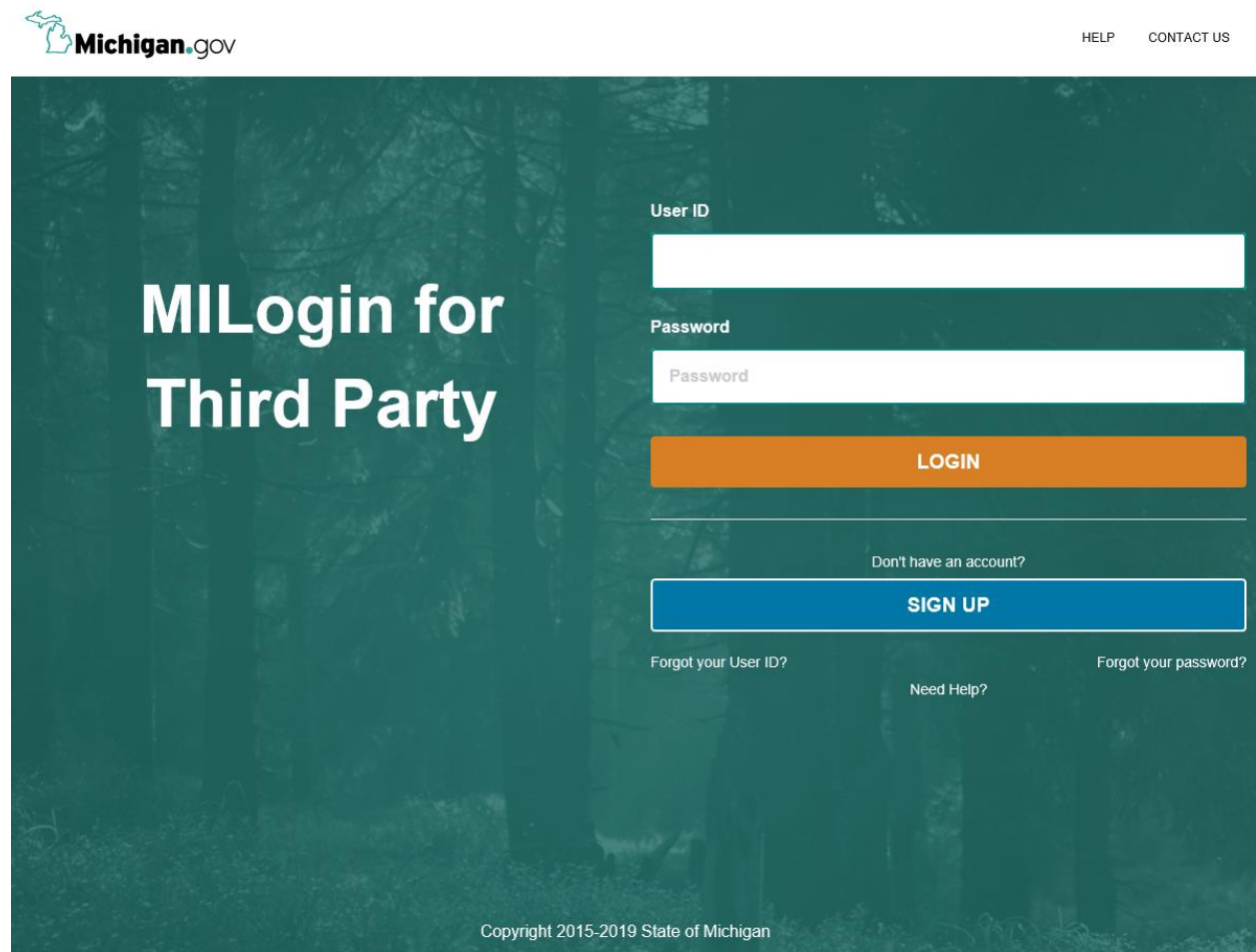
Example of MILogin Third Party User

If you are a registered user in MILogin, just enter your User Id and Password and click on the Login button otherwise click on the 'SIGN UP' button.

New users to MILogin can refer to this web page
http://www.michigan.gov/mDHHS/0,4612,7-132-2945_72165---,00.html to obtain helpful
instructions about MILogin. After you have created an account, log in. From your Home
Page select "Request Access". In Step 1 enter 'File Transfer' in the "Search Application"
field and select search icon. Next under "Michigan Department of Health & Human
Services (MDHHS)" click on the DCH-File Transfer link. On the next page click on the "I
agree to the terms & conditions" radio button, and then click on the "Request Access"
button. On the next page update your "E-Mail Address", "Mobile Number", and "work
Phone Number" as needed, and select the 'Submit' button. Select "Home" button to
return to your home page. Logout from the MILogin screen. When you receive the
confirmation email, log back into MILogin and you should see a link to the DCH-File
Transfer application listed under "Michigan Department of Health & Human Services
(MDHHS)

Example of successful Request Access to DCH-File Transfer

Click on the DCH-File Transfer link and acknowledge/agree to the DCH File Transfer
Terms and Conditions.

On the "MILogin Multifactor Authentication (MFA)" screen, please select one of the options to proceed with additional required authentication. An authentication pass code will be sent to you using the option you select.

Example of MFA pass code request screen

Enter the pass code you receive in the "Passcode" field and select the "Submit" button.

Example of MFA passcode verification screen

The following "New User" screen should appear.

New User screen

Complete the user information section on the New User screen. In the Transfer to Area section, select the area you need access to from the "Select Area to transfer files" drop down list and select Submit. The following screen should appear.

File Transfer New User

User Name : russellntest2

Your request for access to File Transfer Application has been submitted. You will receive an email when your access request is processed. If five days have passed and your request has not been processed, please contact DCH-File-Transfer-Support@michigan.gov for assistance.

[Close]
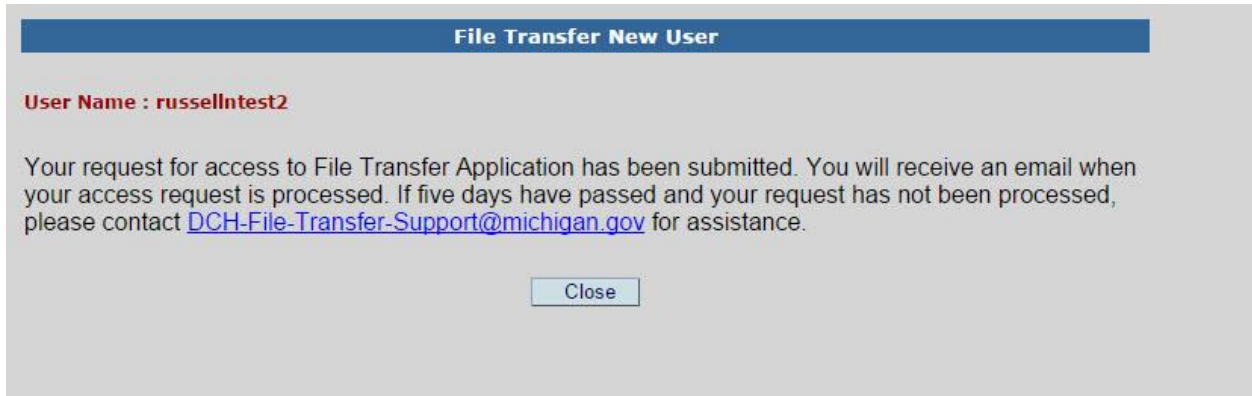
File Transfer New User Confirmation Message

From this point the Area Administrator of the Area requested will receive an email about your access request. The Area Administrator of the requested Area will either Accept or Reject your access to this area. The next time you access the File Transfer application, and your access request has not yet been processed, the File Transfer Access not approved screen will appear. Please follow the instructions as described on the screen. Click on the link to generate an email. Remember to include your username and the Area Name you are requesting access to. The section your area belongs to will respond about the pending request.

File Transfer Access not approved.

User Name :russellntest

Your request for access to File Transfer Application is not yet approved. If it has been more than five days since you requested access, please contact DCH-File-Transfer-Support@michigan.gov for assistance in getting your access approved.

[Close]

Area Access Not Yet Approved Message

Otherwise, you will receive an email notification on the outcome of this request as follows:

```
-----Original Message-----
From: FILE-TRANSFER@MICHIGAN.GOV [mailto:FILE-TRANSFER@MICHIGAN.GOV]
Sent: Thursday, May 19, 2016 10:49 AM
To: NewUser (DTMB) <MoranJ@michigan.gov>
Subject: FILE-TRANSFER

NOTE : AUTOMATIC E-MAIL TO FILE TRANSFER NEW USER - (PLEASE DO NOT REPLY TO THIS E-MAIL) :


*****  FILE TRANSFER APPLICATION ACCESS REQUEST  *****

NEW USERNAME      : "NewUser"
AREA NAME         : Test Area
APPROVER NAME     : Jane Doe
APPROVER EMAIL ID : DOE1@michigan.gov
APPROVER PHONE #  : 517-335-5000
STATUS            : APPROVED. FILE TRANSFER Application will be Available the Next time you log in through SSO.
COMMENTS          :
```

File Transfer Terminology

The File Transfer application uses terminology like 'Share File', 'Download File' and 'Upload file'. These terms have specific meanings in the File Transfer Application.

Share File means a file is copied from the user's PC and placed in the Share Hold Area's folder on the application server. This shared file is now available to be downloaded by others who have access to the Area and who have download permissions.

PC File → Share Hold Area Folder

Download File means taking the file from the Share Hold Area folder on the application server (previously Shared) and saving it on the user's PC.

Share Hold Area Folder File → PC

Upload File means a file is copied from the user's PC and sent directly to the chosen Area folder on the SOM upload destination server which is monitored by SOM DHHS staff.

PC File → Area Folder on SOM Upload Destination Server

# Using the File Transfer Application
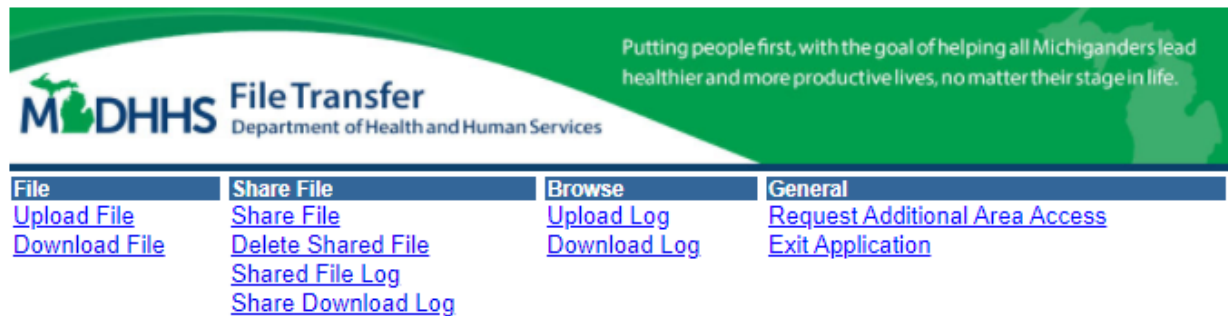
Home Page Main Menu screen.

The File Transfer Application main features for users include:

- Uploading Files
- Downloading Files
- Sharing Files
- Application Activity Logs

Uploading Files

The Upload file option allows transferring files from the user's PC to an Area Folder defined on the State of Michigan destination server. State of Michigan DHHS staff will then have access to the file. The File Transfer Area Administrator will determine what users will have the upload capability.
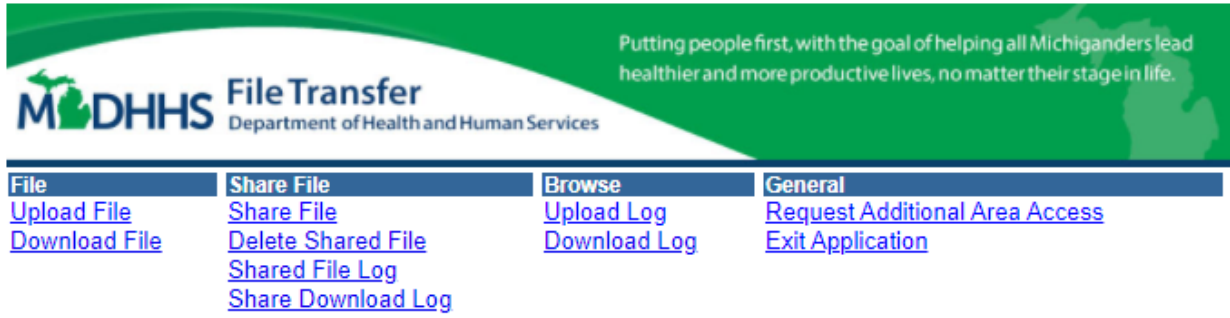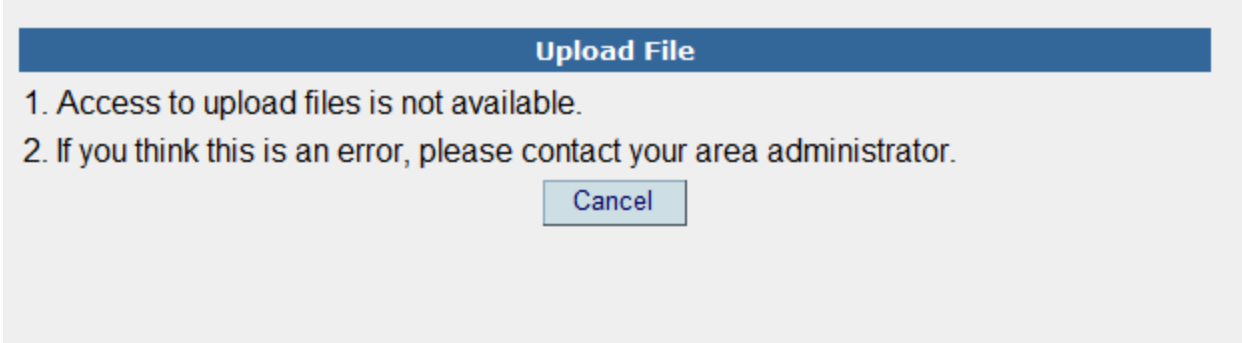

Home Page Main Menu screen

Upload File

To upload a file, click on the 'Upload File' link in the File menu.

NOTE: If the File Transfer user does not have upload privileges to an area, the following message will appear:

Upload File message

Otherwise, the Upload File Screen is returned.

Upload File Screen

Select the area to upload to from the Area* dropdown list. The Area dropdown list contains only the areas you have upload access to.

After selection the area, select up to 10 files to upload by clicking on the Choose File button to search for each file you would like to upload.

Upload File Screen

After selecting up to 10 files, click on the Upload Button to complete the upload process.

If the upload is successful, the File Transfer Confirmation screen will return.

File Transfer Confirmation	
File Transfer	**SUCCESS**
Message	The file(s) have been uploaded.
User Name	MILLSK7830
Area Name	TEST_AREA_ADD
File Name(s)	Test_File_1.pdf	Test_File_2.pdf	Test_File_3.pdf	Test_File_4.pdf	Test_File_5.pdf	Test_File_6.pdf	Test_File_7.pdf	Test_File_8.pdf	Test_File_9.pdf	Test_File_10.pdf
Date	05/12/2021 15:57:56
File Size(s)	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB	5115 KB

Information

For any File Transfer issue, please contact **File Transfer Support.**
Please retain the original file(s) in the event you need to transfer it(them) again.

[Close] [Print for Confimation] [Upload More Files]

File Transfer Confirmation screen

If the upload process did not complete successfully, please send an email to DHHS File Transfer Support. Include your username, the area name, and the file name.

Upload Log

Users can monitor their upload files by selecting the 'Upload Log' link in the Browse menu on the File Transfer Home Page.


Upload log screen

This screen provides useful input options to keep track of the uploaded files. The column headings contain up and down arrows that can be clicked on to sort the content ascending or descending. There is also a PDF icon, which when clicked on, will place the content of the screen to a PDF document that can be saved or printed.

Downloading Files

The Download file option allows File Transfer users to download files shared by other users to specific areas.

Users will be able to download files if they have been authorized by the area's administrator to have the download file privilege for a specific area.
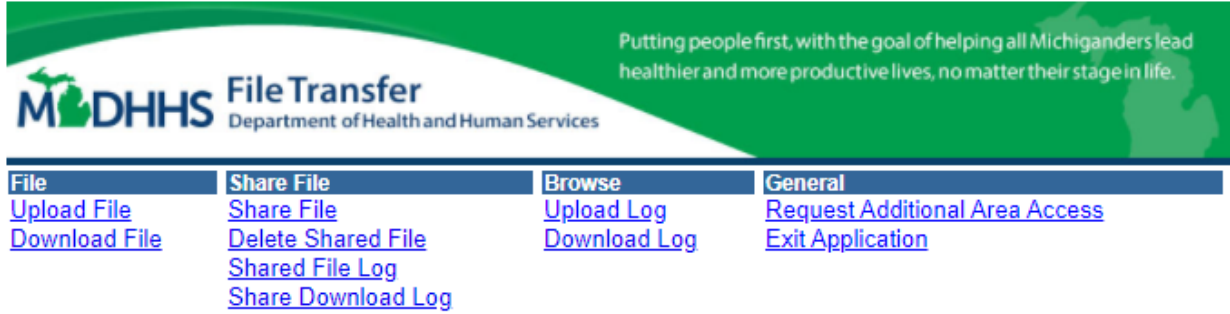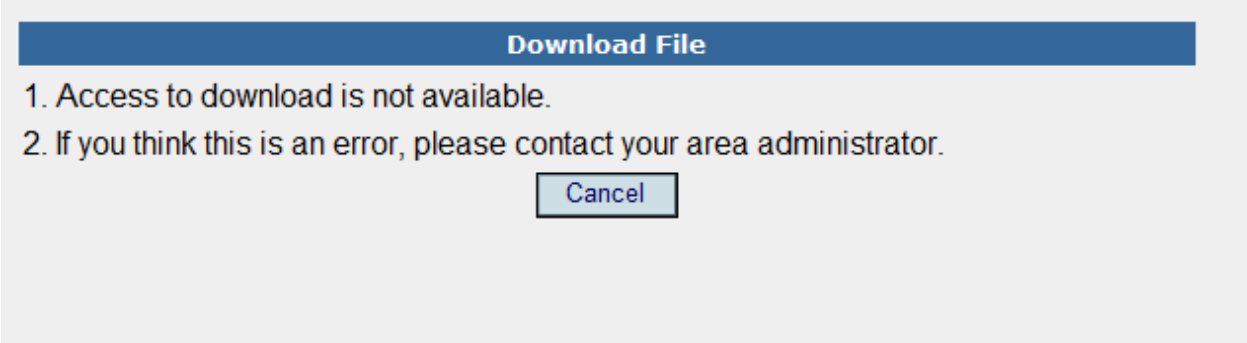

Home Page Main Menu screen

Download File

To download a file, click on the Download File link in the File Menu.

If the File Transfer user does not have download privileges to the area selected, the following download message will appear.

Download File message

Otherwise, the Download File screen is returned.

Download File

All fields marked with ' * ' are mandatory

Area * AAA_TEST_MANUAL_SERVER_ADD ▾ (select from list if having multiple area access)

No files available to download for the above seleted area.

Download   Cancel

Download File Screen

Select the area from where the file(s) to be downloaded. The Area Dropdown list contains all the areas the user has download access to.

Download File

All fields marked with ' * ' are mandatory

Area *   TEST_AREA_ADD ▾
(select from list if having multiple area access)

Select file(s) to download *   Test_File_1.pdf
Test_File_10.pdf
Test_File_2.pdf
Test_File_3.pdf

Download   Cancel

Download File Screen

After selecting the area you want to download files from, a complete list of all files available for download from that area will be displayed in the Select file(s) to download list, listed in alphabetical order.

You can select the files you want to download in the following ways.

1.) You can select a single file to download by selecting that file and then clicking on the "Download" button.

2.) You can select multiple files to download by holding down the <CRTL> key and selecting individual files as you scroll through the Select file(s) to download list, and then clicking on the "Download" button.

3.) You can select to download all files from an area by holding down the <CTRL> and <SHIFT> keys, selecting the first file and last files in the Select file(s) to download list, and then clicking on the "Download" button.

NOTE: When selecting multiple files to downloaded, they will be combined into a single ZIP file downloaded to a location of your choosing.

After completing the downloading of file(s), select 'Cancel' to return to the File Transfer Home Page.

Download Log:

Users can monitor their file downloads by selecting the 'Download Log' link in the Browse menu.

Download Log screen

This screen provides useful input options to keep track of the downloaded files. The column headings contain up and down arrows that can be clicked on to sort the content ascending or descending. There is also and PDF icon which when clicked on will place the content of the screen to a PDF document that can be saved or printed.

When a user downloads a shared file and the Receive notification file was downloaded was set to yes when the file was shared, then an email will be delivered to the user that shared the file each time the file is downloaded. The following is an example of the email.

From: FILE-TRANSFER@MICHIGAN.GOV [mailto:FILE-TRANSFER@MICHIGAN.GOV]
Sent: Tuesday, March 08, 2016 4:36 PM
To: Some,User (DHHS) <UserS@michigan.gov>
Subject: FILE TRANSFER - FILE SHARED DOWNLOAD NOTIFICATION - 03/08/2016 04:36:05 PM

AUTOMATIC E-MAIL TO FILE TRANSFER SHARED USERS - (PLEASE DO NOT REPLY TO THIS E-MAIL) :

********** FILE TRANSFER - THE SHARED FILE HAS BEEN DOWNLOADED BY **********

AREA NAME   : "SomeAReaName"
FILE NAME   : "Thetextfile.txt"
DOWNLOADED BY   : "AnotherUser2498"
EMAIL-ID   : AnotherUser2498@gmail.com
PHONE #   : 231-555-1212

Sharing Files

Sharing files provides a secure way in which other approved users can access files shared by others. Shared files are available for users who have been granted rights to download files from an area a file was shared to. Sharing files automatically generates an email to all users that have access to the area the file was shared to, announcing a file is available for Download.

The Share File function is available to the users whose Area Administrator provided them with the Share File access privilege.
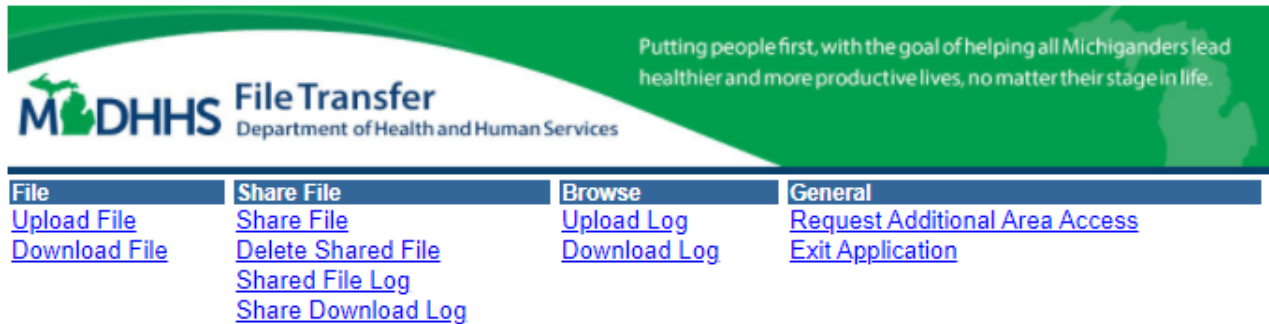
Home Page Main Menu screen

Share File

To share a file, click on the 'Share File' link in the Share File menu. The Share File screen appears.

Share File Screen

Select the area to share file(s) to from the Area dropdown list. The area dropdown list contains all the areas a user has been granted Share File privileges to.

Users have the option to select up to 10 files by selecting the Choose File buttons to select each file you wish to share.

In the Additional Information section, three options are available:

1.) The user can notify other users of the area that a shared file is available for download.

2.) The file sharer can choose to receive an email notification when other users download the file.

3.) Comments pertaining to the file(s) can also be entered.

Click on the 'Share' button to complete the file sharing function.

If the file sharing function is successful, the File Transfer Confirmation screen is returned.

File Transfer Confirmation

File Transfer	SUCCESS
Message	The file(s) are available for download.
User Name	MILLSK2
Area Name	TEST_AREA_ADD
File Name(s)	Test_File_1.pdf | Test_File_2.pdf | Test_File_3.pdf | Test_File_4.pdf | Test_File_5.pdf | Test_File_6.pdf | Test_File_7.pdf | Test_File_8.pdf | Test_File_9.pdf | Test_File_10.pdf
Date	05/13/2021 8:52:25
File Size(s)	5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB | 5115 KB

Information

For any File Transfer issue, please contact **File Transfer Support**.
Please retain the original file(s) in the event you need to transfer it(them) again.

Close	Print for Confimation	Share More Files

File Transfer Confirmation screen

Users can select the "Share More Files" button to return to the Share File Screen to share more files.

When a file is shared successfully, the users of that area will receive an email for each file shared, informing them that the file is available for download.

From: FILE-TRANSFER@MICHIGAN.GOV [mailto:FILE-TRANSFER@MICHIGAN.GOV]
Sent: Tuesday, May 03, 2016 7:55 AM
To: SMITH, JOHN (DTMB) <SmithJ1@michigan.gov>
Subject: FILE TRANSFER - FILE AVAILABLE FOR DOWNLOAD - 05/03/2016 07:54:38 AM

NOTE: AUTOMATIC E-MAIL TO FILE TRANSFER DOWNLOAD USERS - (PLEASE DO NOT REPLY TO THIS E-MAIL) :

********** FILE TRANSFER - FILE AVAILABLE FOR DOWNLOAD **********

AREA NAME   : " AREA Name"
FILE NAME   : "testing filename.pdf"
CONTACT USERNAME   : "Smithj1"
CONTACT EMAIL-ID   : smithj1@michigan.gov
CONTACT PHONE #   : 517-555-1212
COMMENTS   :

Delete Shared File

File Transfer users can also delete shared files. From the Share File Menu, select 'Delete Shared File'. The 'Delete Shared File' screen is returned.

Delete Shared File screen

For the "Area" drop down menu, select the name of the area from which file(s) are to be deleted.

File Transfers users can delete a single file, or they can delete multiple files from the selected area in a single transaction as follows:

1.) To delete a single file, select the file from the 'Select file to delete' list by clicking on the file to be deleted. Then select the 'Delete' button to complete the file deletion process.

2.) To delete multiple files from the selected area, hold down the <Ctrl> key and scroll through the 'Select file to delete' list, clicking on each of the files that need to be deleted. After selecting all the files that need to be deleted, select the 'Delete' button to complete the file deletion process.

3.) To delete all the files shared to the selected area, select the first file listed in the 'Select file to delete' list. Next, scroll to the last file listed in the 'Select file to delete' list, Hold down the <Shift> key, and select the last file in the list to select all files in the list. Finally, select the 'Delete' button to complete the file deletion process to.

NOTE: Files shared by other users to the area selected are also available in the drop-down list to delete.

Share File Log

From the Share File Menu, select 'Share File Log'. The 'Share File Log' screen is opened and populated, listing all files shared to areas the user generating the report has been granted access to.

Share File Log

This screen provides useful input options to keep track of all the Shared files. The user only needs to enter part of an area name or file name and the search will return all information that matches those characters within the name. For example, 'TEST' would return area names like 'TESTEXEMPT'** or 'UATTEST'**. The column headings contain up and down arrows that can be clicked on to sort the content ascending or descending. There is also and PDF icon which when clicked on will place the content of the screen to a PDF document that can be saved or printed.

Note: *Searches using criteria in the Area Name, User Name, and File Name fields does not support spaces in the text entered in these fields.*

Share Download Log

From the Share File Menu, select 'Share Download Log'. The 'Share Download Log' screen is returned with all files shared by a user and the area they shared the file to. The screen also displays all the users who have downloaded a file the user shared.

Share Download Log Screen

For the file sharer, this screen provides information about the file being downloaded by other users.

The screen provides search criteria to allow a user to narrow down their search.

NOTE: The red asterisk above the columns Business Name, Download date and Email Id.

If there is no information present for these fields for a file, it means the file has not been downloaded.

Email Notification Errors

The application is configured to automatically send failed email notifications when there is an email failure related to shared files.

If the application detects a shared file e-mail notification failure for the following scenarios listed e-mail will be sent:

1. Shared file downloaded but sharer of file is not sent an e-mail notification:

   (Sharer of file will receive the following e-mail notification)

   NOTE : AUTOMATIC E-MAIL TO FILE TRANSFER DOWNLOAD USERS - (PLEASE DO NOT REPLY TO THIS E-MAIL) :

   ********** FILE TRANSFER - FILE DOWNLOAD EMAIL NOTIFICATION FAILURE **********

   Within the past 24 hours, users have downloaded your shared files but a failure in the email system prevented you from receiving notification.

   Please consult the Share Download Log within the File Transfer application to identify those downloads.

   Thanks,

   MDHHS File Transfer Support

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2. File was shared, but users with access to the area the file was shared to are not notified the shared file is available for download:

(Sharer of file will received the following e-mail notification)

NOTE : AUTOMATIC E-MAIL TO FILE TRANSFER DOWNLOAD USERS - (PLEASE DO NOT REPLY TO THIS E-MAIL) :

********** FILE TRANSFER - FILE DOWNLOAD EMAIL NOTIFICATION FAILURE **********

Within the past 24 hours, a failure in the email system prevented emails from being sent to notify users the files are available for download.

Users were not notified of the following shares:

[*list of files* – area name and filename]

New notifications have been sent to each user to let them know that these files are available for download.

Thanks,

MDHHS File Transfer Support

3. File was shared, but users with access to the area the file was shared to are not notified the shared file is available for download:

(Users with access to the area the file was shared to will received the following e-mail notification)

NOTE : AUTOMATIC E-MAIL TO FILE TRANSFER DOWNLOAD USERS - (PLEASE DO NOT REPLY TO THIS E-MAIL) :

********** FILE TRANSFER - FILE DOWNLOAD EMAIL NOTIFICATION FAILURE **********

Within the past 24 hours, a failure in the email system prevented emails from being sent to notify users the files are available for download.

The following files are now available for download:

[*list of files* – area name and filename]

Thanks,

MDHHS File Transfer Support

Nice To Know

Screen Basics

Screens contain common links that functions the same for all screens

- **Home** – Located in the upper right-hand corner of the screen. Returns to the File Transfer Home Page Main Menu.
- **Cancel** – Returns the previous screen accessed.
- **Exit Application** – Exits the application and returns to the MILogin Users Home Page.

File Basics

- File size should not exceed 250 megabytes
- File names should not contain spaces
- The File transfer application does scan all files for viruses and will alert if a virus is found.

Problem Notification Basics

- Send the following information to [DHHS File Transfer Support](#).
  - User name and User Id
  - Menu Option
  - Brief Description of the problem encountered
- DTMB monitors this mailbox daily and will respond to the notifications

Application Maintenance Notification Basics

- This screen will appear whenever the Application is experiencing maintenance.
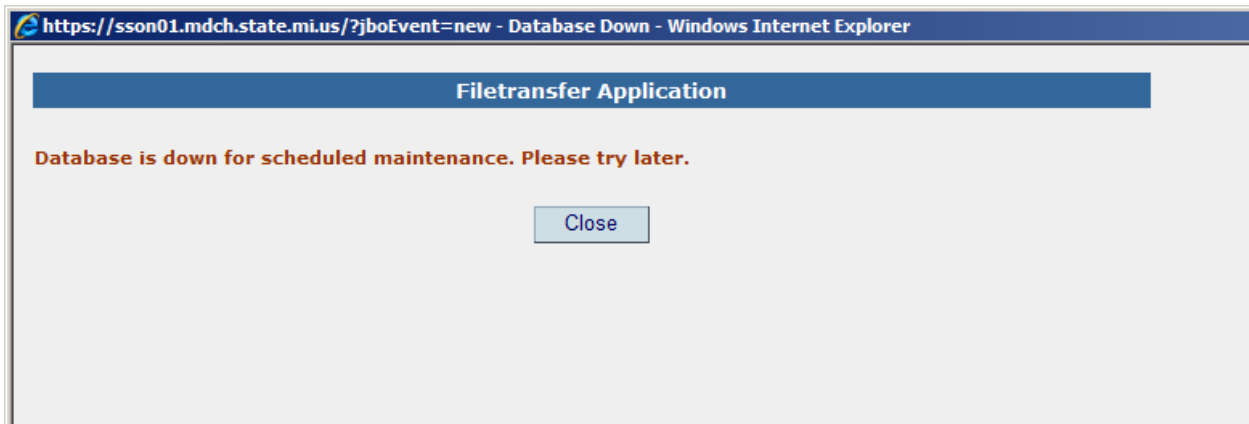
Version History

Date	Version	Description	Author
05/26/2017	1.10	Updated to include Version History	Kevin G. Mills
09/10/2019	1.20	Updated to include Updates for MILogin Multifactor Authentication.	Kevin G. Mills
05/19/2021	1.30	Updated to include updates to allow users to share, upload, and download multiple files	Kevin G. Mills
07/06/2022	1.40	Updated to include updates to all users to delete multiple files.	Kevin G. Mills