



Northeast Delta Dental

SFTP User Information

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Version History

Date	Version	Initials	Change Description
11/09/2020	1.0	MEW	Original Document
11/12/2020	2.0	MEW	Updated Fonts, Miscellaneous content updates
3/31/2021	3.0	MEW	Content Updates, improved flow

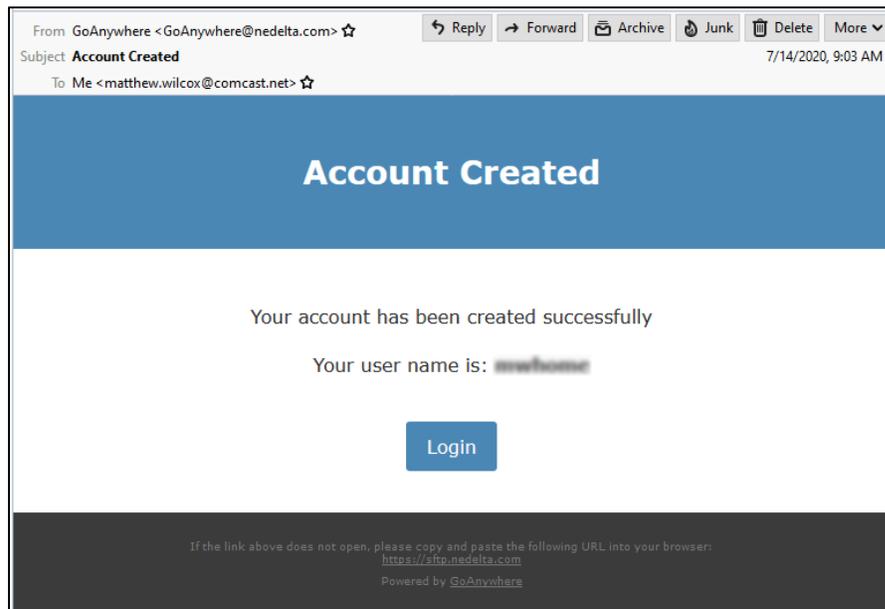
New User Information

Overview This section contains important information for new users, including initial setup of your account.

User Credentials Customers wanting to transmit files to Northeast Delta Dental via SFTP must work with their Account Representative or their EDI Coordinator, who will request the credentials on your behalf.

Important Note: Every new account is set up with a temporary password, which must be changed before the account can be used.

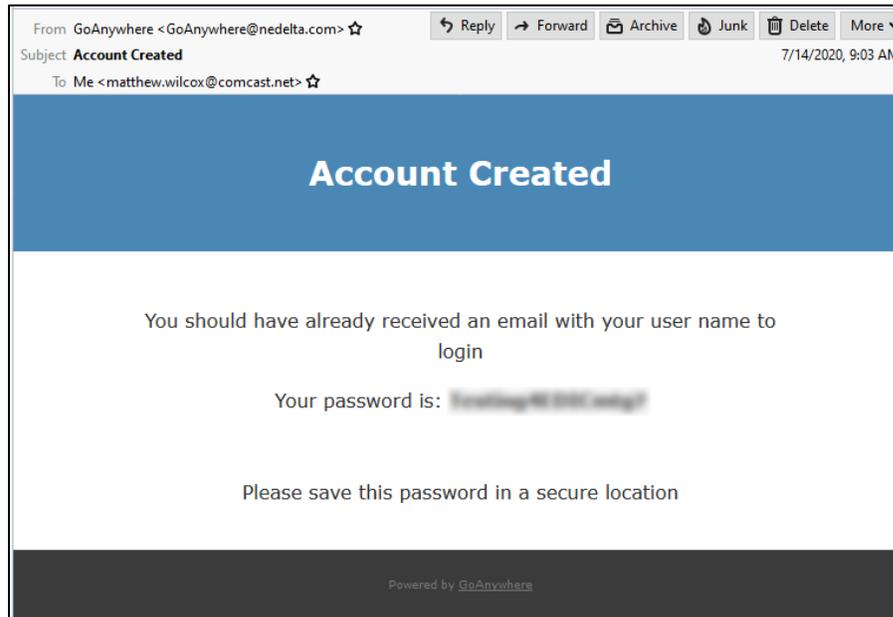
Account Notifications When your SFTP account is created, you will receive two automated notifications from GoAnywhere@nedelta.com. The first will include the user name:



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Account Notifications - continued

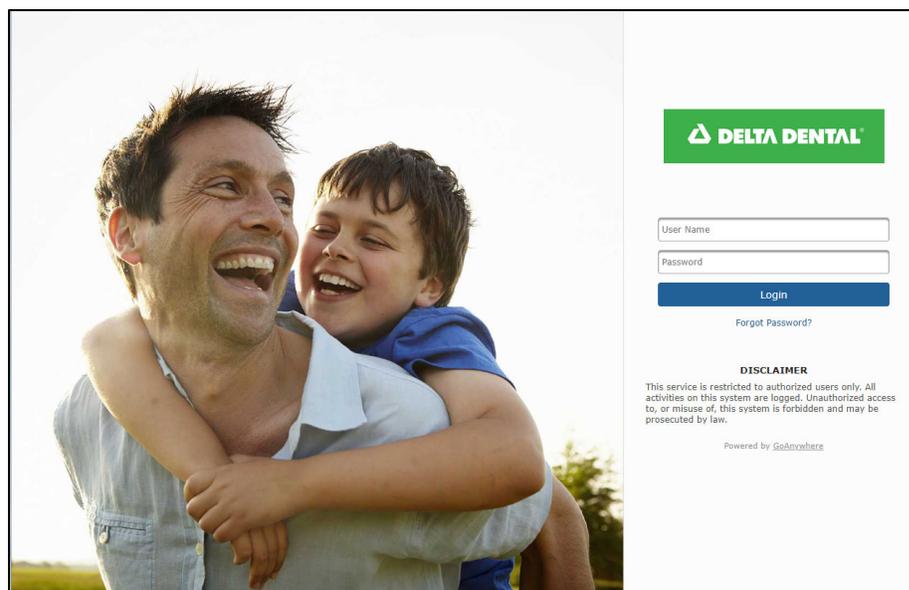
The second notification received will include your initial password:



Reset the Initial Password

Every new account is set up with a temporary password, which **must** be changed before the account can be used.

Once you have received the two emails shown above, click on the “Login” button in the first email. This will direct you to the web page <https://sftp.nedelta.com>.

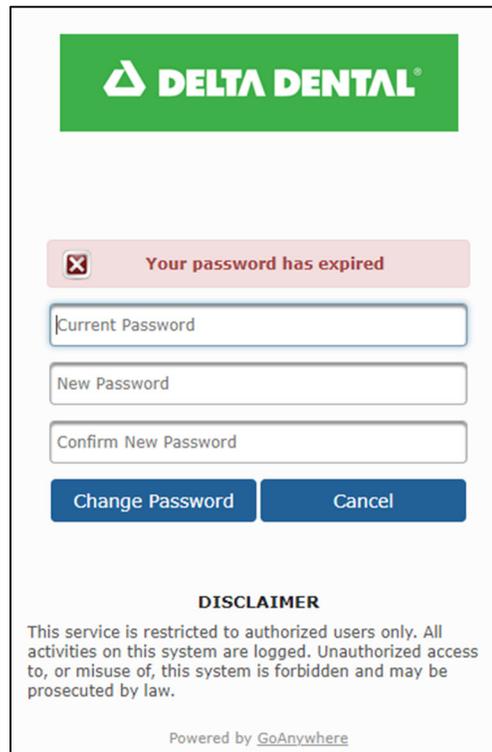


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Reset the Initial Password - continued

Log in using the user name and password from the emails.

You will be prompted that the account is expired, and you must select a new password:

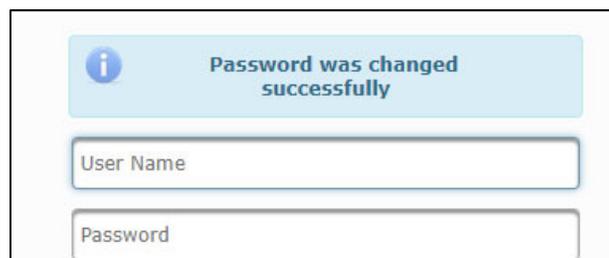


The screenshot shows a dialog box with the Delta Dental logo at the top. Below the logo is a red notification bar with a close icon and the text "Your password has expired". Underneath are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom of the input fields are two buttons: "Change Password" and "Cancel". Below the buttons is a "DISCLAIMER" section with the following text: "This service is restricted to authorized users only. All activities on this system are logged. Unauthorized access to, or misuse of, this system is forbidden and may be prosecuted by law." At the very bottom, it says "Powered by GoAnywhere".

Enter your current password (received in the initial email) and enter a new password. Your new password must meet these requirements:

- Minimum password length: 14 characters
- At least one upper case letter
- At least one lower case letter
- At least one number
- At least one special character from this list:
~ @ # \$ % ^ & * () - _ = + < > ? / \ ; : [] { } , .

Once you have entered a new password, you will receive a confirmation on the website:



The screenshot shows a confirmation message on the website. At the top is a light blue box with an information icon and the text "Password was changed successfully". Below this are two input fields: "User Name" and "Password".

Accessing the SFTP Service

Once you have selected a new password, you can begin using these credentials to send and receive files via SFTP.

Depending upon your preference, you may continue to transfer files through the web interface at <https://sftp.nedelta.com>.

Or you can access the site with any standard SFTP client using the following settings:

Site name: sftp.nedelta.com

Port: 22

Instructions for using an SFTP client will vary, depending on the client. Please refer to your SFTP client user guide for additional direction, as needed.

Password Expiration

SFTP passwords expire, and must be reset every 6 months. As the renewal date approaches, automated reminders will be sent to the email address associated with the user name.

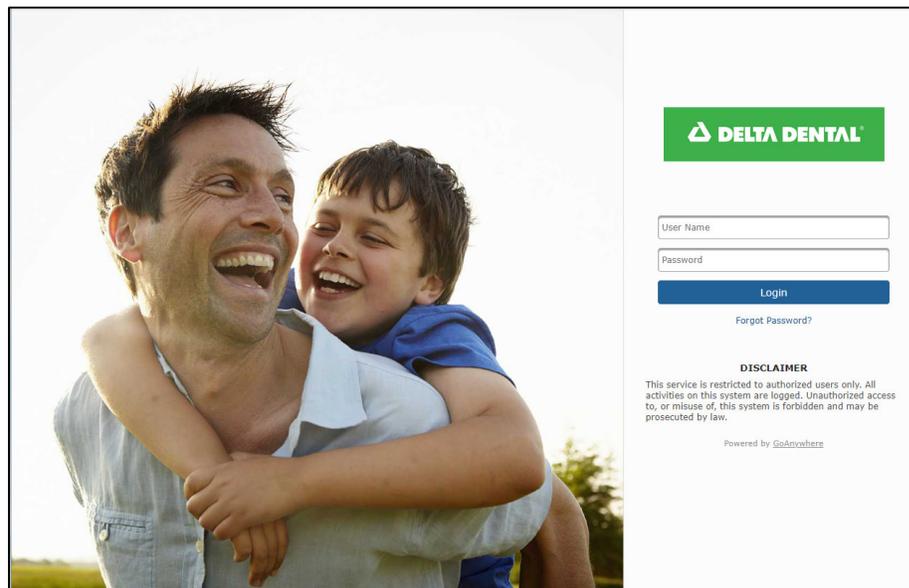
Password resets can be completed via the web interface. More detailed information about this process can be found further in this guide.

SFTP Access Via Web Browser

Overview Northeast Delta Dental uses GoAnywhere Managed File Transfer (MFT) as its SFTP server application. Along with client-based access, through applications such as WinSCP, GoAnywhere offers a self-service web interface, which provides you with an alternative way to transmit files, as well as allowing you to manage your account.

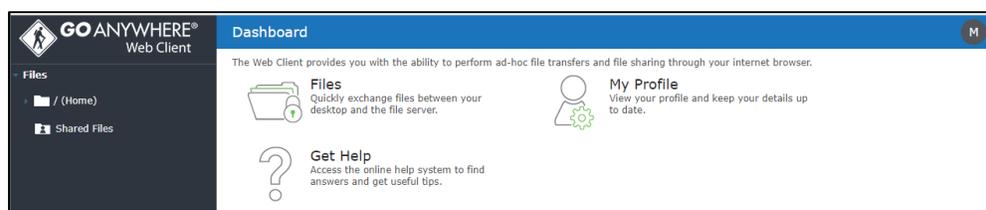
Supported Browsers GoAnywhere MFT is supported on all major internet browsers, and has been tested specifically on Internet Explorer, Microsoft Edge, and Google Chrome.

Web Portal Access From any web browser, browse to <https://sftp.nedelta.com>. There, you will be presented with the Login Page:



You can log in here with the same credentials you would use to transmit files via an SFTP client.

Once logged in, you will see the home page:

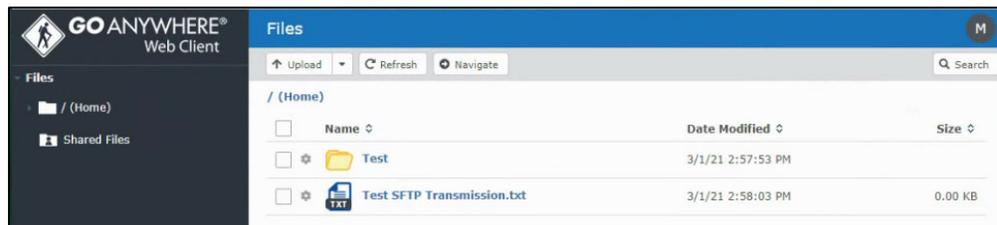


Web Browser File Transmissions

Overview Northeast Delta Dental's SFTP service allows you to access sftp.nedelta.com via a client. However, you also have the option to upload and download files via the web browser.

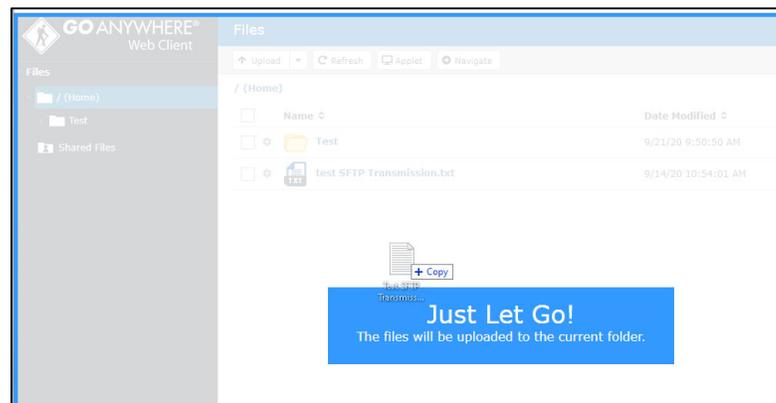
Navigate Button The Navigate button is a default shortcut in GoAnywhere, which allows you to quickly return to your home directory. While this is useful in some environments, where users may have multiple folders and subfolders, you should have no need to utilize this button.

Uploading Files If you click "Files" under Dashboard, or on the quick access panel on the left, you will see the same directory you see via an SFTP client:



From here, you have two options for uploading files.

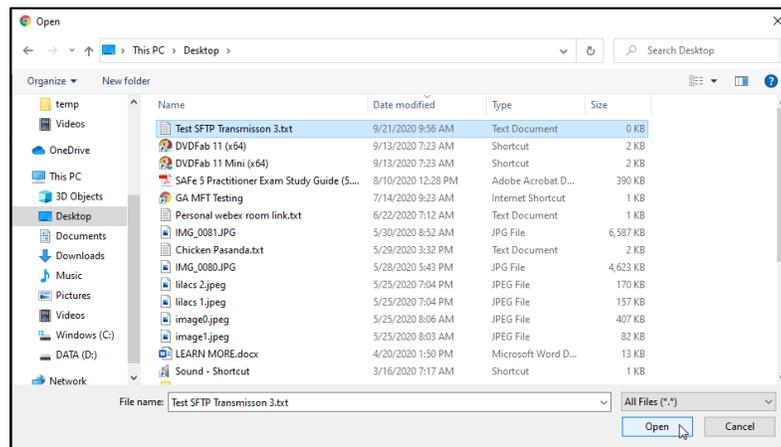
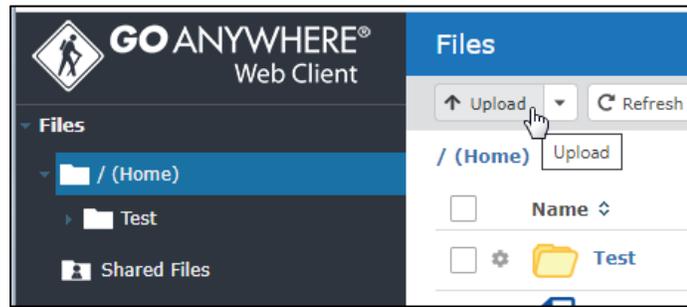
First, you can drag and drop files onto the screen to upload:



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Uploading Files - continued

Or you can click the “Upload” button and browse to the files you wish to upload.

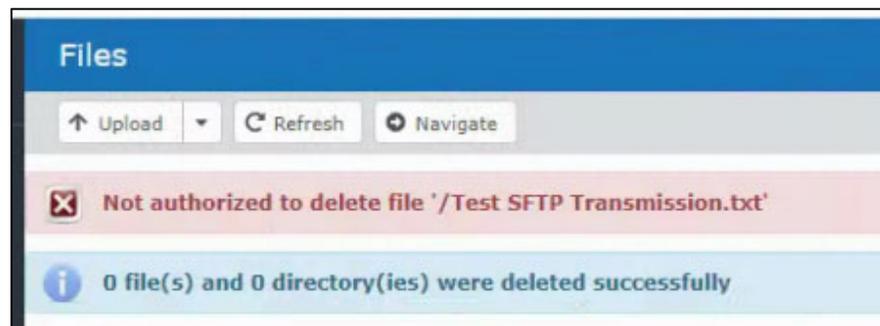
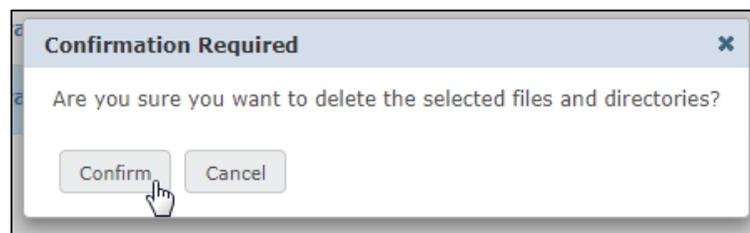
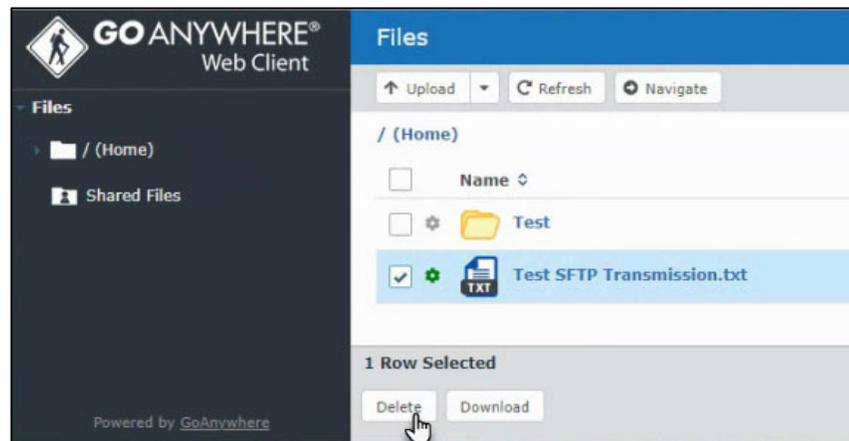


With either method, upon successful upload, you will receive notification that the file upload completed normally:



Deleting Uploaded Files

Most users do not have the security to delete files. If you attempt to delete files, you will be notified:



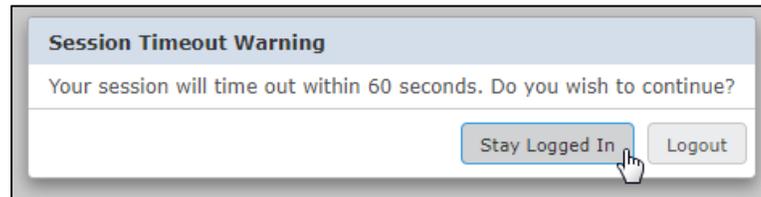
If you accidentally upload a file that needs to be deleted, you have two options:

- Upload the file with a different name, or
- Wait a few minutes

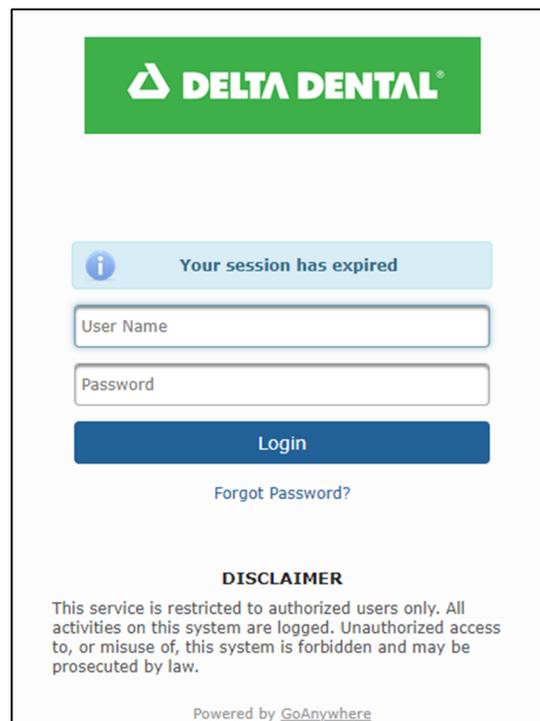
Within 10 minutes, an automated sweep will remove the file from the server, and you will be able to upload the file again. However, in either case, you should contact your EDI Coordinator or Business contact and let them know to disregard the original file uploaded.

Idle Timeout

The web interface has an idle timeout. If you log in and there is no activity for the session timeout period (currently 5 minutes), you will receive a warning:



If no action is taken, you will be auto-logged off:

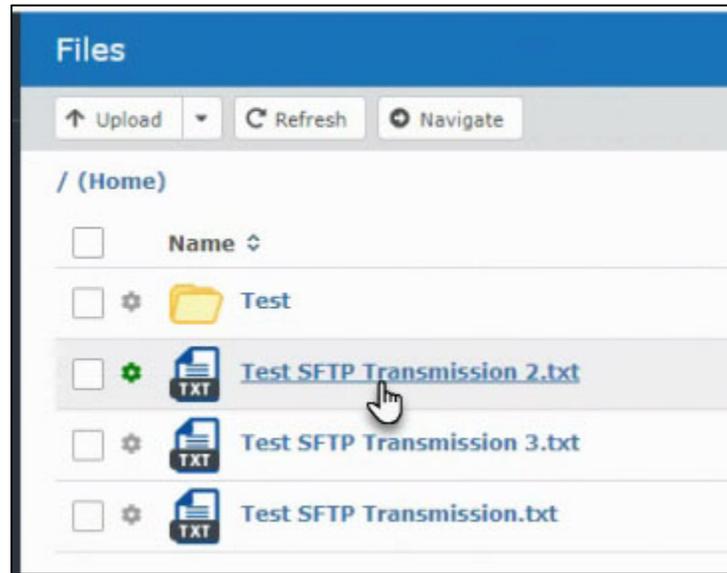
**Downloading Files**

Most users will not see any files available on sftp.nedelta.com. However, if you are a client who also receives outbound files, there are two methods for downloading files.

Continued on Next Page

Downloading Files - continued

The first method is to simply click on the file name you wish to download:



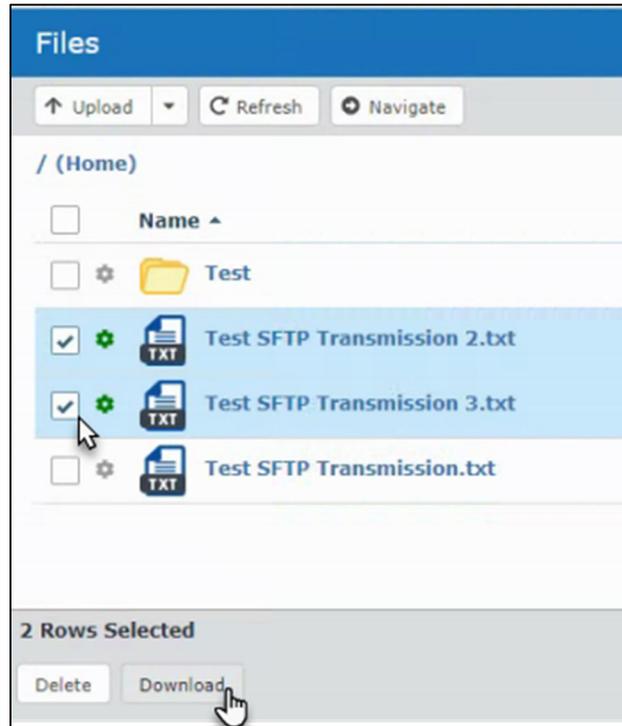
The file automatically downloads into the local “Downloads” folder.

The second option is most useful for downloading multiple files at the same time.

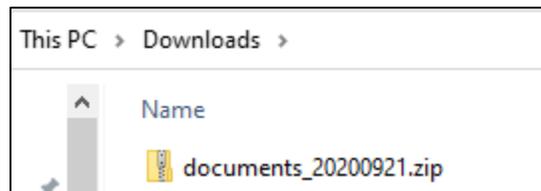
Click in the boxes next to the files you wish to download. A “Download” button appears at the bottom of the screen:

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Downloading Files - continued



These files will also be downloaded automatically into the local “Downloads” folder. The difference is that these files will be zipped into a single compressed file:

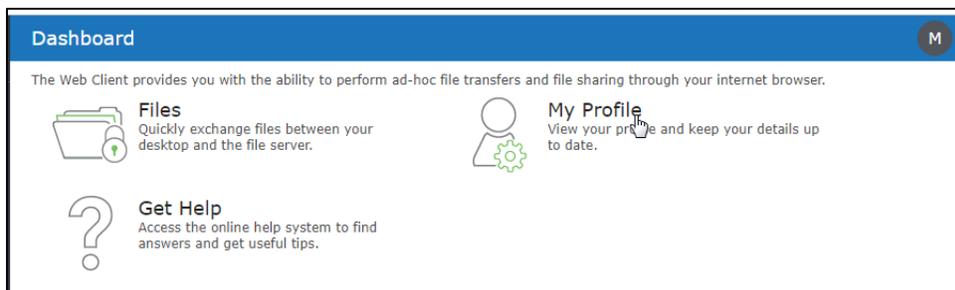


If you click on a single file and click the “Download” button, the file will be zipped and downloaded, just as multiple files would.

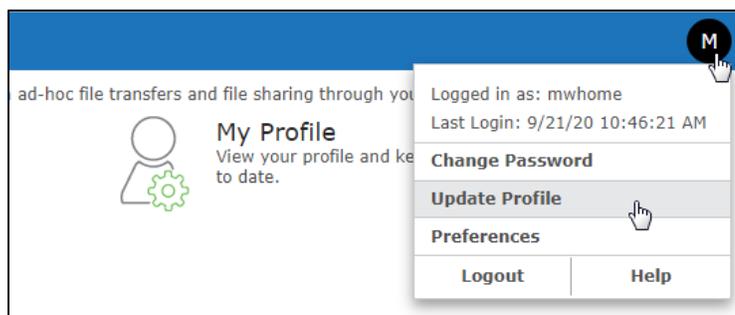
Managing Your Account Via Web Browser

Overview There are a limited number of settings that you, the customer, can manage yourself. The most important one is the password, which is outlined in the next section. This section will outline the other settings you can access.

Accessing the User Profile You can access their profile settings from two places. The first is on the main dashboard (home page), by clicking on “My Profile”:



The second is by clicking the circle in the upper right corner:

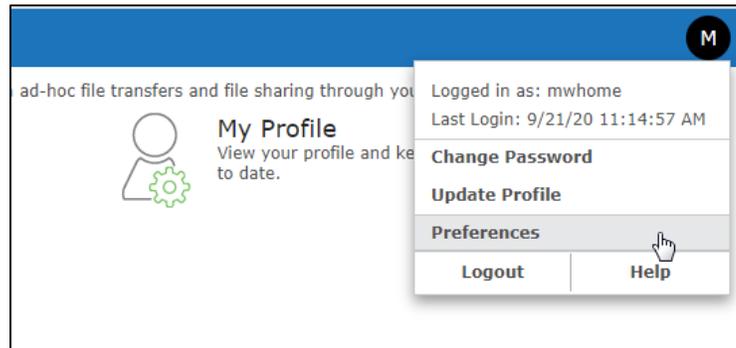


Both of these allow you to update basic profile settings:

The screenshot shows a form titled 'Update Profile' with a blue header. At the top of the form are 'Save' and 'Cancel' buttons. Below are four input fields: 'First Name', 'Last Name', 'Organization' (pre-filled with 'Northeast Delta Dental'), and 'Phone' (pre-filled with '603-223-1233').

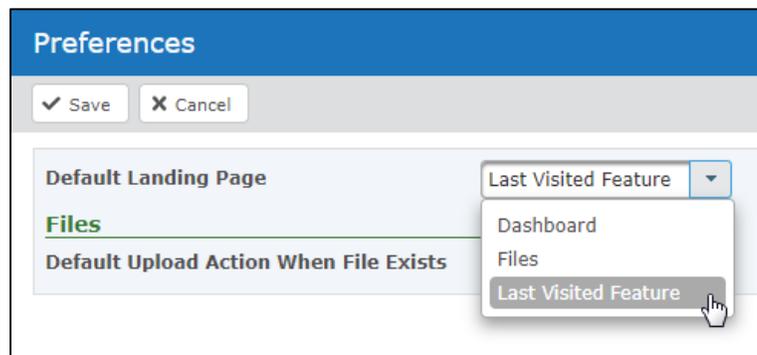
Accessing User Preferences

When you click the circle in the upper right corner, another option you have is “Preferences.”



There are only two editable preferences, and most users will not find any benefit in changing these.

The first is default landing page, where you can choose from “Dashboard,” “Files” or “Last Visited Feature”:



By default, this is set to last visited feature.

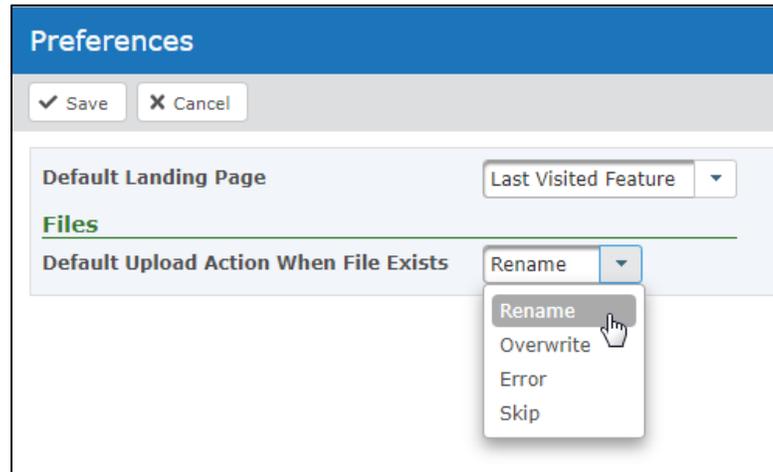


It is important to note, “Last Visited Feature” does not mean the last visited folder. When testing, you must be sure to double click into the test folder each time you upload a test file, even if your previous file was a test file, uploaded into the test folder.

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Accessing User Preferences - continued

The second preference is the default behavior when files already exist.



You should not change this from “rename,” even though you have the ability to do so.

Standard security prevents you from overwriting existing files, so if you choose “Overwrite,” you will receive an error if you attempt to upload two files with the same name. And the last two options, “Error” and “Skip,” also present errors.



Files are removed from the SFTP server every few minutes, so most of the time, you will not see any existing files when you upload a new file, making this setting irrelevant.

Managing Your Password

Overview One of the security features of Northeast Delta Dental's SFTP software application is that you will be required to periodically update your password.

Password Age Limit User passwords are set to expire every six months.

Automated Notifications The system will send three automated notifications when the expiration date is approaching.

1. The first notification will be generated 14 days prior to expiration.
2. The second notification will be generated 7 days prior to expiration.
3. The third (and final) notification will be generated 3 days prior to expiration.

These notifications will be sent to the email address that is associated with the SFTP credentials.

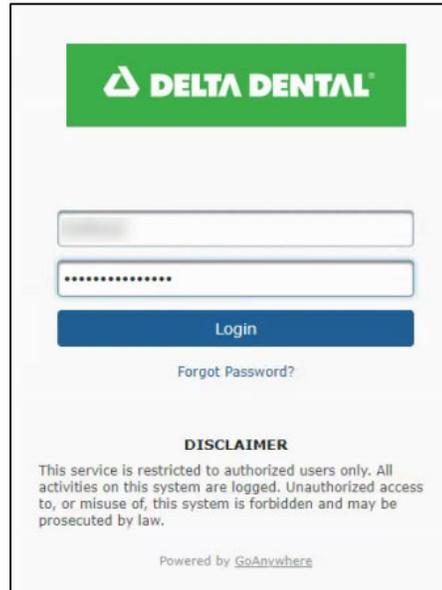
Password Expiration and SFTP Clients Passwords cannot be set via an SFTP client. If you have not reset the password by the expiration date, the client application will simply report that access is denied:



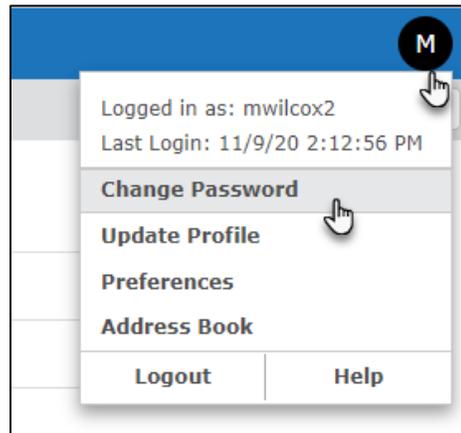
If you get this error, you should connect to the web interface at <https://sftp.nedelta.com>. When you connects via a web browser, you will see the notification that the password has expired.

Updating a Password Before Expiration

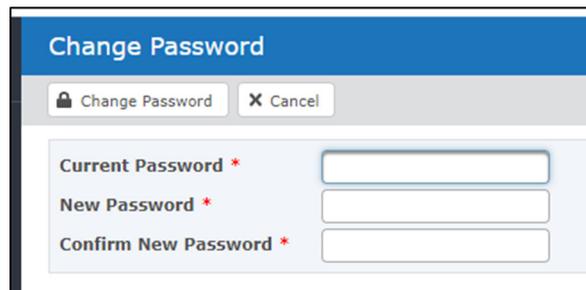
Log into <https://sftp.nedelta.com> via a web browser:



Once logged in, click on the circle in the upper right corner, and choose Change Password from the drop-down menu:



Enter your current and new passwords:



Updating an Expired Password

If you have not reset the password by the expiration date, your SFTP client will report that access is denied (as shown above).

When you connect via a web browser, you will get the notification that the password has expired.

The screenshot shows a web browser interface for Delta Dental. At the top is the Delta Dental logo. Below it is a red notification box with a close icon and the text "Your password has expired". Underneath are three input fields labeled "Current Password", "New Password", and "Confirm New Password". At the bottom of the form are two buttons: "Change Password" and "Cancel". Below the form is a "DISCLAIMER" section with the following text: "This service is restricted to authorized users only. All activities on this system are logged. Unauthorized access to, or misuse of, this system is forbidden and may be prosecuted by law." At the very bottom, it says "Powered by GoAnywhere".

At this point, you must enter your current and new passwords before you will be able to log into the system.

Password Requirements

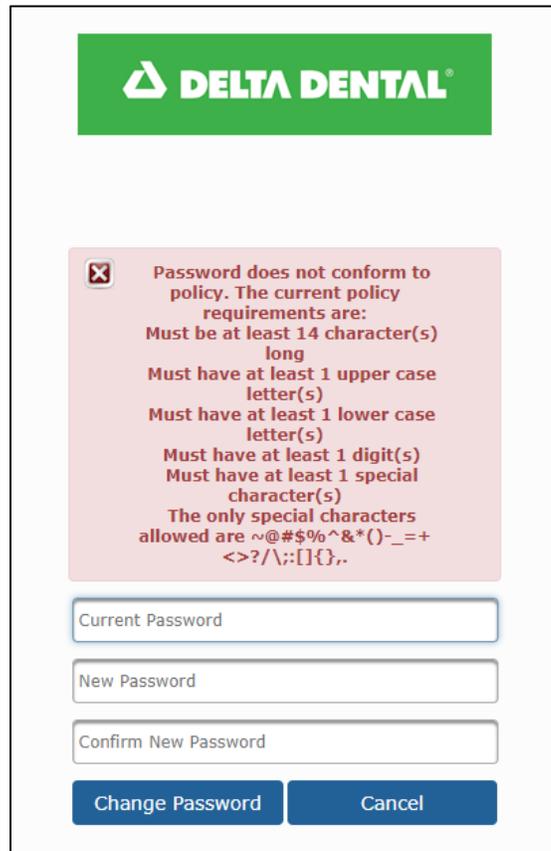
The SFTP application requires a secure password that meets the following criteria:

- Minimum password length: 14 characters
- At least one upper case letter
- At least one lower case letter
- At least one number
- At least one special character from this list:
~ @ # \$ % ^ & * () - _ = + < > ? / \ ; : [] { } , .

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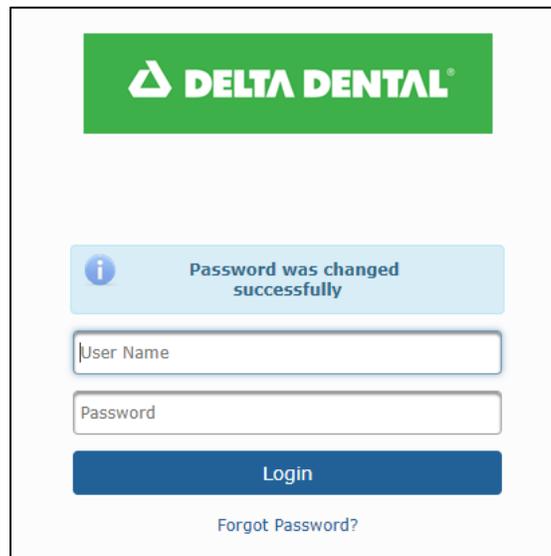
Password Requirements - Continued

If you attempt to enter a password that does not adhere to these rules when selecting a new password, the system will present an error with the rules:



The screenshot shows the Delta Dental SFTP interface. At the top is the Delta Dental logo. Below it is a red error message box with a close icon (X) in the top left corner. The message reads: "Password does not conform to policy. The current policy requirements are: Must be at least 14 character(s) long, Must have at least 1 upper case letter(s), Must have at least 1 lower case letter(s), Must have at least 1 digit(s), Must have at least 1 special character(s). The only special characters allowed are ~@#%&^*()-_+= <>?/\;[]{}.,.". Below the error message are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom are two buttons: "Change Password" and "Cancel".

Once you have chosen a new password that meets the system requirements, you will receive the successful notification:



The screenshot shows the Delta Dental SFTP interface. At the top is the Delta Dental logo. Below it is a light blue notification box with an information icon (i) in the top left corner. The message reads: "Password was changed successfully". Below the notification are two input fields: "User Name" and "Password". At the bottom is a "Login" button and a link that says "Forgot Password?".

Changing an Email Address

Under some circumstances, you may want to change the email address associated with the SFTP credentials. Any change to the email address must be handled by your EDI Coordinator, Account Representative or other Business contact.

If the configured recipient's email address is changing due to a personal name change or domain name change, updating the email on an existing account is sufficient.

However, if the original contact has left the organization, you should request new credentials or immediately update the password on your existing user name. This will insure the integrity of the SFTP user access.

Automated Email Notifications

Overview

There are several notifications that will be delivered automatically from the new SFTP service. The notifications displayed in this section include:

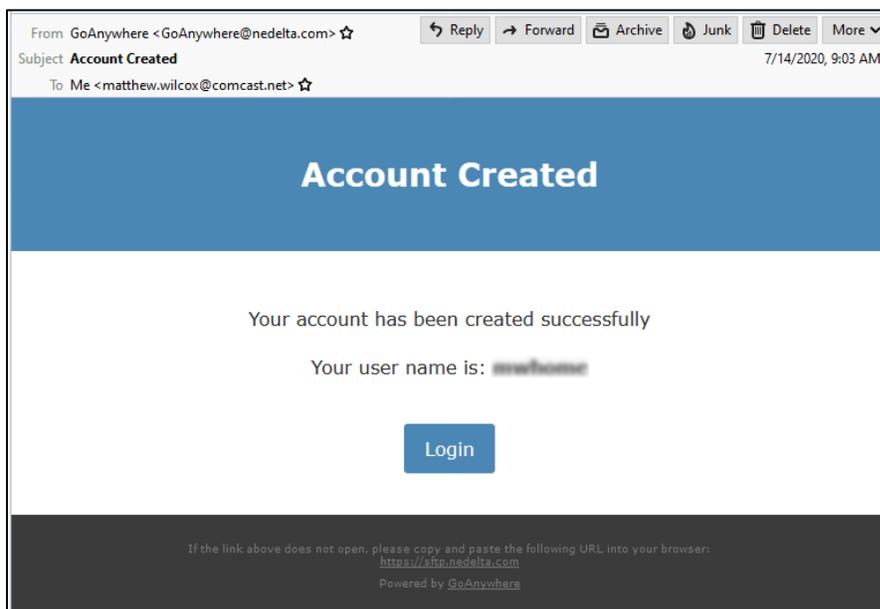
- Creation of a new user
- Request for a new password
- Password expirations
- Administrator password reset

Creation of a New User

The request for new SFTP credentials will be sent to IS Operations. For most external customers, this request will be sent by the EDI Coordinator or Account Representative.

The EDI Coordinator or Account Representative will include the email address of the person who should receive the credentials. Currently, only one email address can be included per account.

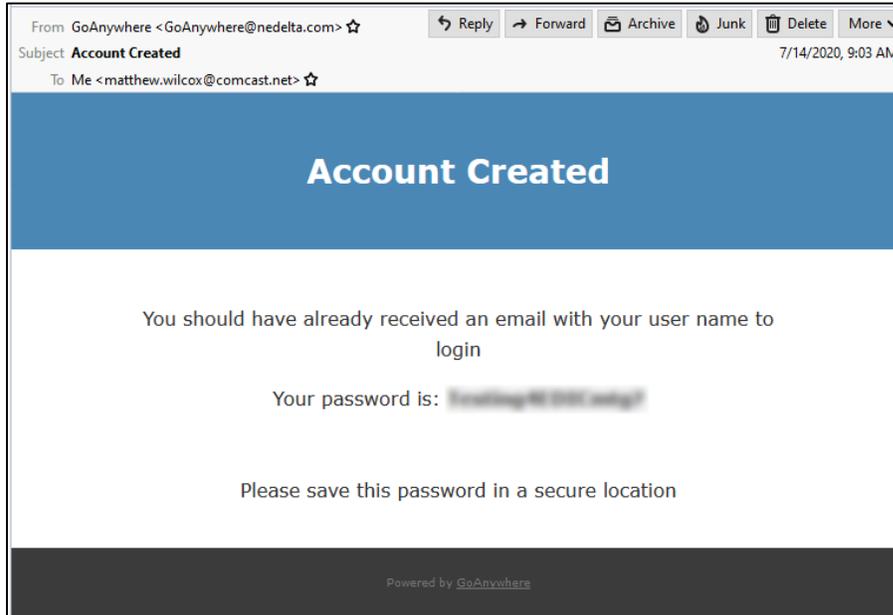
When your SFTP user is created, you will receive two automated notifications from GoAnywhere@nedelta.com. The first will include your SFTP user name:



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Creation of a New User - continued

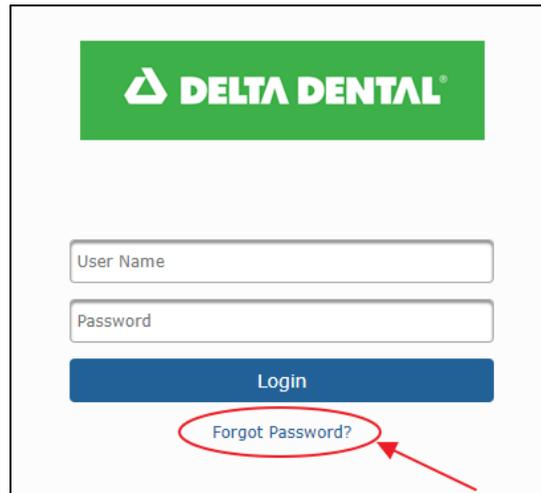
The second notification will include your initial password:



Important Note: Every new account is set up with a temporary password, which must be changed before the account can be used.

Requesting a New Password

If you lose or forget your password, you should request a new password via the web browser using the “Forgot Password?” link:



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Requesting a New Password - continued

When you click this, you will be prompted to enter your SFTP user name and a captcha:

The screenshot shows a web form for requesting a new password. At the top is the Delta Dental logo. Below it is a text box with the following instructions: "Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name." There are two input fields: "User Name" and "Characters From Image". The "Characters From Image" field contains the characters "INZRZ" from a captcha image. At the bottom are "Submit" and "Cancel" buttons, and a footer that says "Powered by GoAnywhere".

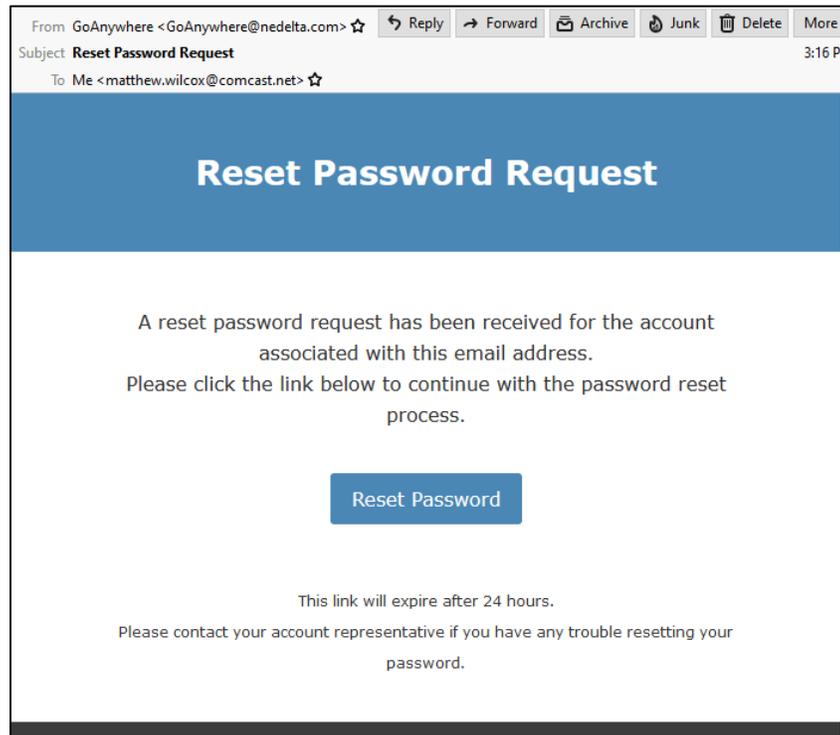
Once you provide this information, and click "Submit," the system will direct you to your email:

The screenshot shows a confirmation page. At the top is the Delta Dental logo. Below it is a light blue notification box with an information icon and the text "Request has been successfully submitted." Underneath is the heading "Further Instructions" followed by the text: "Please follow the instructions in the email to create a new password. If you don't receive this email, please check your junk folder or contact your Account Representative." At the bottom is a large blue "Done" button and a footer that says "Powered by GoAnywhere".

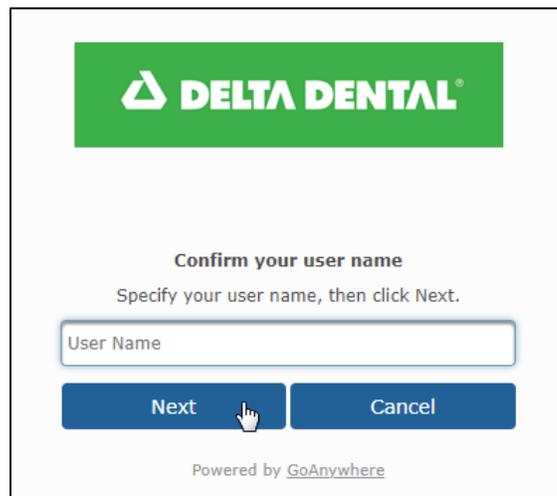
Continued on next page

Requesting a New Password - Continued

The system sends an email to the email address associated with the user name that was entered.



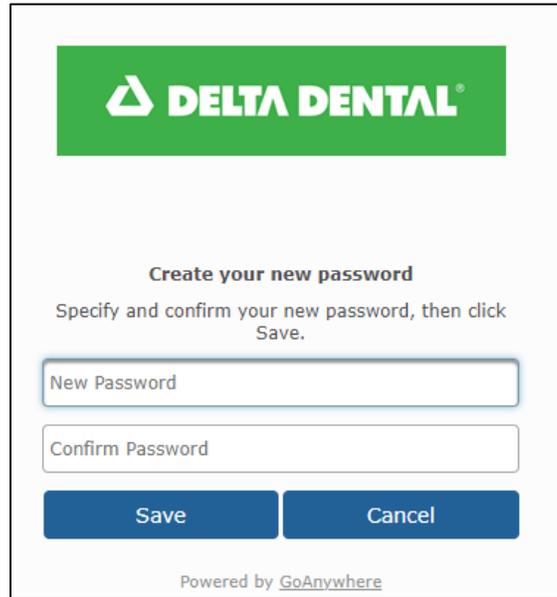
When you click the link in the email, you will be directed back to the web page, where you will need to confirm your SFTP user name again:



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**Requesting a
New Password
- Continued**

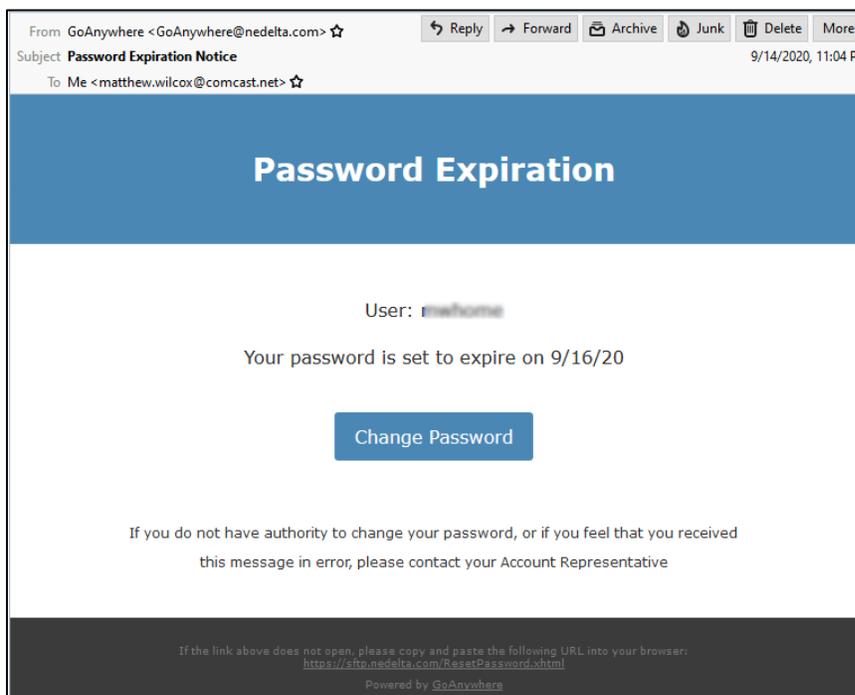
Once you have successfully confirmed your user name, you will be prompted to select a new password:



The screenshot shows a web interface for creating a new password. At the top is the Delta Dental logo, which consists of a green triangle with a white 'D' inside, followed by the text 'DELTA DENTAL' in white on a green background. Below the logo, the heading 'Create your new password' is centered. Underneath the heading is the instruction 'Specify and confirm your new password, then click Save.' There are two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm Password'. Below these fields are two buttons: a blue 'Save' button and a blue 'Cancel' button. At the bottom of the form, it says 'Powered by [GoAnywhere](#)'.

Password Expiration Notification

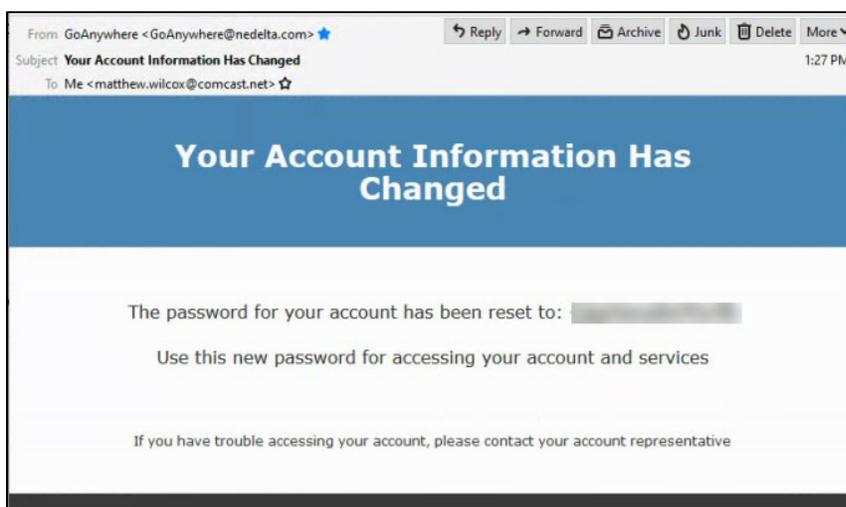
This is an example of the automated notification when a password is about to expire:



When you click the link, you are directed to the SFTP landing page in your default web browser, and prompted to change your password.

Administrator Password Reset Notification

In some cases, you may request that an administrator resets your password. This is an example of the automated notification when this occurs:



In most cases, this will be a temporary password, which must be reset before first use.