ISAC FILE TRANSFER SYSTEM

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

All users will need to have GAP Access IDs and passwords to login to the secure file transfer system. In addition, a GAP Access administrator must grant access privileges for anyone that will be using the secure transfer system.

GETTING SET UP

If users do not have a valid GAP Access ID and password but need access to the FTP site, the user will need to obtain them. To do so, follow the instructions in the GAP Access User Guides to receive your credentials.

After obtaining credentials, a GAP Access administrator must grant privileges for access to the secure transfer system. Follow the instructions below to complete the set up.

1. GAP Access Administrator - Login to GAP Access.

2. Go to User Administration under the Administration tab.
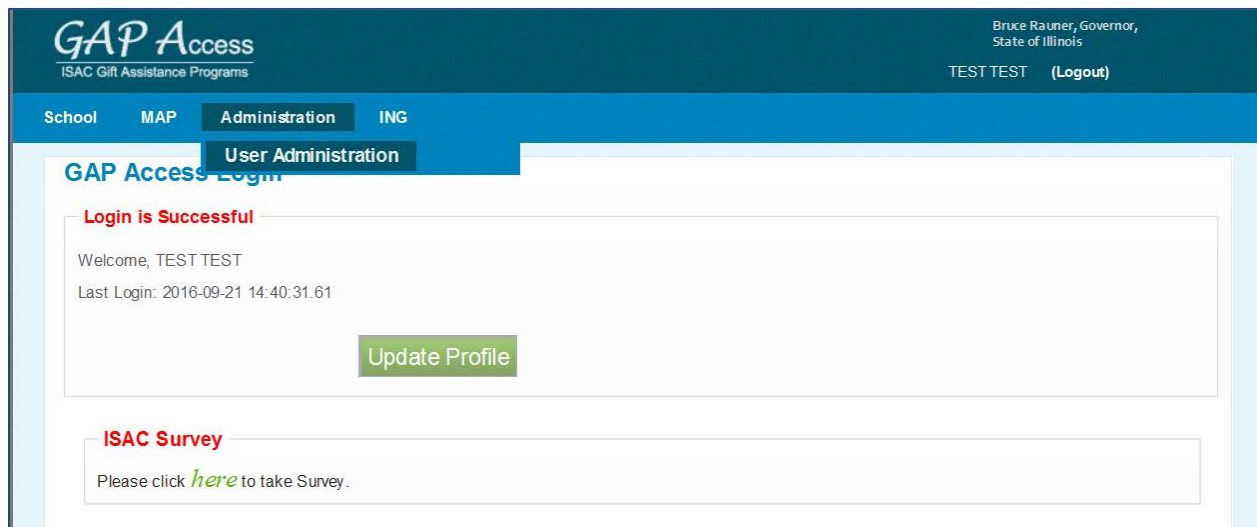
3. Select the user to update by clicking on the "person" icon.

Show 10 ∨ entries							Filter:
User ID	**Last Name**	**First Name**	**M.I.**	**SchoolName**	**Admin**	**Active**	**Primary**
su	BUCH	SU			N	Y	🔑 👤 🗑
tt	EDWARDS'	TONI			N	Y	🔑 👤 🗑
updt	TEST	TEST			N	Y	→ 🔑 👤 🗑

Showing 11 to 13 of 13 entries ◄ ►

4. Review the "FTP Access" section of the screen and click the checkboxes for each program the user will have access to in the secure transfer site.

Program Privileges

Program Name	Privilege
ING	○ None ● Update ○ View
IVG	○ None ● Update ○ View
MAP	○ None ● Update ○ View

FTP Access

Program Name	Select
ING	☐
IVG	☐
MAP	☐
AUDIT	☐

Other Privileges

Access To [∨] Privilege [∨] Add

Existing Privileges

Budget - Confirm 🗑
Demo - Update 🗑
MAPAdvData - Confirm 🗑

Save

5. Click the Save button.
6. After the Administrator completes the steps above, **the user** will need to login to GAP Access and log out prior to attempting to login to transfer.isac.org.
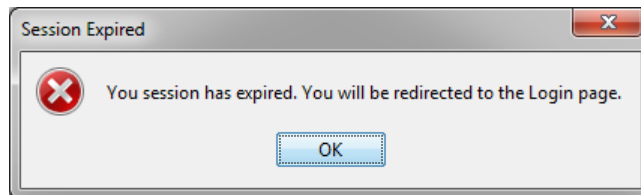
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ACCESSING THE ISAC FILE TRANSFER SYSTEM

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 users will use their current GAP Access ID and password.

As a reminder, 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.

LOGGING IN 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 the screen below. Enter your GAP Access username and password.
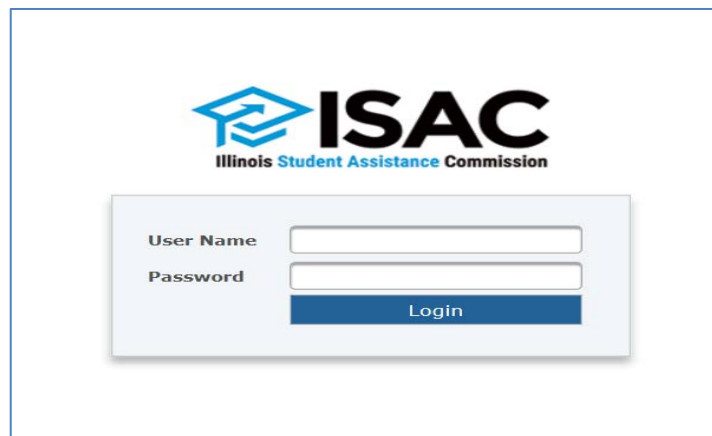
SCHOOL FOLDER

After a successful login, you will go to the Secure Folders screen (see below). This screen should display your **School Folder** on the ISAC File Transfer System, identified by your institution's 6-digit US Department of Education school code.

***Note: You should not use the Back and Forward buttons of your web browser to navigate** as this will result in unintended consequences.*
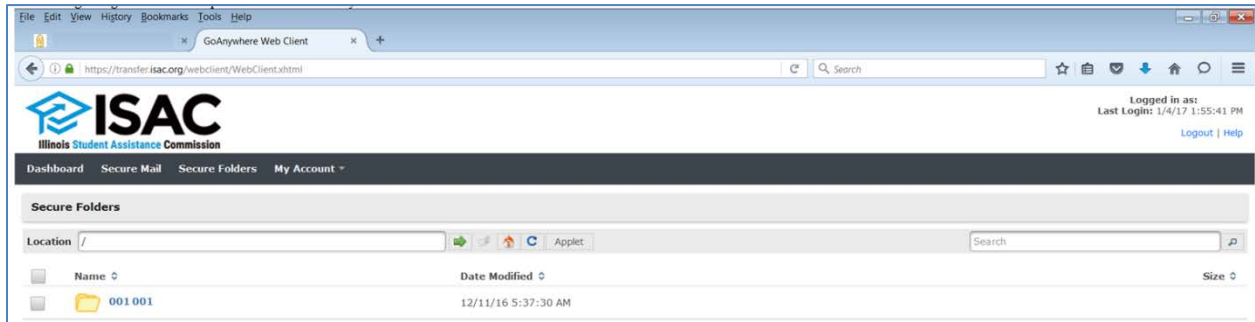
PROGRAM FOLDERS

Click on the School Folder, and next you will see **Program Folders** named similar to the ones below. Please note that you will only see the IVG and ING related folders if your institution is participating in the exchange of files for those programs.
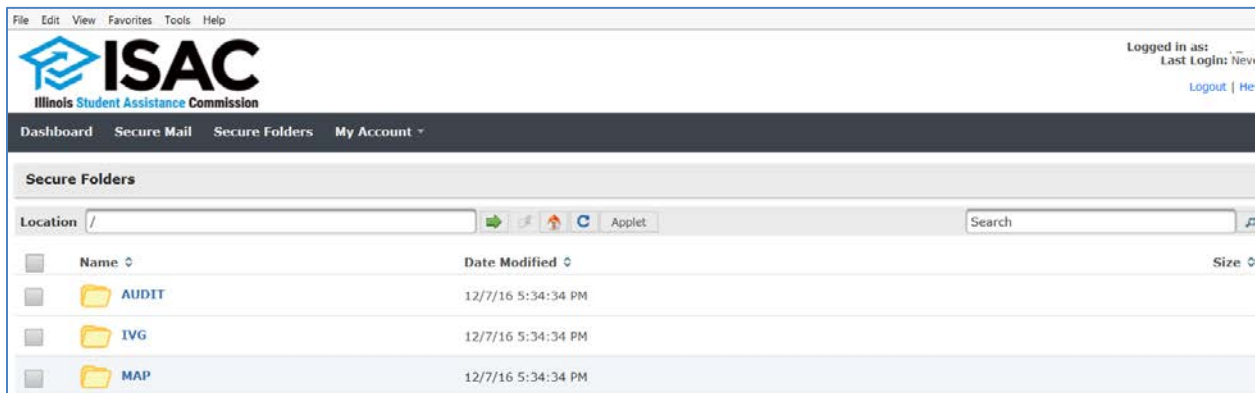
PROGRAM SUBFOLDERS

Each Program Folder will have an IN, OUT and TEST 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, file only. The OUT subfold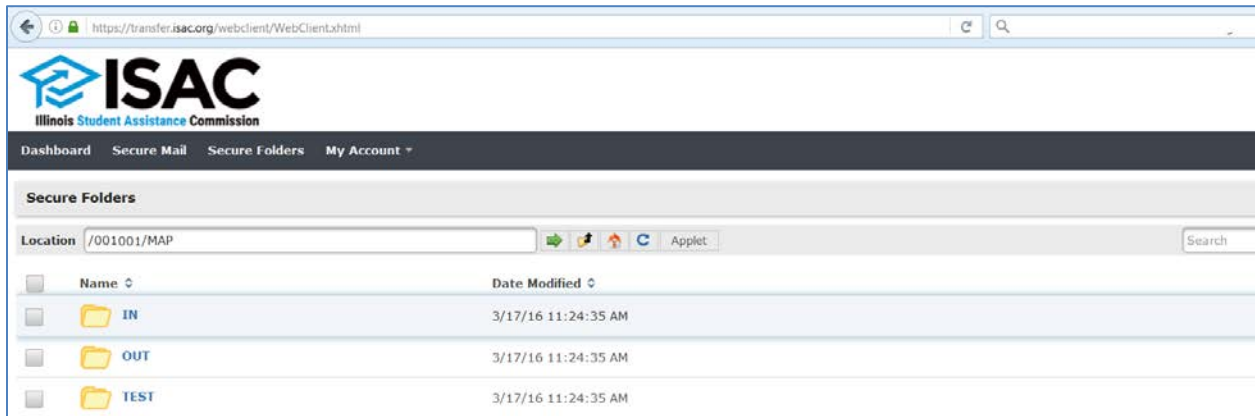ers are to be used to retrieve files that ISAC has made available to an institution. The TEST subfolder allows the transfer of test files only.

The following provides an explanation for each program subfolder. See the screen on the following page.

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.

ING   (*This folder option is available ONLY for institutions participating in the ING Program.*)
    IN   This is where institutions will transfer ING Payment Request files to ISAC.
    OUT   (*For future use*)
    TEST   This is where institutions will transfer ING *test* files to ISAC - **FOR TESTING PURPOSES ONLY**.

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.
    OUT   (*For future use*)
    TEST   This is where institutions will transfer IVG *test* files to ISAC - **FOR TESTING PURPOSES ONLY**.

MAP
    IN   This is where institutions will transfer MAP Payment Request files to ISAC.
    OUT   (*For future use*)
    TEST   This is where institutions will transfer MAP *test* files to ISAC - **FOR TESTING PURPOSES ONLY**.

UPLOADING A FILE

1. To upload a file, select the program subfolder (e.g. MAP/IN) you wish to upload to, then click the Upload button. This will bring up a screen which accesses your local computer.

Note: *If you 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. 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.*
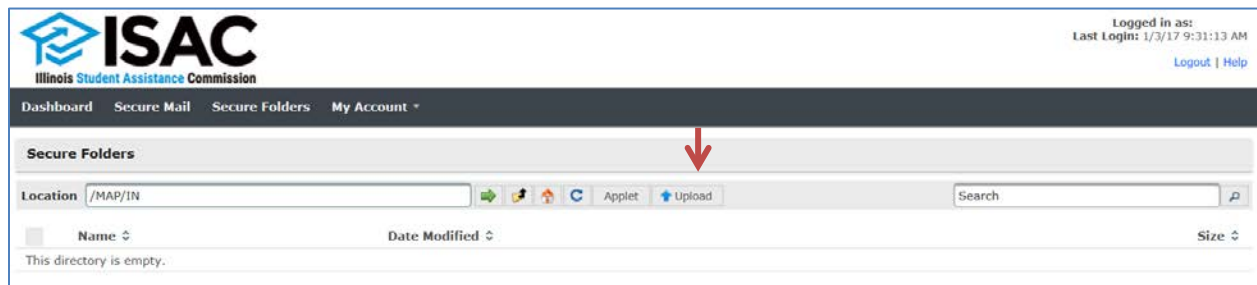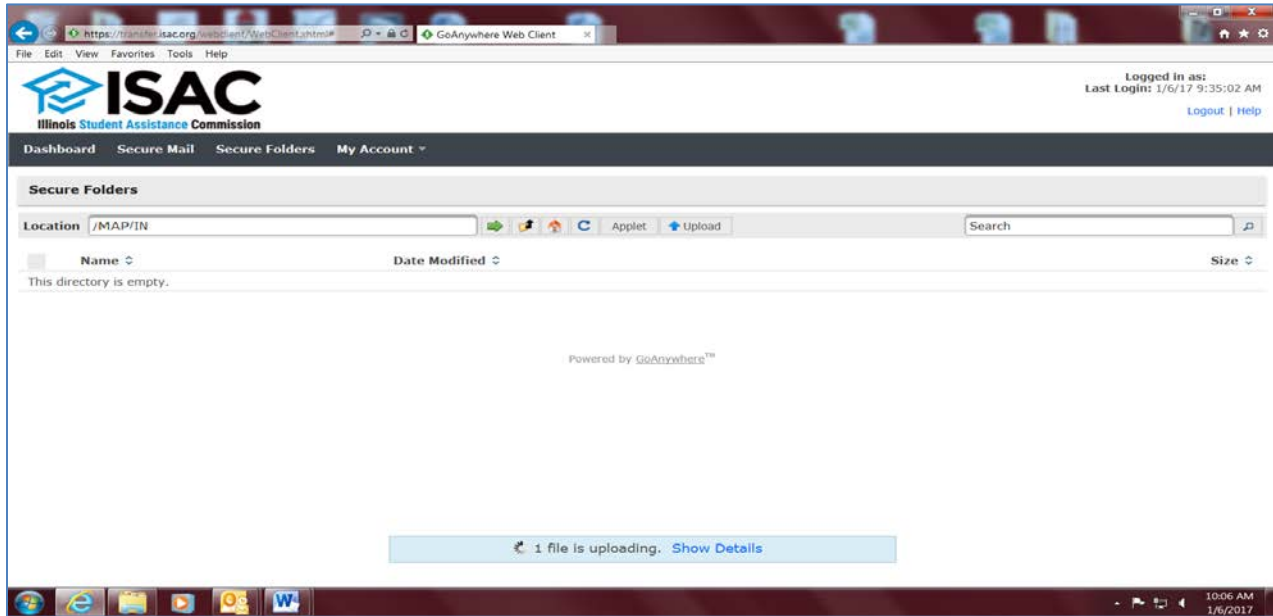

2. Navigate to the desired file on your local computer and select that file to upload. Click Open or doubleclick the selected file to upload it.
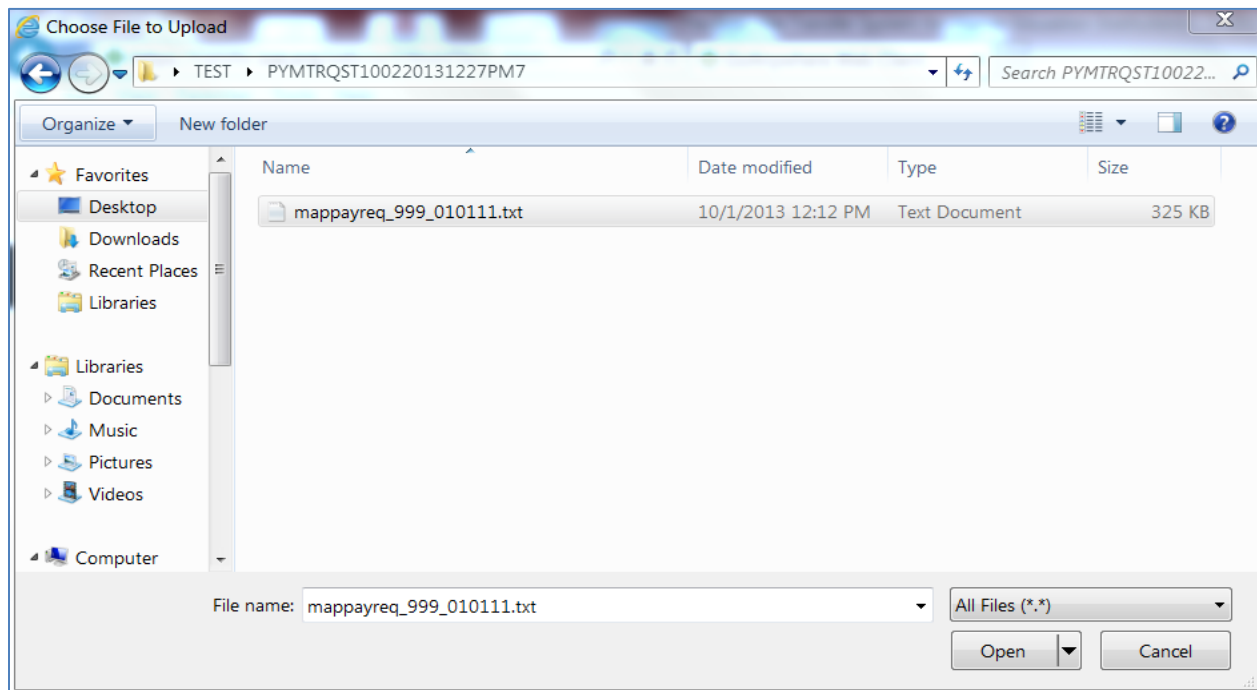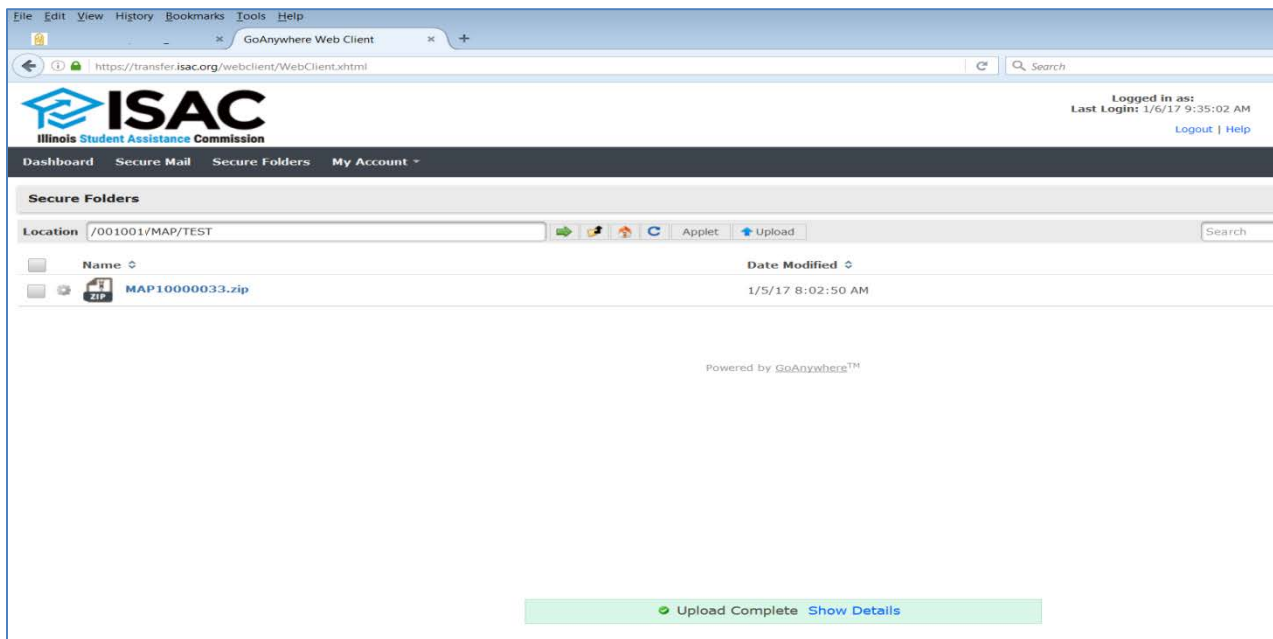
3. The screen below will appear as the file is being uploaded.

4. The "Upload Complete" message will appear and the file will be listed in the Program Subfolder. The file will be retrieved and processed in the regular file retrieval cycle. You may log out of transfer.isac.org.

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@Illinois.gov **or by calling 866.247.2172.***