

SecFTP User Tips

Website URL: <https://secftp.ucare.org>

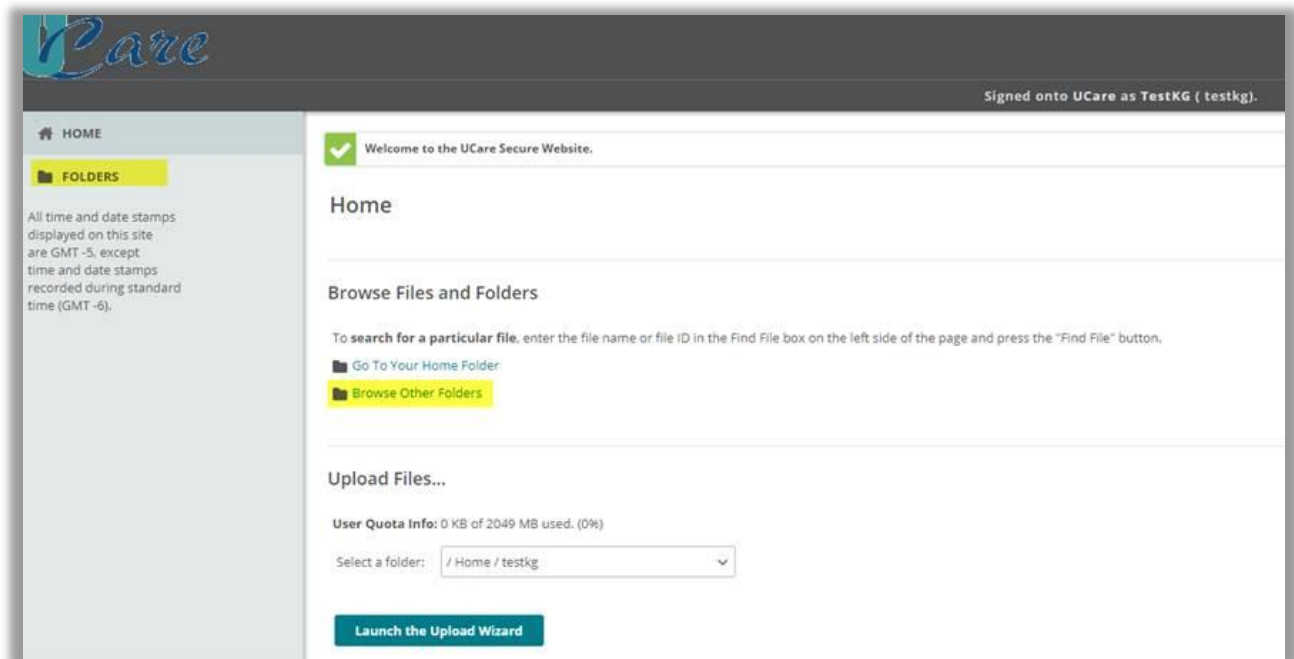
Log in with username and password provided by UCare.

For issues with password resets, issues logging in or basic troubleshooting, please contact the UCare Service Desk at 612-676-3357.

For new account creation or additional access to folders or content, please contact UCare's Clinical Liaisons at clinicallyaion@ucare.org.

Navigating to your files:

From the Home screen click on either Folders or Browse Other Folders as shown below.



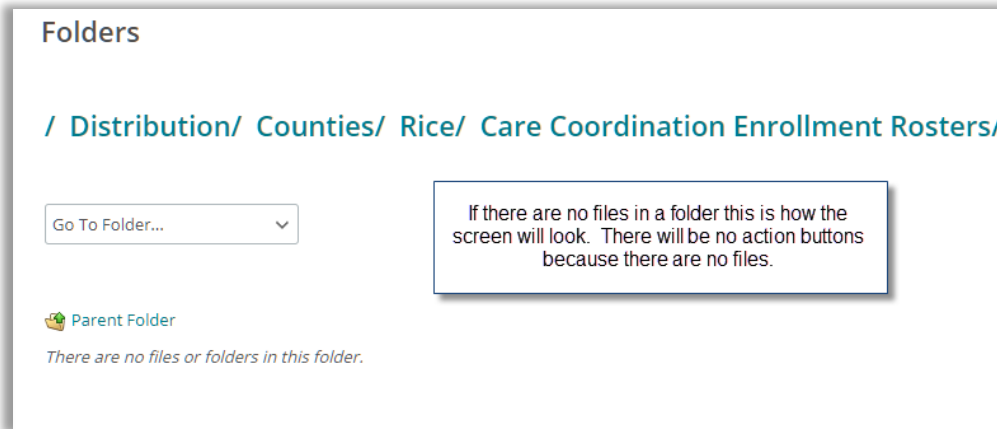
Option 1 (preferred): Left navigation pane to files

- Click On Folders in the left navigation pane
- Click on Distribution
- Click on each sub folder until you see the files needed.

Option 2: Main body of website navigation:

- On Home Screen in main section called Browse Files and Folders click on Browse Other Folders
- Click on Distribution
- Click on each sub folder until you see the files needed.

The screen capture below represents a folder directory that does not contain any files. This view could occur due to the timing of when reports were uploaded or the content has been deleted by a user or automatically removed after 90 days.

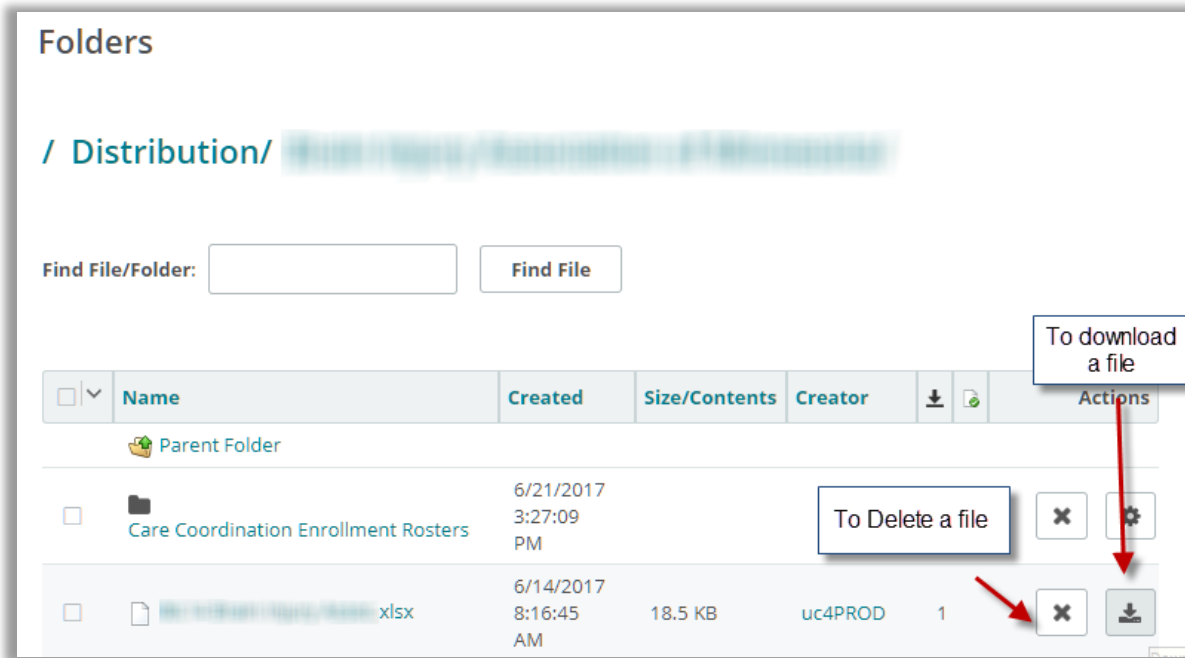


To download and delete Files

To download a file click on the download icon that is shown on the far right of the image below:

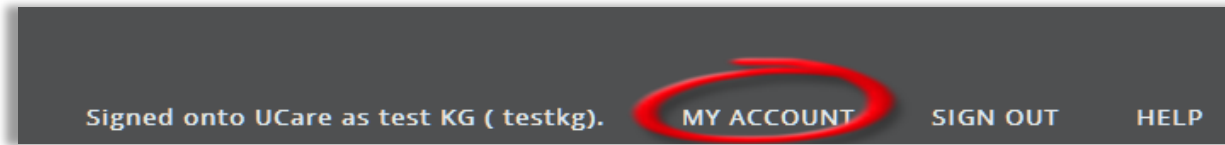


To delete a file click on the delete file icon located next to the download icon:



Follow any prompts you receive when you click the download button. You may be prompted to open or save the file, it may just automatically download or just open depending on your internet browser and settings.

If you are having technical trouble downloading files, you can find information on the MY ACCOUNT tab that may help your tech support personnel troubleshoot the issue. It includes technical information needed to download files. This information will be located near the bottom of the MY ACCOUNT section.



Edit Your Upload/Download Wizard Settings...

This information may be useful to your own tech support. It can help them configure your browser for downloading files.


Upload/Download Wizard Status:

The ActiveX Upload/Download Wizard is not available: it requires IE

The Java Upload/Download Wizard is Disabled (*not yet configured*)

 [Change Upload/Download Wizard Status \(Java Version\)](#)

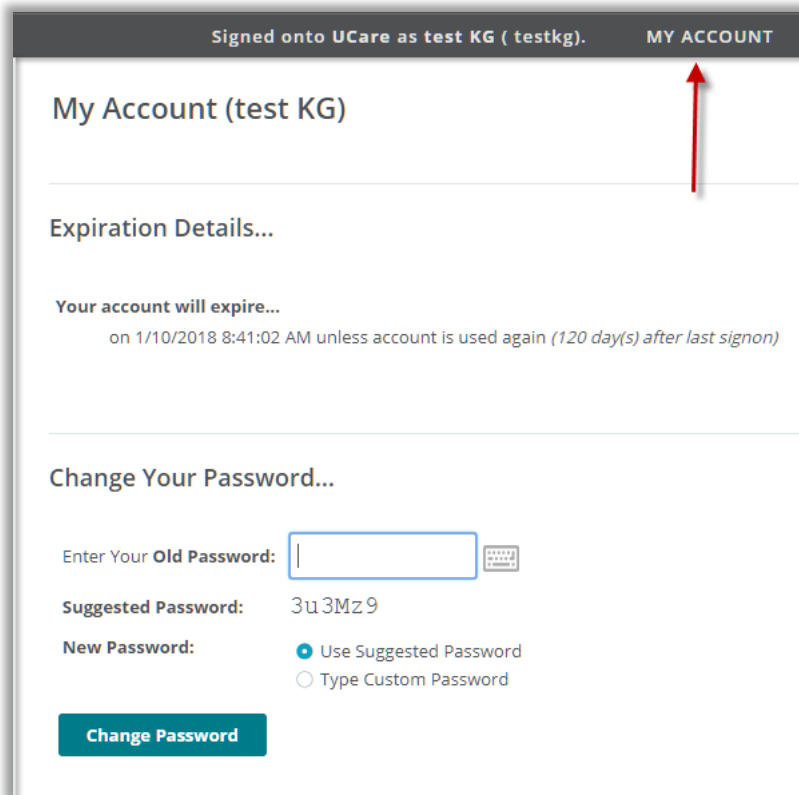
The JavaScript Upload Wizard is Enabled

 [Change Upload Wizard Status \(JavaScript Version\)](#)

[Return to Home Page](#)

To Change Your Password

Go to MY ACCOUNT. You will see details about your account and when it will expire if you don't log in again. There is a section to Change Your Password. We recommend using the suggested password to align with the password policy for the site. After you enter your current password and make note of the new password click on the Change Password Button.



Signed onto UCare as test KG (testkg). MY ACCOUNT

My Account (test KG)

Expiration Details...

Your account will expire...
on 1/10/2018 8:41:02 AM unless account is used again (120 day(s) after last signon)

Change Your Password...


Enter Your Old Password:

Suggested Password: 3u3Mz9

New Password: Use Suggested Password
 Type Custom Password

Change Password

If you click on HELP on the top menu you will see the UCare Service Desk phone number and some important browser information in the event the Service Desk representative asks you for more information.



Signed onto UCare as test KG (testkg). MY ACCOUNT SIGN OUT HELP

Technical Support

Contact

Main Contact(s): UCare Service Desk
Phone Number: 612-676-3357

Current Environment

IP Address: 192.168.1.100
Server Application Version: 9.0.0.201
Browser: Chrome Browser 60.0.3112.113
Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/60.0.3112.113 Safari/537.36