ISAC FILE TRANSFER SYSTEM

This document provides instructions for interacting with the ISAC's Secure File Transfer System, which is to be used by schools participating in the File Transfer Protocol (FTP) processes for the Monetary Award Program (MAP) and the Illinois Veteran Grant (IVG) Program.

ACCESSING THE ISAC FILE TRANSFER SYSTEM

The ISAC File Transfer System is accessible using a web browser and navigating to the URL **https://transfer.isac.org/**. Please note that the site uses **HTTPS** and not HTTP. The web browser must have cookies and javascript enabled and it must allow popups for **transfer.isac.org** in order to function correctly.

When logging on to the new ISAC File Transfer System site, all institutions will use their current username and password. Upon logging on, there is a five-minute inactivity timeout. This means that while you are logged on, if you do not do anything for five or more minutes, you will be prompted to logon again if you attempt any operation such as transferring or retrieving a file or navigating to another folder. If you were using the Enhanced Interface, you may see a window like the one shown in Figure 1 below. If you were using the Basic Interface, you will be sent directly back to the logon page.

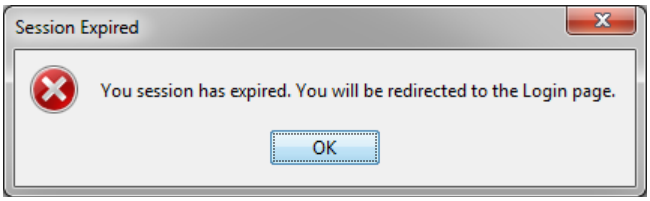

Figure 1

FOLDER STRUCTURE AND PERMISSIONS

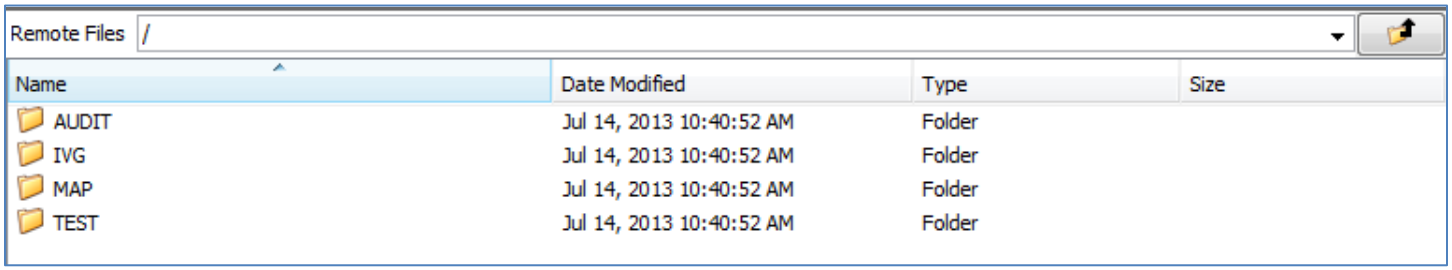

Figure 2

Upon logging on with your assigned username and password, you will see folders that are named as the ones in Figure 2 above. Please note that you will only see the IVG related folders if your institution is participating in the exchange of files for the IVG Program.

You will not have permissions to transfer files to the folder root. Instead, each folder will have an IN and OUT subfolder. The IN subfolders are to be used when an institution needs to transfer a file to ISAC. You will not be able to transfer folders to the ISAC File Transfer System. The OUT subfolders are to be used to retrieve files that ISAC has made available to an institution. The following provides an explanation of each folder.

AUDIT

IN	This is where institutions will transfer files to ISAC for Auditing purposes.
OUT	This is where institutions will retrieve files from ISAC for Auditing purposes.

IVG (*This folder option is available ONLY for institutions participating in the IVG Program*.)

IN	This is where institutions will transfer IVG Payment Request files to ISAC.
IVGMASTER	This is where institutions will retrieve the IVG Master File from ISAC. (*For authorized institutions ONLY*)
OUT	(*For future use*)

MAP

IN	This is where institutions will transfer MAP Payment Request files to ISAC.
OUT	(*For future use*)

TEST (*This folder option will be for all GAP Access programs and may be extended as needed.*)

IN	This is where institutions will transfer ***test*** files to ISAC for any programs - **FOR TESTING PURPOSES ONLY**.
OUT	This is where institutions will retrieve ***test*** files from ISAC for any programs - **FOR TESTING PURPOSES ONLY**.

The ISAC File Transfer System provides two interfaces for you to use; an Enhanced interface and a Basic interface.

- **Enhanced interface:** lets you drag-n-drop the file from your computer to the Portal but it requires Java to be installed on your computer.
- **Basic interface:** requires that you click an Upload button but it does not have the Java requirement. If you do not have Java installed or if you are unsure as to which interface to use, follow the steps in the **Using the Basic interface** section.

USING THE ENHANCED INTERFACE

Internet Explorer blocks old versions of the Java Runtime Environment. Therefore, if your institution utilizes the Enhanced Interface when logging in to the ISAC File Transfer System, you may encounter errors if the version of Java you are currently running is anything prior to Java 7 Update 67.

Use the Enhanced Interface only if Java 7, Update 67 is installed on your computer. If you are unsure, use the Basic Interface that is described in the next section.

<u>To logon to the ISAC File Transfer System</u>

Once you navigate with a web browser to **https://transfer.isac.org/**, you should see a page that looks like Figure 3 below. Enter your username and password supplied by your ISAC representative in the appropriate fields. Select Enhanced for the Interface if it is not already selected and then click the Login button.

Figure 3

If this is your first time to logon to the new File Transfer System, you may see the Java Security window as shown in Figure 4 below. Click Run on this window.

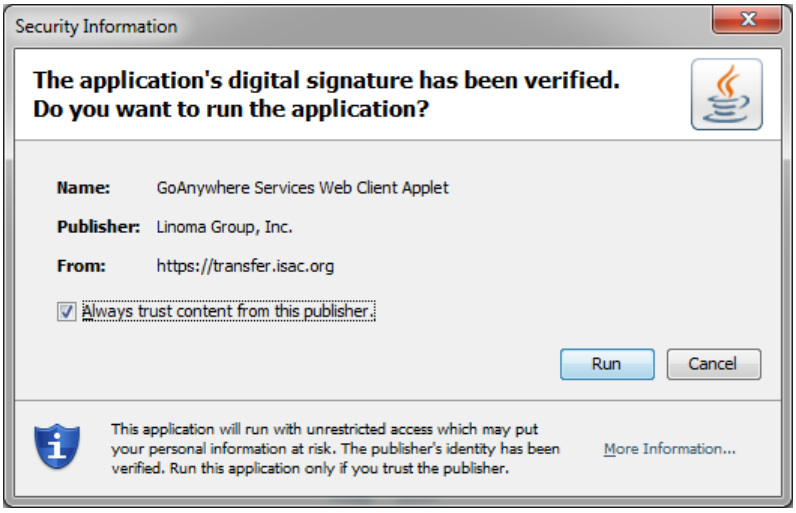

Figure 4

You will then be taken to a page that looks similar to Figure 5 below. The left pane represents the file system of your local computer while the right pane represents your account's folder structure on the ISAC File Transfer System. Whether you transfer a file to ISAC or retrieve one, you may need to first select the desired folder on your local computer. If you are transferring a file, choose the folder that contains that file. If you are retrieving a file, choose the folder where you want the file stored. From the left pane, use the Ellipsis or the Move-Up button to navigate to the folder and select that folder. If you chose the Ellipsis button, another window will appear which is similar to what is shown in Figure 6 (below) to let you navigate and select the desired folder.

Note: You will always need to use the navigation buttons and double-click folders within the Enhanced interface to switch to different folders. ***You should not use the Back and Forward buttons of your web browser to navigate*** *as this will result in unintended consequences.*

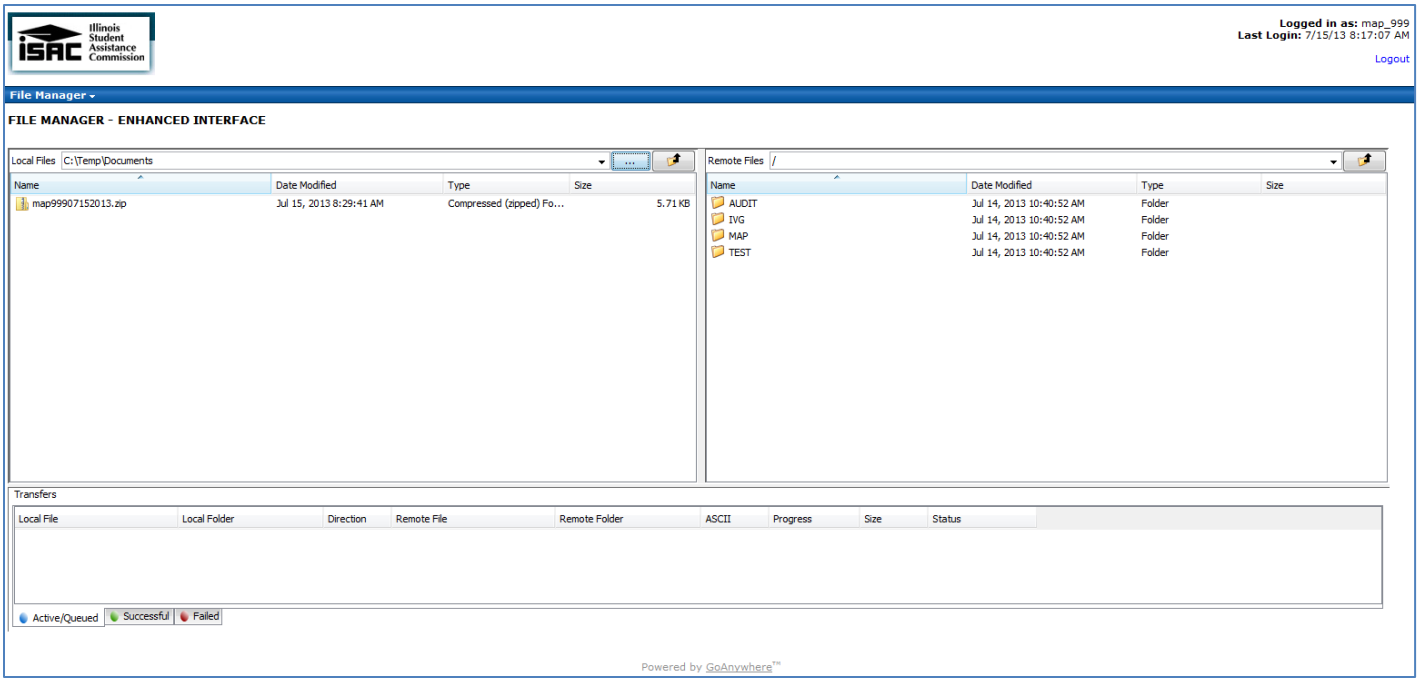

Figure 5

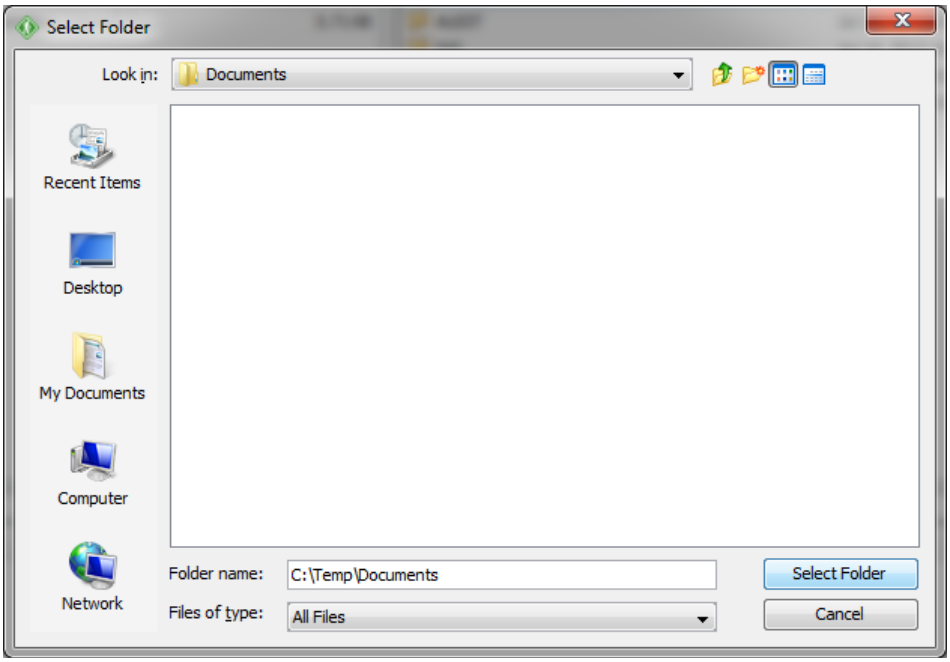

Figure 6

To transfer a file to ISAC

Once the correct folder is selected on your local computer, you should see your file listed in the left pane. Now the correct folder needs to be selected in the right pane. For example, if you are transferring a MAP Payment Request file, double-click the MAP folder and then the IN subfolder. Check the previous section, **Folder structure and permissions**, to determine which folder should be selected. Once the correct folder is selected, there are three different methods to transfer the file. Choose the one that you prefer. Figure 7 below depicts the drag and drop method.

a. Double-click the file in the left pane.
b. Single-click the file in the left pane to highlight it. Then drag and drop the file to the right pane.
c. Right-click the file in the left pane and select Upload.

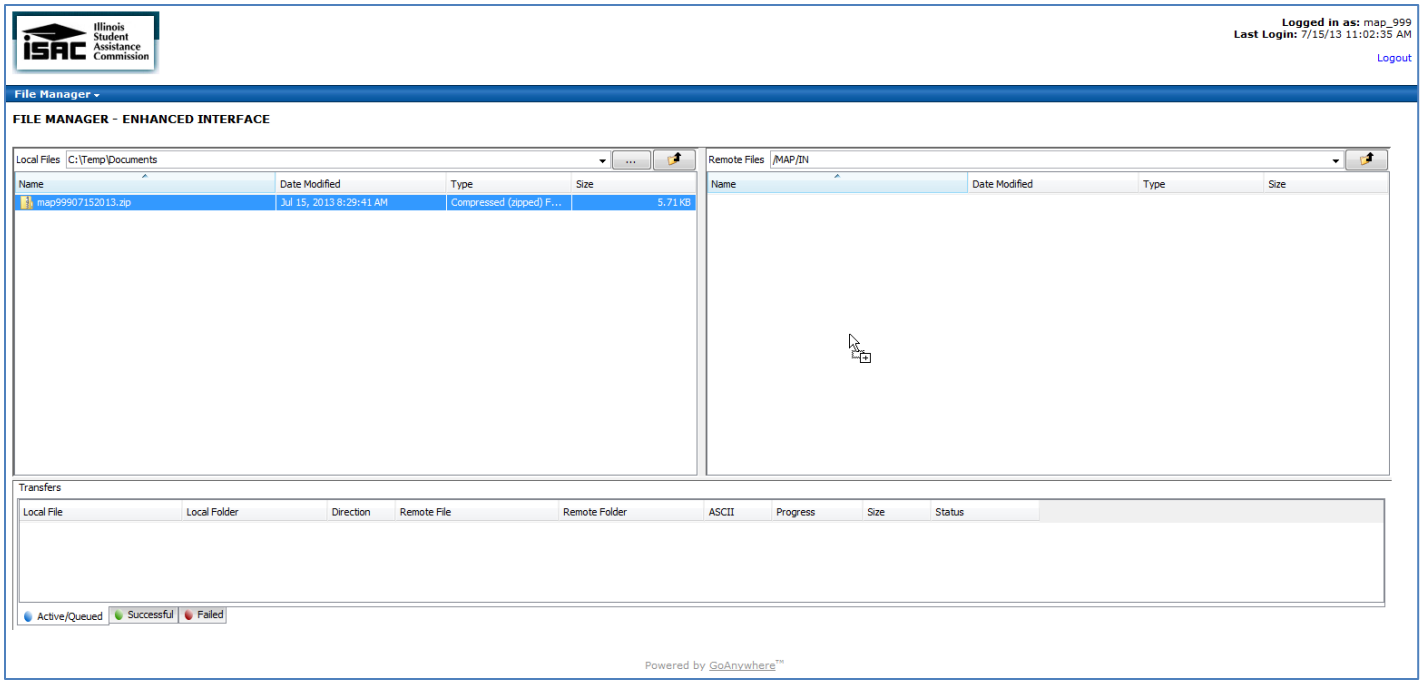

Figure 7

To verify a successful transfer, click on the Successful tab on the bottom pane. As it's shown in Figure 8 below, the file should then be listed, the direction arrow should point to the right, and the status should indicate that it finished.

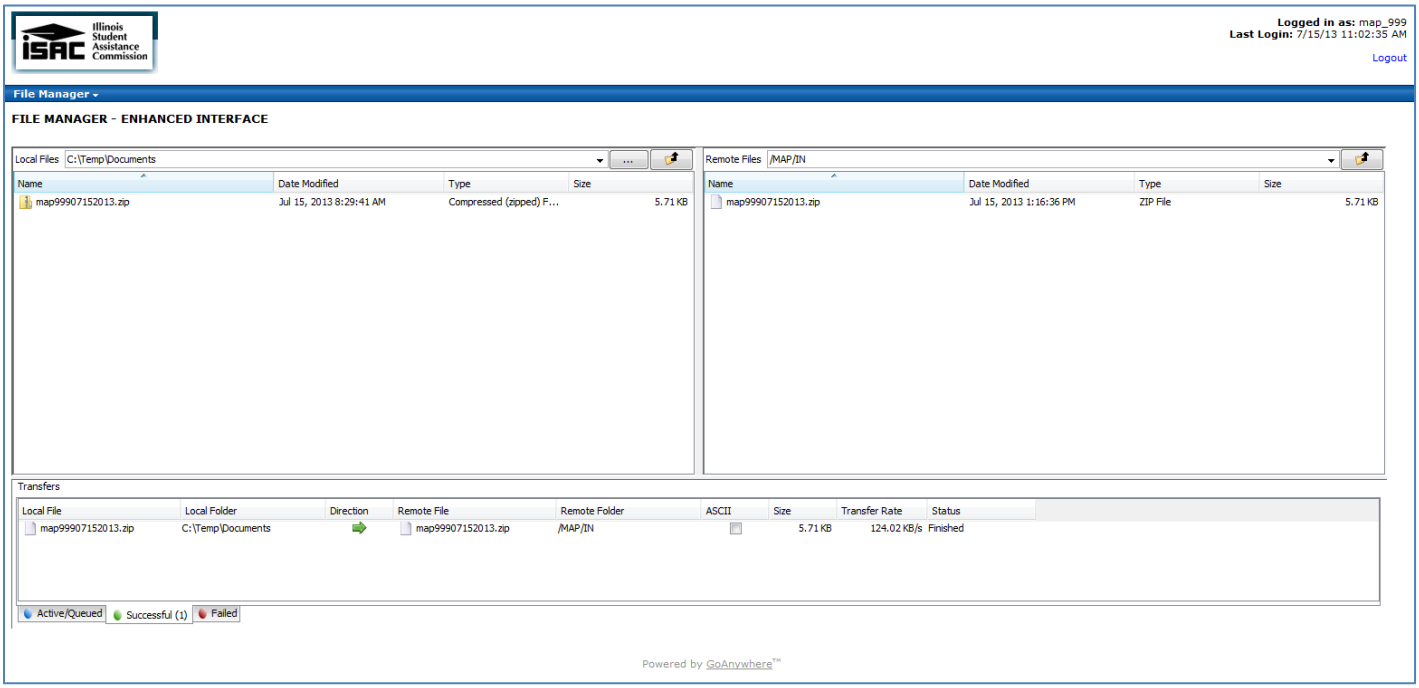

Figure 8

<u>To retrieve a file from ISAC</u>

Once the correct folder is selected on your local computer, the correct folder needs to be selected in the right pane. For example, if you are retrieving an Audit related file, double-click the AUDIT folder and then the OUT subfolder. Check the previous section, **Folder structure and permissions**, to determine which folder should be selected. Once the correct folder is selected, the file should be listed in the right pane and there are three different methods to retrieve the file. Choose the one that you prefer. Figure 9 below depicts the drag and drop method.

a. Double-click the file in the right pane.
b. Single-click the file in the right pane to highlight it. Then drag and drop the file to the left pane.

c. Right-click the file in the right pane and select Download.

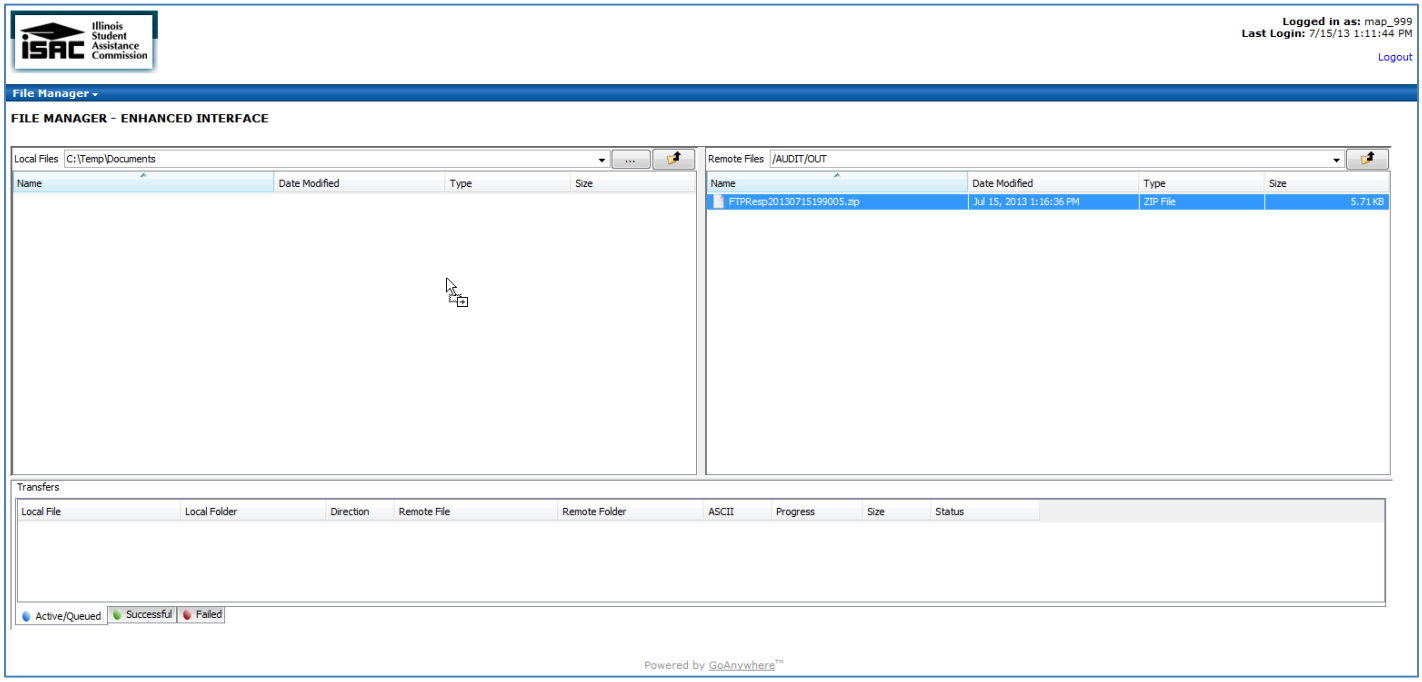

Figure 9

To verify a successful retrieval, click on the Successful tab on the bottom pane. As it's shown in Figure 10 below, the file should then be listed, the direction arrow should point to the left, and the status should indicate that it finished.

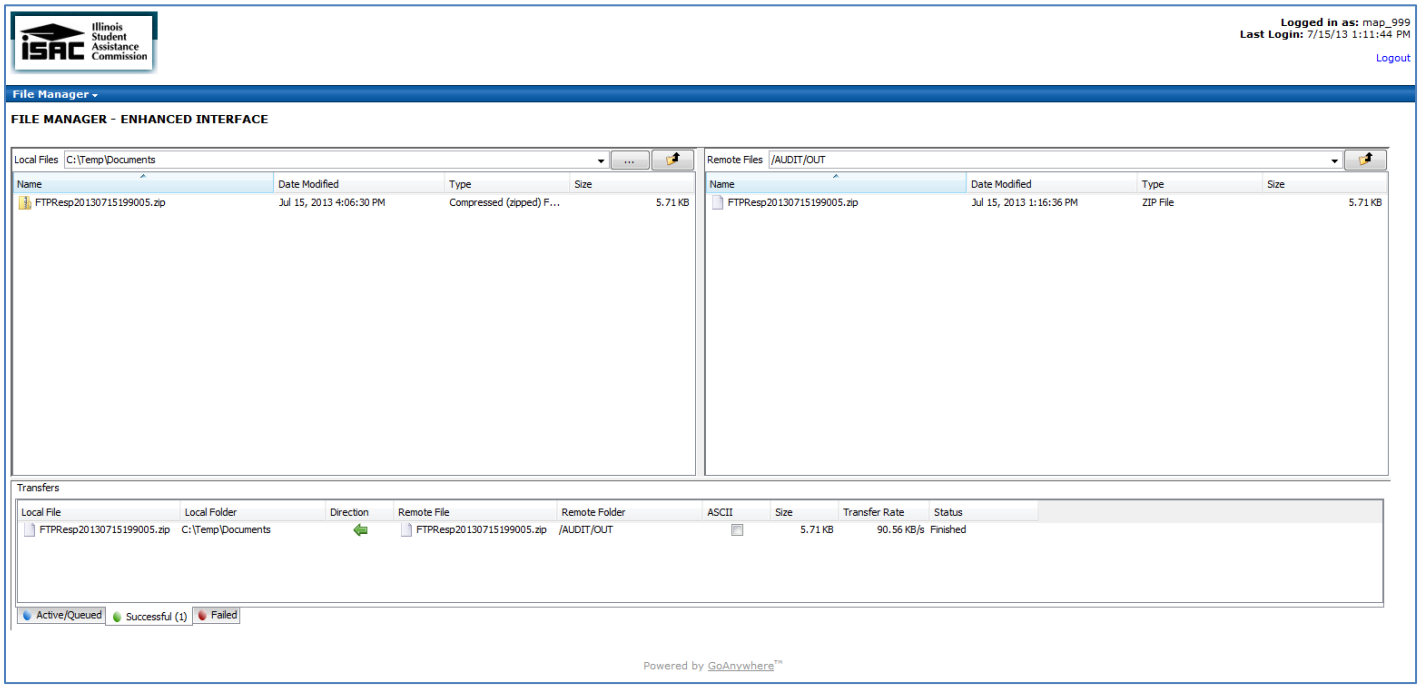

Figure 10

To logout from the ISAC File Transfer System

In the upper-right corner of the window, click the Logout link. You will then be taken back to the Logon screen at which point you may close your web browser.

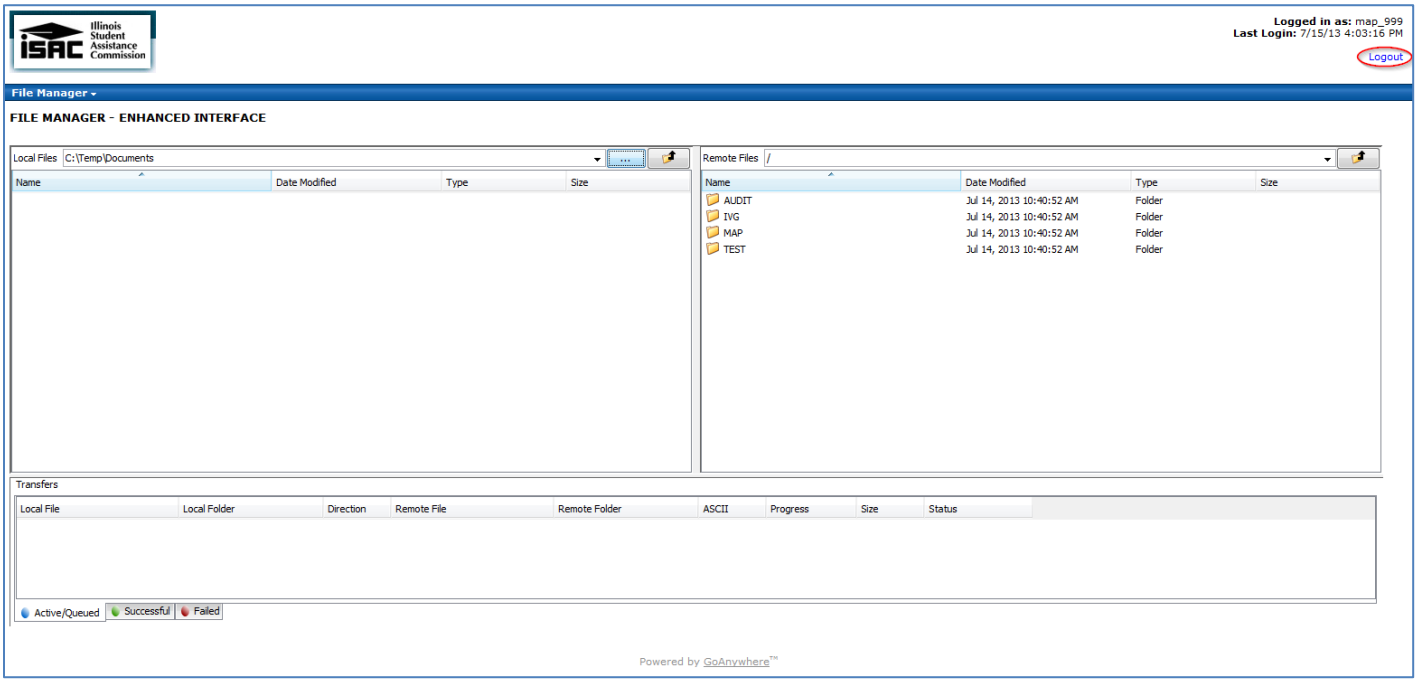

Figure 11

USING THE BASIC INTERFACE

The Basic Interface does not require Java to be installed on the computer.

To logon to the ISAC File Transfer System

Once you navigate with a web browser to **https://transfer.isac.org/**, you should see a page that looks like Figure 12 below. Enter your username and password supplied by your ISAC representative in the appropriate fields. Select Basic for the Interface and then click the Login button.

Figure 12

You will then be taken to a page that looks like Figure 13 below. This window represents your account's folder structure on the ISAC File Transfer System. The Move Up button and Home button lets you navigate up the folder structure.

Note: You will always need to use the navigation buttons and double-click folders within the Basic interface to switch to different folders. ***You should not use the Back and Forward buttons of your web browser to navigate*** *as this will result in unintended consequences.*

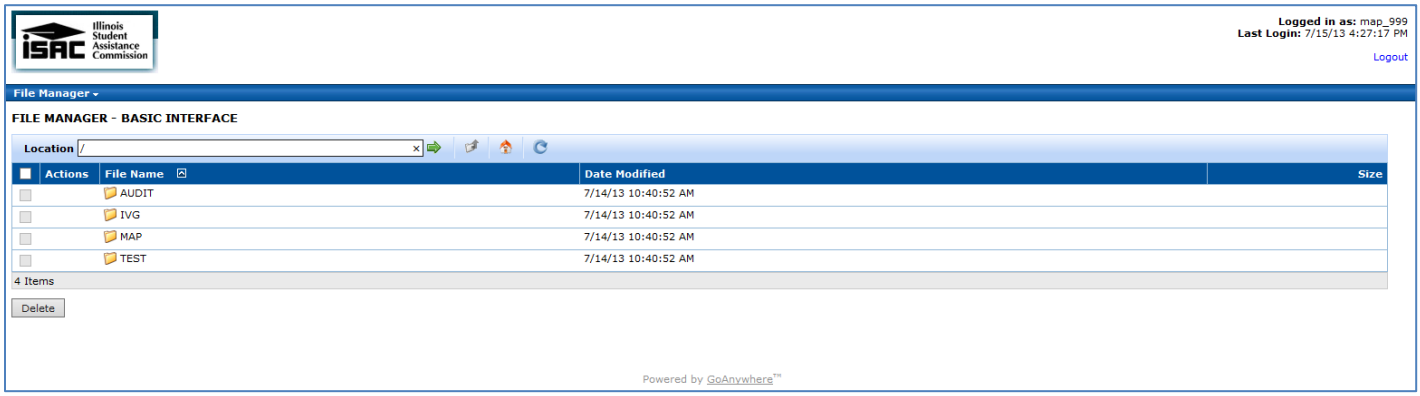

Figure 13

To transfer a file to ISAC

You will first have to navigate to the correct folder. For example, if you are transferring a MAP Payment Request file, click the MAP folder and then the IN subfolder. Check the previous section, **Folder structure and permissions**, to determine which folder should be selected.

Figure 14

Once the correct folder is selected, click the Upload button. If have not already allowed popups for transfer.isac.org, your web browser may block the popup window that is supposed to appear after clicking the Upload button. Figure 15 below shows what Internet Explorer may display if it blocks the popup. It is recommended to always allow popups for this site. If you had to allow it, you will need to click the Upload button again.

Figure 15

A new popup will display like is shown in Figure 16 below. Click the first Browse button to select the file to transfer.

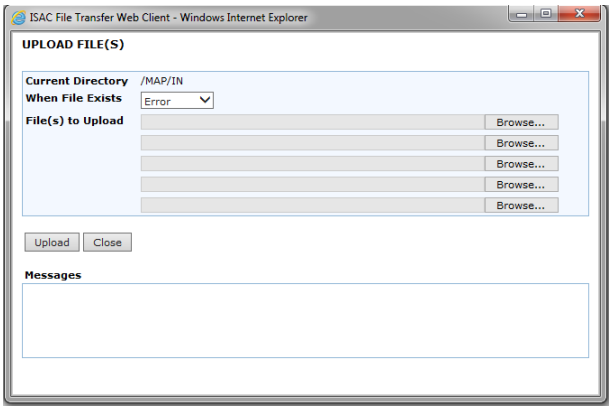

Figure 16

Navigate to the folder on your local computer and select the file.

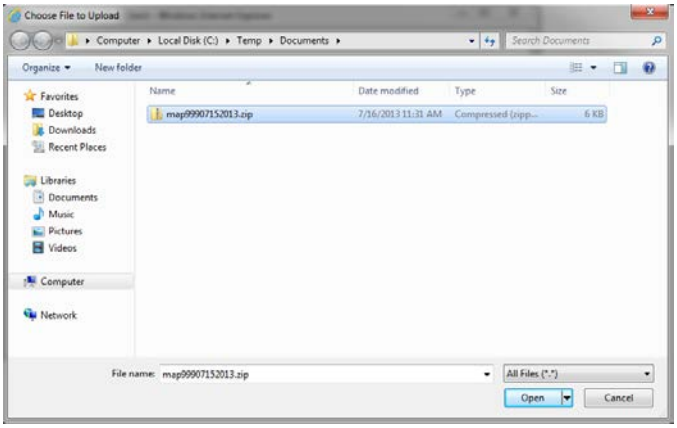

Figure 17

The full path to the file should then be listed in the popup window. Click the Upload button to transfer the file.

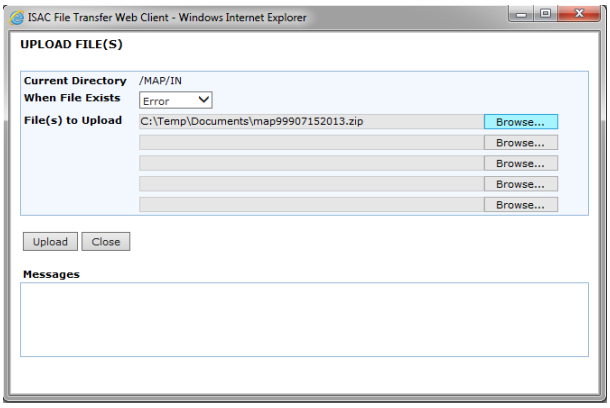

Figure 18

To verify a successful transfer, the Messages pane in the popup window should state that the file was received successfully in green letters as shown in Figure 19 below. Click the Close button to close the popup window.

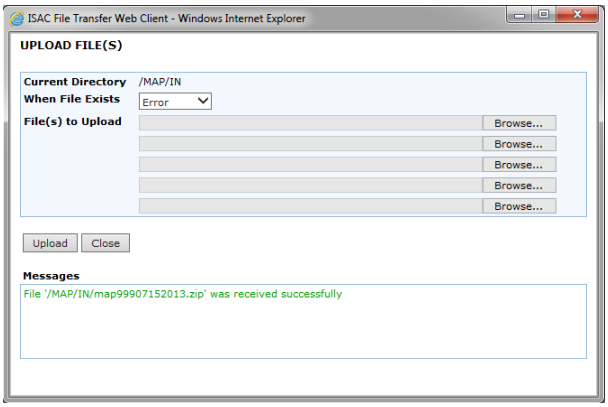

Figure 19

After closing the popup, you will be taken back to the same folder location.

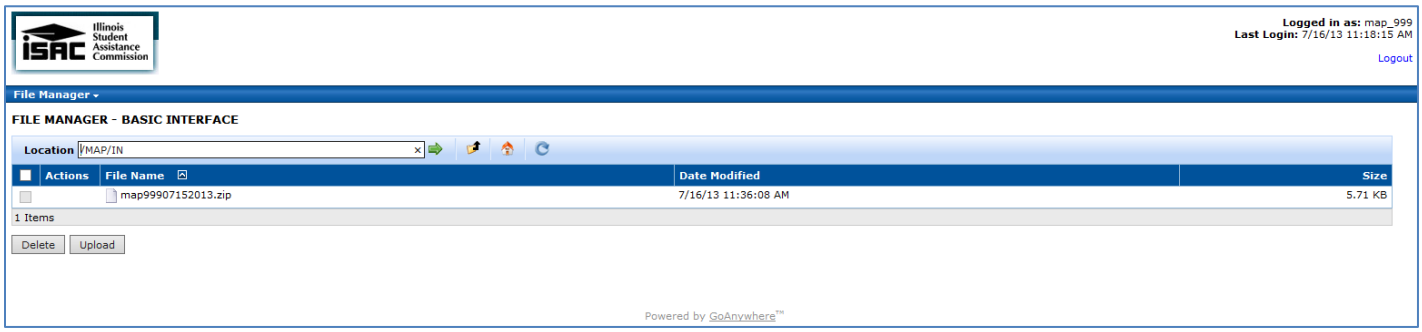

Figure 20

<u>To retrieve a file from ISAC</u>

You will first have to navigate to the correct folder. For example, if you are retrieving an Audit related file, click the AUDIT folder and then the OUT subfolder. Check the previous section, **Folder structure and permissions**, to determine which folder should be selected. Once the correct folder is selected, click the file.

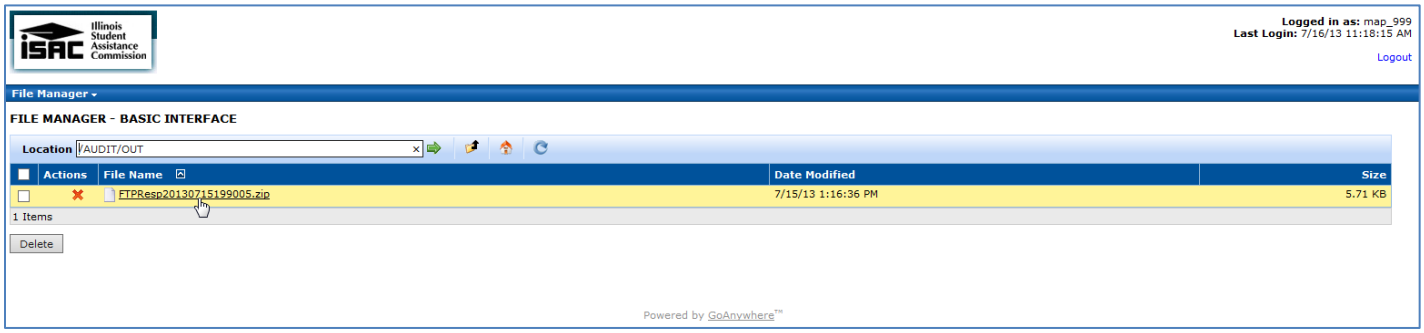

Figure 21

Depending on the web browser used, you may see different prompts to save the file. Figure 22 below is an example that Internet Explorer would display. You would choose Save as to choose the desired location on your local computer.

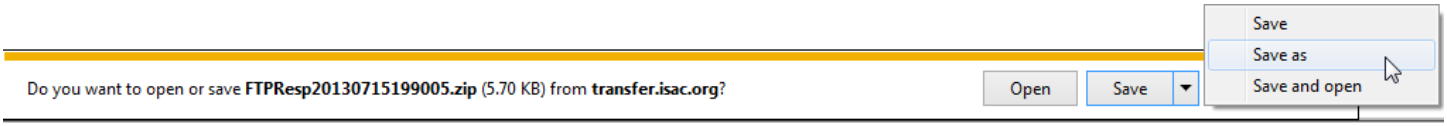

Figure 22

You would then navigate to the folder and click Save.

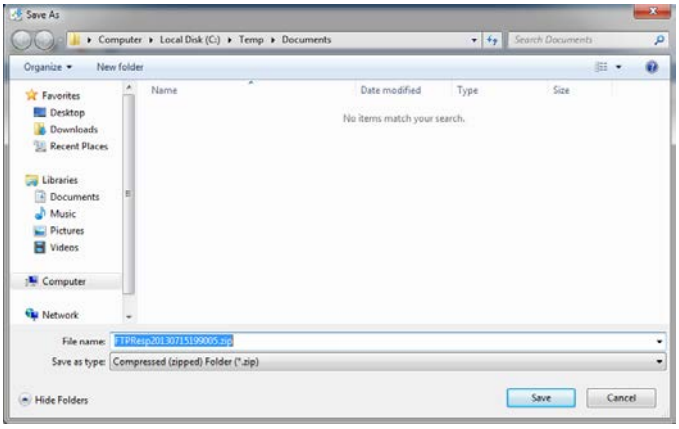

Figure 23

<u>To logout from the ISAC File Transfer System</u>

In the upper-right corner of the window, click the Logout link. You will then be taken back to the Logon screen at which point you may close your web browser.

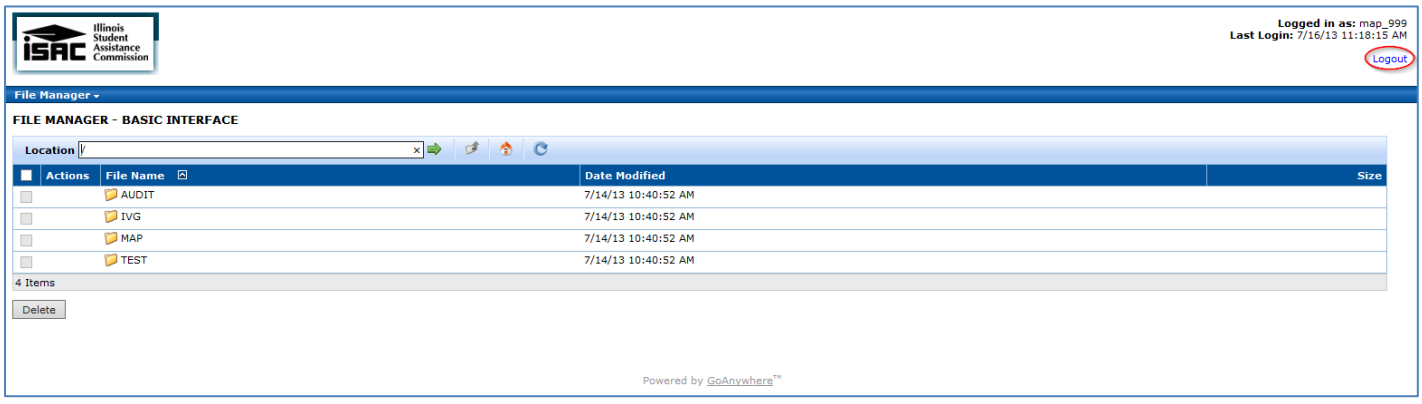

Figure 24

File Transfer System Q & A

Q. Why am I unable to send files to ISAC?
A. *Make sure you have first navigated to an IN subfolder. These are the only locations where you will have permissions to transfer files.*

Q. Why am I unable to send folders to ISAC?
A. *The permissions on the File Transfer System site do not allow for folders to be transferred, only files.*

Q. Why am I unable to retrieve files from ISAC?
A. *Make sure you have first navigated to an OUT subfolder. With the exception of the IVGMASTER subfolder, these are the only locations where you will have permissions to retrieve/download files.*

Q. Why am I prompted to logon again?
A. *There is a five minute inactivity timeout. Make sure you transfer or receive files to and from the proper locations after you logon and then logout upon completion.*

Q. I'm experiencing an error or none of the answers above answer my question. Who can I contact for help?
A. *You may contact ISAC by sending an email to* ***ISAC.SchoolServices@isac.Illinois.gov****.*