

# SFTP Application Instructional Guide for External Users

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## 1.0 GENERAL INTRODUCTION

The N3B **Secure File Transfer Protocol (SFTP) Application** contains files that N3B employees, contractors and external guests or visitors can upload, read, save and share. The application utilizes security protection for external users to safely access the N3B network and share files with N3B internal users associated with multiple projects.

A project is a planned effort to achieve a specific goal that is collaborative. The application does not store files inside project folders in long-term storage. The duration of storage is one year.

***NOTE: The SFTP Application only accepts non-sensitive documents and files.***

## 2.0 SCOPE

This training guide assists external vendors or guests who must authenticate themselves with a user ID (email), a system-generated Passcode and secure Password before gaining secure access to the N3B network portal using a simplified login process.

Security is enhanced with the protection of user identities, login credentials and especially, using Multi Factor Authentication (MFA). Refer to **Section 4.1, Step 1–Login to SFTP from outside N3B Network** for more details.

***NOTE: The user must use the SFTP Application for work-related purposes only and not for personal business.***

### 2.1. SFTP Application URL Access

The SFTP User Interface (UI) utilizes a web-based URL. The login URL for internal users is: <https://transfer.em-la.doe.gov/>. N3B users utilize their VPN connection and NP account password to access the SFTP Application, using a web browser.

Essentially, external users must use their business or personal email accounts to access SFTP, also using a web browser. The URL for external users is: <https://n3btransfer.em-la.doe.gov/login>. All external users must enter a MFA Passcode and created Password, to access the SFTP Application.

### 2.2. Account Limitations

An external user cannot invite new external users for the same network access. Internal users cannot have both an internal and external account; nor can internal and external users share their user names and passwords.

## 3.0 SFTP USER INTERFACES

There are two different user SFTP User Interfaces – (1) for N3B internal users, whose email accounts are internal to the N3B network portal, and other interfaces where new internal and

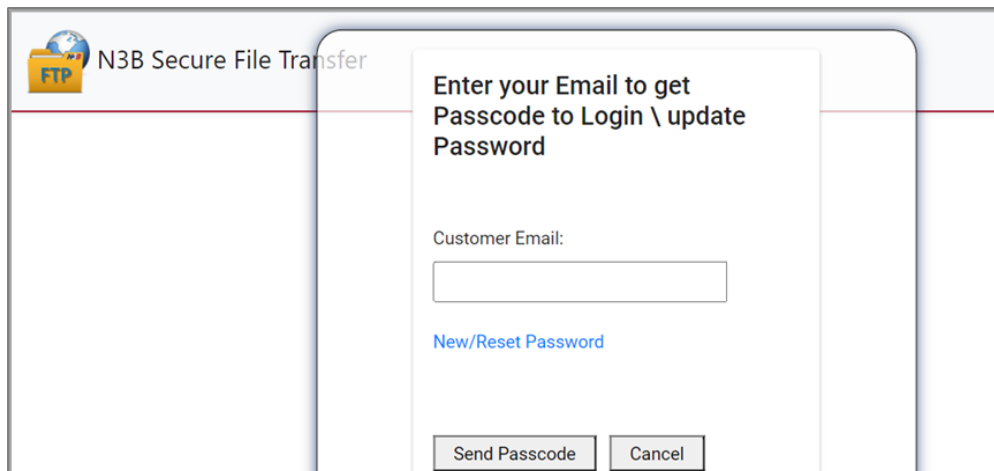
external users are added, and (2) external users that require Multi Factor Authentication (MFA) protection and secure Passcode and Password to safely access the N3B network.

#### 4.0 LOGGING INTO SFTP APPLICATION FROM BROWSER

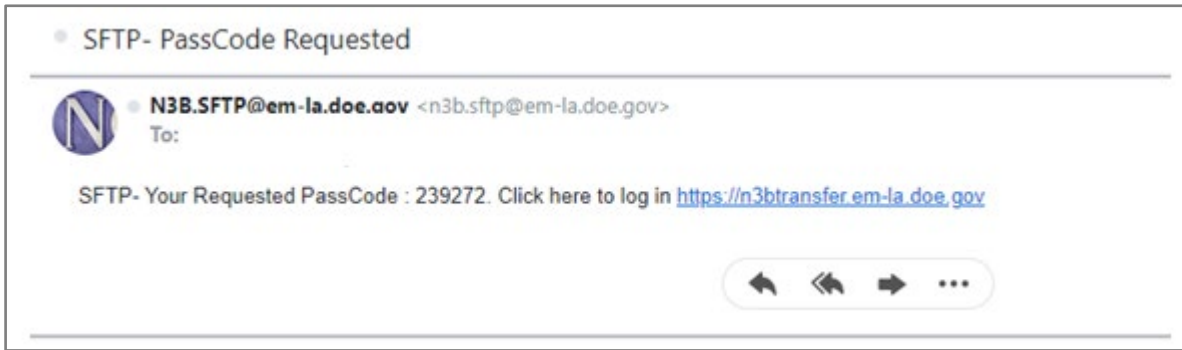
After the external user receives the MFA Passcode from the external email account, the user can enter the created Password to log into the **SFTP Application** as follows:

##### 4.1. Step 1–Login to SFTP from outside N3B Network

- [1] From a computer or laptop connected to web browser. This doesn't require VPN or other special connection.
- [2] Enter <https://n3btransfer.em-la.doe.gov/login> in the address bar and press **ENTER**.
- [2] The SFTP displays '**Enter your Email to get Passcode to Login \ update Password**' login page with the **Customer Email** field.



- [A] Type your email address you received from SFTP, where you received the system-generated message.
- [4] Click the **Send Passcode** button. The system will send you a Passcode in the email, similar to the example shown.



- [5] Use the URL to log into **SFTP Application** to enter the new Passcode and Password. Go to **Section 4.2, Step 2**.

#### 4.2. Step 2—Obtain Passcode from Email Account

- [1] Click the **New/Reset Password** link in the ‘Enter your Email to get Passcode to Login/ update Password’ screen.

A screenshot of a web form titled "New/Reset Password". The form has four input fields stacked vertically: "Customer Email:", "Passcode:", "Password:", and "Confirm Password:". Below the "Confirm Password:" field, there are two buttons: "Reset Password" and "Cancel". The form is enclosed in a light gray border.

This displays the **New/Reset Password** screen.

- [2] Type your email address in the **Customer Email** field.
- [3] Type the six-digit passcode obtained from your email in the **Passcode** field.
- [4] Create and type the new Password using the standard login requirements in the **Password** field.

**NOTE:** *The basic login requirements includes 10 characters in length, an uppercase letter, a lowercase letter, a number, or a special character.*

- [A] Type the same Password again in the **Confirm Password** field.

[B] Verify the two Password entries match.

[5] Click the **Reset Password** button. If the reset was successful, the system sends “Your N3B Password has been updated” message.

[6] Once the external user obtains the MFA Passcode and enters the new Password, the user can access the SFTP Application.

**NOTE: The User Guide link is not accessible unless the user has logged into SFTP.**

[7] Click the **Reset Password** button. If the reset was successful, the system sends a notification, that sends “Your N3B Password has been updated” message.

**NOTE: After three failed logon attempts, or if a generated passcode is not entered within 24 hours, the system will lock out the external account. If the external user’s account remains locked, a N3B internal user must re-enter the external name and email address. It is recommended that the external user log into their account within a 30-day period to keep the account active and avoid lockout.**

## 5.0 ADDING NEW USERS

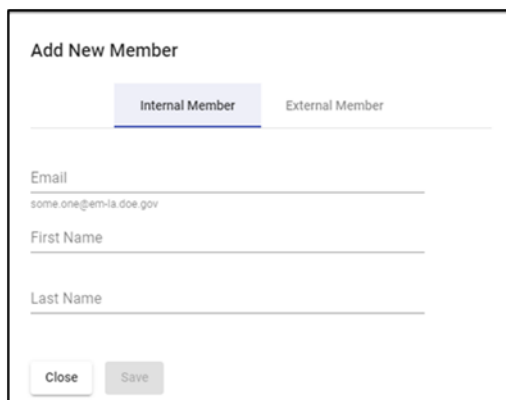
New users, both internal and external, are added periodically to the **SFTP Internal Project** page using a similar process. Currently, only N3B Internal users can add new users by invitation. External users **cannot** add new users.

### 5.1. Step 1–Add Internal Users

N3B/Internal members are added to the **SFTP Application** as follows:

[1] Click the **Add User** button under the retractable **Project Member** tab in the **Internal Project Files** page. The **Add New Member** screen displays.

[2] Select **Internal Member** (highlighted) in the **Add New Member** screen.



The screenshot shows a web form titled "Add New Member". At the top, there are two tabs: "Internal Member" (which is selected and highlighted) and "External Member". Below the tabs, there are three input fields: "Email" (with a placeholder text "some.one@em-la.doe.gov"), "First Name", and "Last Name". At the bottom of the form, there are two buttons: "Close" and "Save".

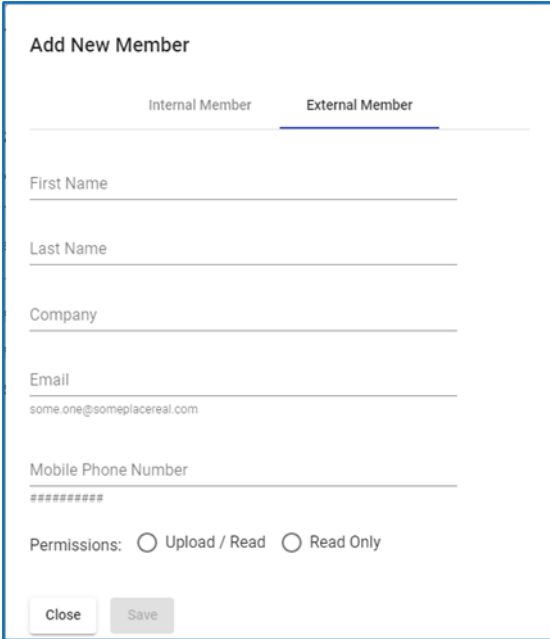


- [3] Enter the N3B email using this format: (e.g., [name@em-la.doe.gov](mailto:name@em-la.doe.gov)) in the **Email** field.
  - [A] Start typing while the system auto-populates the first name in the **First Name** field.
  - [B] Start typing while the system auto-populates the last name in the **Last Name** field.
- [4] Click the **Save** button. A blue icon appears next to the name under the retractable **Project Members** tab in the **Internal Project Files** page.
- [5] Click the **Close** button to exit the **Add New Member** screen.

## 5.2. Step 2–Add External Users

Internal members add new external users, as follows:

- [1] Click the **Add User** button under the retractable **Project Member** tab in the **Internal Project Files** page. The **Add New Member** screen displays.
- [2] Select **External Member** (highlighted) in the **Add New Member** screen.



The screenshot shows the 'Add New Member' interface. It features a title bar with the text 'Add New Member'. Below the title are two tabs: 'Internal Member' and 'External Member'. The 'External Member' tab is currently selected and highlighted with a blue underline. Underneath the tabs, there are five input fields: 'First Name', 'Last Name', 'Company', 'Email', and 'Mobile Phone Number'. The 'Email' field is pre-filled with the text 'some.one@someplacereal.com'. Below the input fields, there are two radio buttons for 'Permissions': 'Upload / Read' and 'Read Only'. At the bottom of the form, there are two buttons: 'Close' and 'Save'.

- [A] Type first name in the **First Name** field.
- [B] Type last name in the **Last Name** field.
- [C] Type company name in the **Company** field.

- [D] Type external email (personal or business) in the **Email** field.
- [E] Type (cellular) phone number in the **Mobile Phone Number** field.
- [3] Select the appropriate **Permission: Upload / Read** button and/or the **Read Only** button.
- [4] Click the **Save** button. A blue icon appears next to the name under the retractable **Project Members** tab in the **Internal Project Files** page.
  - [A] The system sends a notification to the internal member's email account after a new user is added to a N3B project, which reads: "SFTP- You have been added to a SFTP project".
  - [B] Check your email account.
- [5] Click the **Close** button to exit the **Add New Member** screen.

**NOTE: Email notifications are sent to both internal and external members when a new user or file is added to an existing project.**

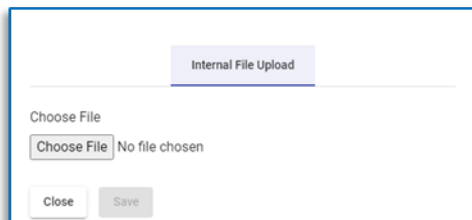
## 6.0 ADDING, UPLOADING AND DELETING FILES

N3B Internal and External users can read, upload, download, share and delete files contained inside Project folders. The user's profile and file(s) are equated with one or more projects. New files can be added, read and saved, using these steps:

**NOTE: The SFTP Application does not support Official User Only (OUO) or high sensitivity documents. SFTP is used for non-sensitive documents and files only.**

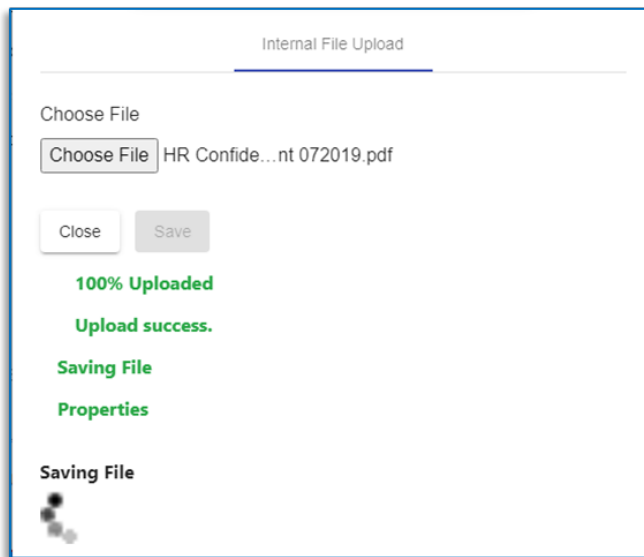
### 6.1. Step 1–Add New Files

- [1] Using the **Internal Project Files** page, click **Add File** button.



- [2] The **File Upload** screen displays.
- [3] Click the **Choose File** button.
  - [A] Select a filename from the file directory.

- [B] Click **Open**.
- [4] Click the **Save** button. The new file is uploaded to an assigned project, and displays the Upload progress status, along with their **Properties**. The file saving status display remains active during the duration of the file upload.



- [5] The system sends a N3B SFTP Alert email for an internal file as follows: “A new file was added to your project.”
- [6] When the user adds a file from an external email account, the system sends a N3B SFTP email message and login URL link as follows: “Your SFTP File (filename.pdf) has been accessed by [jim.smith12@gmail.com](mailto:jim.smith12@gmail.com)”, with a timestamp date and the user’s email address.
- [7] Double-click the selected file to open. The timestamp date displays. This keeps a historical record of uploaded files and dates.
- [8] The same filename will display in both the internal and external **Project Files** pages after the file upload.

## 6.2. Step 3–View Filename Timestamp

If the same file is uploaded, the name displays twice in the **Project Files** page, only with a different date and timestamp shown below.



Project Members	Filename	Timestamp	Size	Icon
	AC-19_Access_Control_for_Mobile_Devices_Evidence.pdf	4/19/21, 12:55 PM	489	🗑️
	AC-20_Use_of_External_Information_Systems_Evidence.pdf	4/15/21, 4:47 PM	226	🗑️
	[N3BIT-9473]_New_AD_Account_(PS_&_PSP)_and_VPN_for_Kyle_Cribbs_ps200002_--_Arc.pdf	4/15/21, 4:44 PM	67	🗑️
	DeltekCostpoint711LoginClickthru.pdf	4/7/21, 5:16 PM	413	🗑️
	Creating New Folder with Access Permissions.pdf	4/7/21, 4:18 PM	128	🗑️
	N3BIT-20918.zip	4/6/21, 5:11 PM	34,683	🗑️
	Test SFTP folder.zip	4/6/21, 5:02 PM	474	🗑️
	recurring billing.pdf	4/6/21, 4:56 PM	70	🗑️
	N3B-RemoteAccessInstructionsIverson-GOVFTPv1.6.10112019 (002).pdf	4/6/21, 4:54 PM	1,023	🗑️
	DOE EMLA Process 5 April 2021.zip	4/5/21, 1:40 PM	26,923	🗑️
	DOE EMLA Process 3 April 2021.zip	4/3/21, 11:19 PM	26,244	🗑️
	DOE EMLA Process 2 April 2021.zip	4/2/21, 4:51 PM	26,241	🗑️

**NOTE: Both internal and external users will receive email notifications whenever a new file is uploaded.**


- [1] Select and open the downloaded file.
- [2] Go to **Section 6.3, Step 4** to open a new file.

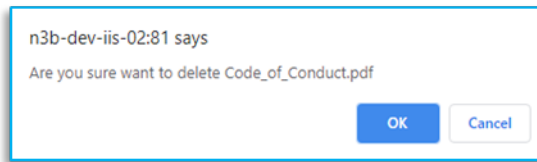
### 6.3. Step 4–Open Existing File

- [1] Select a file from the **Project Files** page.
- [2] If an Internal user opens a file, an external user can also access the same file from their email. Both users are notified with the message: “Your SFTP File (1078-94.pdf) has been accessed by [aljones@gmail.com](mailto:aljones@gmail.com)”,
- [3] Double-click the file and press **ENTER**. The timestamp date displays. This keeps a historical record of uploaded files and dates.
- [4] Save a file to a local directory, before it can be edited or printed. Either the internal or the external user can correct the file from their local directory.
- [5] The system can upload additional file types without using a zip file: csv, txt, bak, trn, png, and tiff.

### 6.4. Step 5–Delete Existing File

Files can be deleted when they are no longer required or the user chooses to remove them.

- [1] Click the trash can  icon next to the filename. The system automatically sends a Confirmation message.



- [2] Select either **OK** or **CANCEL** button in the Confirmation message.
  - [A] Click **OK** to permanently remove the file
  - [B] Click **CANCEL** to undo the deletion.
- [3] Refresh the page to ensure the file is deleted.

### 6.5. Extended File Formats

The application will upload these **file types**: csv, txt, bak, trn, png, and tiff and all other files, **except**: exe, dll, bat, cmd, and msi. If a file is not in the correct format, the system generates a popup warning. Refer to **Section 7.0** for adding and maintaining files.

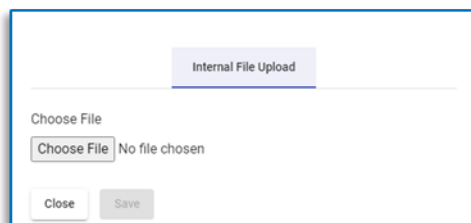
***NOTE: New files that are sent and received can be up to 2GB (gigabytes). A popup warning will appear if the specific files is greater than 2BG and the system will automatically terminate the upload.***

## 7.0 ADDING, UPLOADING AND DELETING FILES

N3B Internal and External users can read, update, upload, download and delete files contained inside Project folders. The user's profile and file(s) are equated with one or more projects. New files can be added, read and saved by users working on the same project, using these steps:

### 7.1. Step 1–Add Files

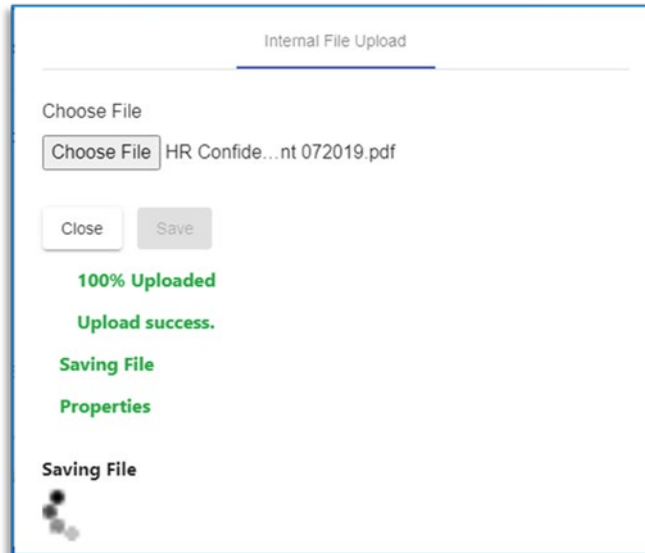
- [1] Using the **Internal Project Files** page, click **Add File** button.



The **File Upload** screen displays.

- [2] Click the **Choose File** button. The file uploading status displays for the duration of the file upload. Select the file from the file directory.
- [3] Click the **Open** button.

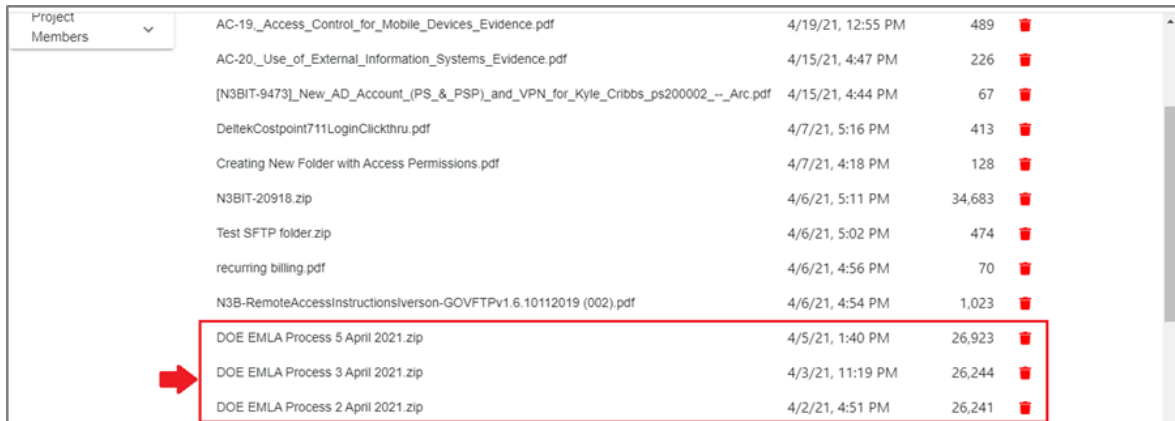
- [4] Click the **Save** button. The new file is uploaded to an assigned project, and the system displays the **Upload** progress status, and their **Properties**.



- [5] The system sends a N3B SFTP Alert email for an internal file as follows: “A new file was added to your project.”
- [6] When the user adds a file from an external email account, the system sends a N3B SFTP email message and login URL link to internal users as follows: “Your SFTP File (filename.pdf) has been accessed by [jim.smith12@gmail.com](mailto:jim.smith12@gmail.com)”, with a timestamp date and the external users email.
- [7] Return to the **Project Files** page to view the new filename.
- [8] The same filename displays in the internal and external **Project Files** pages.

## 7.2. Step 3–View Filename Timestamps

If the same filename is uploaded, the name displays twice in the **Project Files** page, only with a different date and timestamp illustrated below.



Project Members	File Name	Date/Time	Size	Icon
	AC-19_Access_Control_for_Mobile_Devices_Evidence.pdf	4/19/21, 12:55 PM	489	🗑️
	AC-20_Use_of_External_Information_Systems_Evidence.pdf	4/15/21, 4:47 PM	226	🗑️
	[N3BIT-9473]_New_AD_Account_(PS_&_PSP)_and_VPN_for_Kyle_Cribbs_ps200002_-_Arc.pdf	4/15/21, 4:44 PM	67	🗑️
	DetekCostpoint711LoginClickthru.pdf	4/7/21, 5:16 PM	413	🗑️
	Creating New Folder with Access Permissions.pdf	4/7/21, 4:18 PM	128	🗑️
	N3BIT-20918.zip	4/6/21, 5:11 PM	34,683	🗑️
	Test SFTP folder.zip	4/6/21, 5:02 PM	474	🗑️
	recurring billing.pdf	4/6/21, 4:56 PM	70	🗑️
	N3B-RemoteAccessInstructionsIverson-GOVFTPv1.6.10112019 (002).pdf	4/6/21, 4:54 PM	1,023	🗑️
	DOE EMLA Process 5 April 2021.zip	4/5/21, 1:40 PM	26,923	🗑️
	DOE EMLA Process 3 April 2021.zip	4/3/21, 11:19 PM	26,244	🗑️
	DOE EMLA Process 2 April 2021.zip	4/2/21, 4:51 PM	26,241	🗑️

- [1] Use the **Add File** button in the **Project Files** page. Refer to **Section 7.1**, and follow steps 1 through 5.

**NOTE: Both internal and external users will receive email notifications whenever a new file is uploaded.**

- [2] Go to **Section 7.3, Step 4** to open a new file.


### 7.3. Step 4–Open Existing File

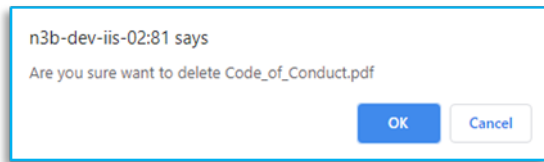
Files can be opened using the same process as follows:

- [1] Select a file from the **Project Files** page.
- [2] If an internal user opens a file, an external user can still access the same file from their email account and both users are notified with the message: “Your SFTP File (1078-94.pdf) has been accessed by [aljones@gmail.com](mailto:aljones@gmail.com)”,
- [3] Double-click the file and press **ENTER**. The timestamp date displays. This keeps a historical record of uploaded files and dates.
- [4] The system prompts you to save the file. You can upload **file types**: csv, txt, bak, trn, png, and tiff and all other files, **except** exe, dll, bat, cmd, and msi.
- [5] Save the file to a local directory to edit or print it. Once a file is edited, it can be re-saved in the local directory.

### 7.4. Step 5–Delete Existing File

Files can be deleted when no longer is use or if the user chooses to remove it.

- [1] Click the trash can  icon next to the file name.
- [2] The system automatically sends a Confirmation message.




- [3] Select either **OK** or **CANCEL** button in the Confirmation message.
  - [A] Click **OK** to permanently remove the file
  - [B] Click **CANCEL** to void the file deletion.
- [4] Refresh the page to ensure the file is deleted-whether it is user or system-generated. Go to **Section 8.1, Step 1** for instructions about system-generated file removal.

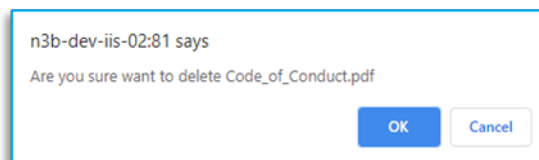
## 8.0 NOTIFYING USER ABOUT FILE REMOVAL

### 8.1. Step 1–Reset File prior to Removal

The system generates a notification when a file is close to the 45-day removal deadline that reads: “A file [filename.pdf] you uploaded will be deleted in 7 days after 45 days of inactivity.” The system automatically deletes the file after 45 days (plus 7 days).

You have the option of deleting the file before the 45-day removal deadline ends or opening the file to reset the file to another 45-day duration, as follows.

- [1] Use the 45-day grace period to open the file before it is permanently removed
- [2] Click the file to open it to reset it for another 45 days, or click the trash can  icon to delete the file.




- [3] A Confirmation message automatically alerts the user before the file is permanently deleted.
- [4] Click **OK** in the confirmation message. The notification reads: ‘File deleted’.
- [5] Refresh the page. The filename is removed from the Internal and External **Project Files** pages.


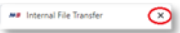
## 9.0 CLOSING AND EXITING SFTP APPLICATION



### 9.1. Step 1–Close/Logout Internal User

- [1] Click the small **x** on the **N3B File Transfer**  tab to close the **SFTP Internal Landing** page. There is no **Logoff** button for internal users.
- [2] This closes and exits the **SFTP Application**.

### 9.2. Step 2–Close/Logout External User

- [1] Click the **Logoff**  button in the upper right corner under the user’s name to close the current **External** page and return to the ‘**Enter your Email**’ login screen. Refer **Section 4.1, Login to SFTP from outside N3B Network**.
- [2] Click the small **x** in the **N3B File Transfer**  tab to close and exit the **SFTP Application**.

## 10.0 N3B CONTACT

For technical help, connect with your N3B point of contact.

## 11.0 DOCUMENTS & RECORDS

No additional documents or files are associated with this guide.

## 12.0 WARNINGS AND NOTIFICATIONS FOR SFTP USERS

The Secure File Transfer Protocol Application displays appropriate notifications to user account emails (e.g., “Login Successful”, “Retrieving file”, “File has been saved”, “Your SFTP account has been unlocked”, etc.). The listed warnings or notifications in **Section 12.1** represent what notices the user may encounter.

### 12.1. Warnings for User Files and Formats

Message	Description
'A new file from the external website was added to your project.'	A new file is added from the user’s external email server.
SFTP-New file has been added to one of your SFTP projects.	A new file is added to a user’s SFTP Project page.
‘File has been Saved.’	An uploaded file is saved to the SFTP Project page.

<p><b>‘Retrieving File’</b></p>	<p>User receives an uploaded file. During the time the external user retrieves a file, the application continues downloading the file until the download is complete. NOTE: The "Retrieving File" message displays until a file download is complete.</p>
<p><b>Wrong file type.</b></p>	<p>The system will upload these file types: csv, txt, bak, trn, png, and tiff and all other files, except: exe, dll, bat, cmd, and msi. A popup warning displays if the wrong file type is detected.</p>
<p><b>‘File Type Prohibited’</b></p>	<p>System cannot send or receive electronic files types of: exe, dll, bat, cmd, and msi. These file types are prohibited.</p>
<p><b>‘File Size greater than 2 gigabytes.’</b></p>	<p>System cannot upload a file size greater than 2GB. The error message displays during file uploading and the uploading ends.</p>
<p><b>‘File Deleted’</b></p>	<p>System deletes the file from the <b>SFTP Application</b> when the user clicks OK in the popup confirmation message. The file is permanently deleted and cannot be retrieved.</p>
<p><b>‘Your SFTP File [filename] has been accessed by [username@gmail.com.]’</b></p>	<p>An external user accesses a file, while another internal user can open the same file.</p>
<p><b>‘A file [filename] you uploaded will be deleted in 7 days due to 45 days of file inactivity.’</b></p>	<p>System sends a notification to an external email address prompting the user to open a file in the SFTP Project page. This happens before the system permanently removes the file after 45 days plus the 7-day grace period.</p>
<p><b>‘Browser not supported’</b></p>	<p>System will not support certain internet browsers, such as Internet Explorer.</p>
<p><b>‘You are now a member of [Project Name] N3B File Transfer Project.’</b></p>	<p>System notifies when the user is added to an existing Project.</p>
<p><b>The following new file has been added... [filename] Click here to log in <a href="https://transfer.em-la.doe.gov/">https://transfer.em-la.doe.gov/</a>.</b></p>	<p>System sends a notification to the internal email address that a new file was added to the <b>SFTP Application</b>.</p>
<p><b>‘You have exceeded three login attempts. Reach out to your N3B contact to reset your account.’</b></p>	<p>System has locked out the external user after 3 attempts to log. Notify the N3B point of contact to unlock your account.</p> <p>NOTE: It is recommended that the external user log into their account within a 30-day period to keep the account active and avoid lockout.</p>

## **13.0 DEFINITIONS AND ACRONYMS**

### **13.1. Definitions**

File timestamp	Timestamps state when the file was last modified,
Multi-factor Authentication	Multifactor authentication (MFA) is a security technology that requires multiple methods of authentication from independent categories of credentials to verify a user's identity for a login or other transaction.

### **13.2. Acronyms**

CIO	Chief Information Officer
DOE	Department of Energy
DOE EM-LA	Department of Energy, Environmental Management, Los Alamos Field Office
IA	Identification and Authentication
IA	Issuing Authority
IT	Information Technology
ISSM	Information System Security Manager
ISSO	Information System Security Officer
LLCC	Los Alamos Legacy Cleanup Contract
MFA	Multi-Factor Authentication
N3B	Newport News Nuclear-BWXT
NIST	National Institute of Standards and Technology
NP	Non-Privileged
PIN	Personal Identification Number
RM	Responsible Manager
RO	Responsible Officer
STFP	Secure File Transfer Protocol
USQ	Unreviewed Safety Question
VDI	Virtual Desktop Infrastructure
VPN	Virtual Private Network

## **14.0 RECORDS PROCESSING**

None

## **15.0 REFERENCES**

- *SFTP Application Instructional Guide for N3B Users*

