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Welcome to the NCDOT File Transfer System (FTS)

The NCDOT File Transfer System is a web-based application that allows you to transfer very large file attachments to other users from your web browser. FTS has automatic compression technology that will allow you to transfer one gigabit or more with just a few clicks.

Additional features within the FTS application make this a powerful and secure file transfer system for sending and receiving large files and folders. For more information on the extensive features of the FTS application, refer to [Concepts & Common Features](#).

To learn about the features within the FTS application, refer to [FTS Features](#).

The Advantages of FTS

Below is a table that describes the differences between FTS and FTP. Standard email is not included in this table because most email systems will not allow you to send over 5MB of data at one time.

FTS	FTP
Transfer up to 1GB of zipped data	Limited FTP disk space may prevent you from uploading this much data.
Secure File Transfers and Passwords	Files or folders stored on an FTP server are not secure.
Files are Protected so that Only the Sender and Receiver Can View Them.	Files and folders on an FTP server are created by any user and left for all to view.
Eliminate Disk Space Issues: FTS is on a separate server, accessible from the Web.	Disk space issues arise with any FTP server when too many files/folders are stored. These files/folders are sometimes forgotten and become

	<p>outdated, decreasing the amount of available disk space.</p>
<p>Files Remain in FTS application for 30 Days, then are Automatically Removed.</p>	<p>Files are not automatically managed on an FTP server and can become quickly outdated.</p>
<p>Files are Automatically Compressed Before Uploading</p>	<p>Extra steps must be taken to zip files manually before uploading files to an FTP server.</p>
<p>Store Contacts and Mailing Lists in Address Book and Forward File Transfers</p>	<p>FTP clients lack the special features that are included with FTS, such as mailing lists, forwarding, and automatic notification.</p>

For an overview of the FTS application, along with additional navigation information and common features, refer to [Concepts & Common Features](#).

This help guide also contains a trouble shooting section for frequently asked questions and situations. Refer to [TroubleShooting](#) for more information.

For system requirements, refer to [FTS System Requirements](#).

System Requirements

Before you begin working with the FTS application, make sure you have the necessary software requirements to successfully operate FTS.

You must have the following requirements to access the FTS application:

- Any modern Web browser, such as Internet Explorer 6.0 or a later version (recommended)
- WinZip or similar software that allows you to unzip files and/or folders from FTS
- Microsoft .NET features of FTS, you must access the FTS application using Internet Explorer 6.0 or later, and install the following:
- User Interface (you must have installed at least one of the following)
 - Microsoft .NET Framework 2.0 and NC DOT Security Policy - for more information on installing this component refer to [Installing Microsoft .NET](#)
 - Basic HTML
 - Adobe Flash - for more information and installing Flash, use your web browser to locate a "free" download version of Flash.

Working Environment

For optimal performance, we recommend using Internet Explorer so that you can take advantage of all the features in the FTS application, such as uploading more than one file, automatically zipping files and folders, the drag-and-drop feature, and the ability to upload folders. For additional information regarding each of these features, refer to [Sending Files](#).

If you use Mozilla Firefox, some of the tabs/pages will appear slightly different from the images in this Help guide.

Concepts and Common Features

Concepts & Common Features

The Concepts & Common Features section includes an overview of the main components within the FTS application, contacting the NCDOT regarding the FTS application, using the Navigational Tab, and a general description on accessible components within the FTS online help.

The FTS application contains seven main components, four are identified as tabs: **Inbox**, **Send Files**, **Address Book**, and **Settings**. The **Help**, **Logoff** and **Disclaimer** are links from the banner.

Refer to the following for more information:

[FTS Overview](#)

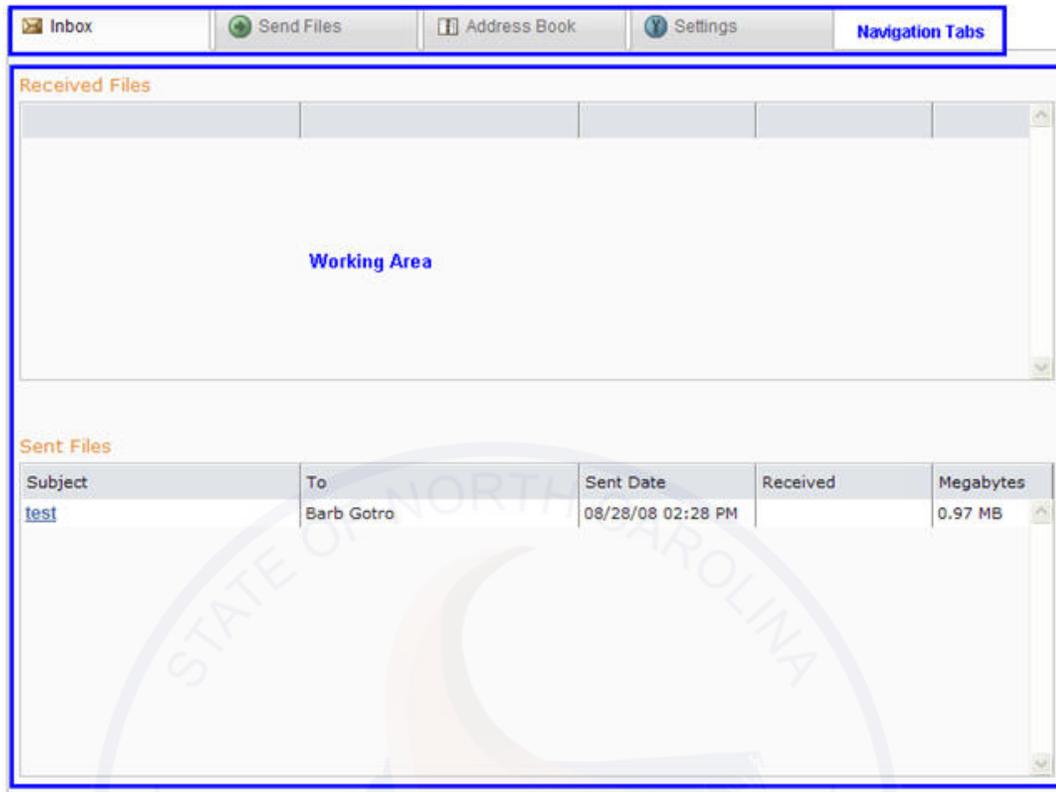
[Contacting NC DOT](#)

[Using the Navigational Tabs](#)

[Navigating in the FTS Help Guide](#)

FTS Overview

When you log into the FTS application, the Inbox page appears.



The FTS application contains two areas: **Navigational Tabs** and **Working Area**. Refer to the following for more details.

Navigational Tabs - The stationary navigational tabs allows you to access any of the main components/features in the FTS application with the click of a button.

Working Area - The working area contains the areas in which you will perform most of your functions, such as sending files, opening file transfers and maintaining contacts.

Inbox – The Inbox component contains two sections: **Received** and **Sent**. The Received tab contains all the file transfers you received in the past 30 days. The Sent tab contains all the file transfers with attached files or folders you sent within the past 30 days. The Received and Send sections do not contain any other user transfers, allowing you to find the information you need quickly. You can maintain file transfers in both tabs, much like an email application. You can perform such tasks as deleting and forwarding file transfers, as well as accessing existing contacts in your address book.

Subject	To	Sent Date	Received	Megabytes
test	Barb Gotro	08/28/08 02:28 PM		0.97 MB

Send Files – The Send Files component allows you to send a file transfer to one or more people, notifying them that files and folders are available for download on the FTS application. The FTS application automatically uploads the files and folders you attached when you send the file transfer. There are two Send Files pages based on whether or not you have enhanced functionality. The enhanced functionality allows you to upload more than one file, upload folders, automatically zip your files and folders, and use the drag-and-drop feature.

To:

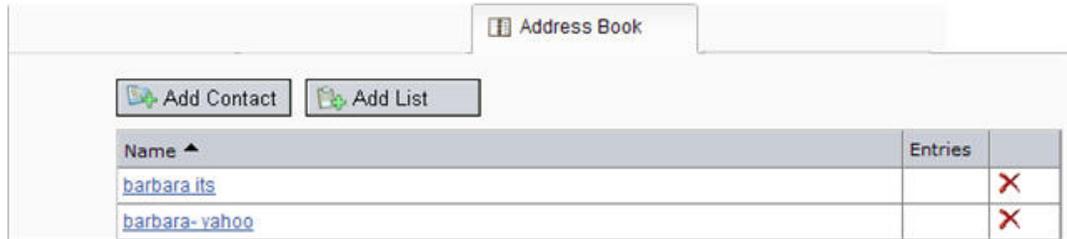
Subject: Untitled

Message:

Upload File Name:

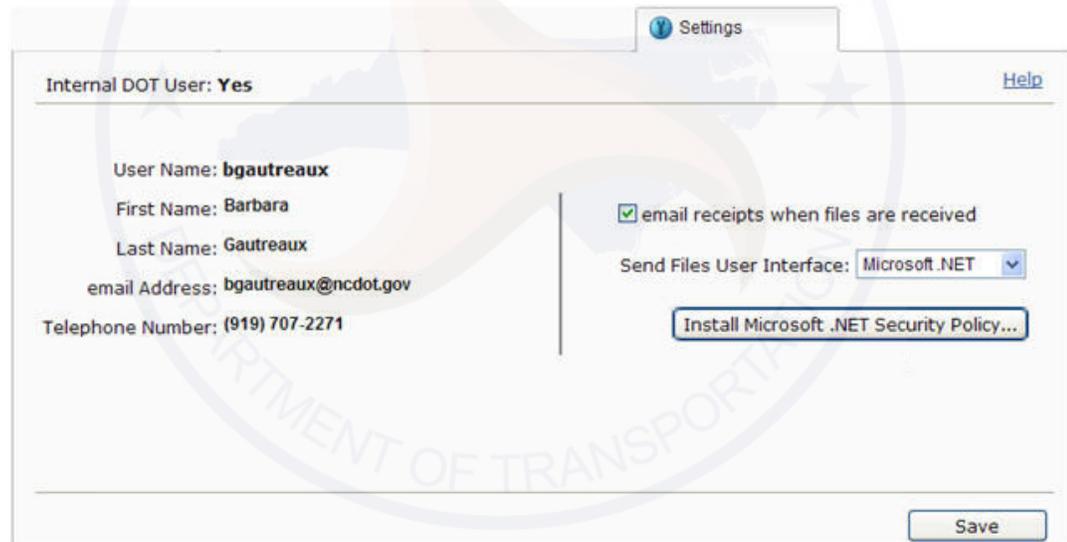
Please Note: Uploads are limited to 150 MB and 2 hours transfer time

[Address Book](#) - The Address Book component allows you to create, maintain and store contacts and mailing lists. The FTS application also provides a lookup feature that allows you to find NCDOT employee user names.

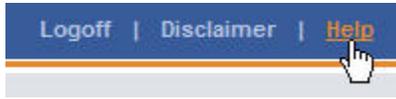


Settings – The Settings component contains your user information and allows you to activate the Return Receipts and enhanced functionality features, and install the necessary components for enhanced functionality.

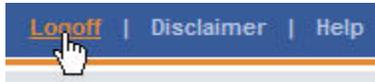
Note: *If you are an external user, the Settings page will appear with additional fields. Refer to [Login for External Users](#) for information about this Settings page and definitions.*



Help - The **Help** button opens the online Help documentation for the FTS application. When you click the Help button, the Help file opens to the default page, Welcome. Use the table of contents, index, or search feature to locate the topic of interest. You can also print and/or view the entire contents of the FTS documentation via PDF by clicking the **Print** button. The Help link has two locations in the FTS application, one in the application banner and the other on the Settings page.



Logging Off - Click the **Log Off** button to log off of the FTS application. The Log Off button is the same as the Log Off link located at the top right corner of the web page.



Disclaimer - The Disclaimer page contains the user agreement for all users that log into FTS application.



Contacting FTS SME

If you have any questions or suggestions about the FTS application, use the Contact link located in the FTS header at the top of the page. A Subject Matter Expert (SME) will respond to your question within three business days. If the SME cannot answer your question, your question/comment will be forward to another department or person within NC DOT to assist you.

1. Click the **Contact** link.



The Post Comment page appears.

[Post a comment](#)

[File Transfer System Home](#) | [NCDOT Home](#) | [Back](#)

Unit: File Transfer System

Please address any questions/comments you have regarding the NCDOT File Transfer System (FTS).

Thank you for your time and we will follow up with you soon.

Please address your questions/concerns here.

These emails are answered during normal business hours (Mon-Fri, 8am-5pm) within 3 business days.
For DMV related questions, you may call 919-715-7000 during normal business hours for an immediate response.
For all other questions, please call 1-877-DOT-4YOU during normal business hours for an immediate response.

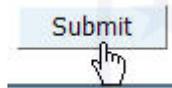
Check the status of a previously posted [Comment](#)
 Please take the time to read our [Privacy Notice](#)

Name: Phone:
Ex: 919-999-1234

Email: Set Anonymous:

Comment:

2. After you enter the necessary information, click the **Submit** button to send your questions/suggestions to NC DOT.



3. Click **File Transfer System Home** link to return to the log in page for the FTS application; or, refer to [Accessing the FTS Application](#).



Using the Navigational Tabs

The tabs contains four of the main components of the FTS application. These tabs allowing you to move between topics with the click of a button. The navigational tabs also contains a safe-guard to prevent you from accidentally leaving the Send Files page prior to saving your information. Refer to the following procedures for more information.

1. To access any of the main components of the FTS application, click the tab that contains the feature you want to access from the DTS page.



The working area for that tab appears.

2. If you enter information in the Send Files page, then click any other tab on the navigational tabs, the following dialog box appears.



3. Click the OK button to exit the current page you are viewing (information you entered will not be saved), or click the Cancel button to remain in the Send Files page.

FTS Features

FTS includes extra features, increased performance, and a new look and feel similar to Windows XP. Refer to the topics below for a brief description and applicable links to further information within this help guide.

- [New User Interface](#) - FTS now contains a stationary navigation bar that allows you to move from tab to tab with the click of a button. FTS also includes icons and images for easy recognition when navigating through the application.
- [Improved Help Guide](#) - This help guide contains context-sensitive information, which allows you to find relevant information about the page you are currently viewing by clicking the **Help** button. You can also print help documentation, perform a search, and navigate through the table of contents or index.

- **[Address Book Feature](#)** - The Address Book feature allows you to create and maintain contacts and mailing lists. Now you to easily address file transfers to one or more contacts by accessing your stored contacts and perform searches on email lists.
- **Send Larger Files** - If you have Microsoft .NET installed, your maximum zipped file size per transfer has increased from 150MB to 1GB.
- **[Forward Files](#)** - Similar to forwarding an email message, you can share a file transfer you received/sent in FTS with others by accessing the FTS file transfer forwarding feature.
- **[Removing File Transfers](#)** - You have the ability to "retract" a file transfer you sent, as well as delete file transfers you no longer need from your Received tab.
- **[Received Notifications](#)** - The FTS application allows you to select whether you want to be notified when a file transfer you sent has been received.
- **[Reduced Time When Loading Zipped Files](#)** - The FTS application now recognizes when you upload files and/or folders that are already zipped and will not attempt to re-zip them again. This reduces the upload time and speeds up the send file process.
- **[Improved Handling for Uploads](#)** - If the connection is disrupted between your system and the FTS application during an upload, your upload will resume where it left off when you reconnect. This saves significant time when uploading large files/folders.

Navigating in the Help Guide

FTS contains a help guide that allows you to view relevant documentation related to the topic you are searching. You can also print documentation, view the table of contents, search the documentation and index, and view glossary terms. Refer to the following fields for more information.

The Help contains six buttons that allow you to view, search or print documentation. Refer to each field definition for a brief description.

Contents - Click the **Contents** button to view the table of contents in the navigation bar. When you click on a link in the contents, the documentation for that topic appears in the main viewing area (to the right).

Index - Click the **Index** button to view a list of index keywords in the navigation bar. You can enter an index keyword and the help file will automatically find the closest match in the index. Click the index keyword to view the related documentation in the main working area.

Search - Click the **Search** button to search for a specific word(s). The results appear in the navigation pane as linked topics. Click any of the topics to view the related documentation in the main working area.

Glossary - Click the **Glossary** button to view a list of glossary terms and their definitions.

Back - To return to the previous pages you visited, click the **Back** button.

Print - To print any portion of the Help documentation, click the **Print** button. A PDF of the documentation appear in Acrobat Reader (within the Help window). From within Acrobat, you can choose to view and print any or all of the documentation.

Common Symbols:

The Help guide contains two types of commonly used symbols that provide additional and sometimes critical information associated with specific procedures or processes. Refer to the two symbols definitions for more information.



Notes: *Notes provide users with additional information about a particular feature, field, procedure or window.*



Warning!

Warning messages contain critical information about data alteration or irrevocable actions. Please read this information carefully.

Viewing the Disclaimer

The Disclaimer page contains general information about the FTS system and the terms and conditions of use for the user. All user activity on the FTS application is recorded, and improper use of the FTS application is strictly prohibited. Make sure you understand and agree to the disclaimer prior to working in the FTS Application.

Click the **Disclaimer** link located on the right side of your window beneath the FTS header.



The Disclaimer page appears.

NOTICE TO USERS

This is a North Carolina Department of Transportation computer system and is the property of the State of North Carolina, United States of America. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Unauthorized or improper use of this system may result in administrative Disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.

Terms and Conditions of Use:

Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized officials of the North Carolina Department of Transportation, and law enforcement personnel of the state of North Carolina, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Transportation personnel. Any files on this system not otherwise declared confidential by law or judicial interpretation may be subject to public inspection and copying under the North Carolina Public Records Law (N.C.G.S. chapter 132).

LOG ON to this system will be interpreted as acceptance of the conditions stated in this warning.

Logging into FTS

Accessing the FTS Application

The following procedures guide you through logging into the FTS application.

If you are an external user (user who is not employed by NC DOT) and this is your first time logging into the FTS application, please refer to [Initial Login for External Users](#) for more information and detailed instructions.

1. Open your Web browser [Internet Explorer is the standard web browser at NC DOT] and enter the following URL (Uniform Resource Locator) into the Address field: <https://fts.dot.state.nc.us/Login.aspx>

This accesses the FTS application. The Login page appears:

The FTS Login page contains the fields necessary to log into the FTS application and displays the User Agreement. The FTS application also contains a link that will email your password to you in the event that you forget your password. If you are a NC DOT employee and forget your password, you can access and change your password information by changing your Active Directory password. For further instructions on how to access this information, refer to your system administrator.

The Active Directory password is the same password you use to log into the NC DOT network.



If this is your first time logging into the FTS application, please make sure you read and agree to the terms and conditions stated in the User Agreement before continuing.

2. Enter your User Name and password before to access the FTS application.

For internal users (users employed with the NC DOT), enter your Active Directory user name and password. The FTS application uses the Active Directory user name and password; which is the same that you use for accessing the NC DOT network. If you forget your user name and password, contact the NC DOT Help Desk.

If you are an external user (user who is not employed by the NC DOT) and this is your first time logging into the FTS application, please refer to [Initial Login for External Users](#) for more information and detailed instructions.

Refer to the following field definitions for procedures and additional information.

User Name – This is the user ID assigned to you by the NC DOT Technical Services (NC Help Desk). For internal users, enter your Active Directory user name in this field. For external users refer to [Initial Login for External Users](#) for more information and detailed instructions.

Password – An entry that uniquely identifies you as a user. For internal users, enter your Active Directory password in this field. Please do not share your password with anyone. For external users refer to [Initial Login for External Users](#) for more information and detailed instructions.

3. Click the **Login** button to log into the FTS application.

4. If you forget your password, you can have the FTS application send you an email containing your password. This is only applicable to those users who are **not** NC DOT employees. DOT employees can access password information via the Help Desk. Contact the [NC DOT IT Help Desk](#) for more information. Refer to [Forgot Password](#) topic for more information.
5. For operating procedures within the FTS system, refer to the following most common procedures:

[Installing Enhanced Functionality](#)

[Sending Files](#)

[Using the Inbox Page](#)

[Downloading Files and Folders](#)

[Forwarding a File Transfer](#)

[Deleting File Transfers](#)

[Inviting Users to FTS](#)

[Using the Address Book](#)

[Maintaining Settings](#)

Initial Login for External Users

External users are users who are not employed by the NC DOT (North Carolina Department of Transportation). External users can use the FTS application, however, they must be "invited" by a DOT employee. When a DOT user sends a file transfer to an external user who is not in the FTS user list, the FTS application can automatically add the new user to the FTS user list. FTS sends the new user an email that contains the invitation to the FTS application, along with the new user username and password.



Note: *External users cannot "invite" other users to participate in the FTS application. Only NC DOT users can invite external users.*

Refer to the following procedures for more information.

1. If you are invited to access the FTS application, you will receive an email in your mailbox similar to the following:



Barb,

This message is an automated response to a request that you made for your user name and password.

You can reach the DOT File Transfer System by following this link.

<https://appsut.dot.state.nc.us/nte/FTS/default.aspx>

Your login information is:

User Name: barbarago2002@yahoo.com
Password: 967barbarago2002@yahoo.com

After logging in, please change your password.

If you have any questions, contact the NCDOT System Administrator.

2. Click the link in the email to access the FTS login page.

The FTS Login page appears.

NOTICE TO USERS

User Name:

Password:

[Forgot your password?](#)

This is a North Carolina Department of Transportation computer system and is the property of the State of North Carolina, United States of America. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.

Terms and Conditions of Use:

Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized officials of the North Carolina Department of Transportation, and law enforcement personnel of the state of North Carolina, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Transportation personnel. Any files on this system not otherwise declared confidential by law or judicial interpretation may be subject to public inspection and copying under the North Carolina Public Records Law (N.C.G.S. chapter 132).

LOG ON to this system will be interpreted as acceptance of the conditions stated in this warning.

The FTS Login page contains the fields necessary to log into the FTS application and displays the User Agreement. In case you forget your password, the FTS application also contains a link that will email you a new password.

3. Before continuing, make sure you agree to the terms and conditions of use in the Notice to Users section on the Login page.
4. If you agree to the terms and conditions, enter the user name the FTS application supplied to you (from your email) in the User Name field.
5. Enter the password the FTS application supplied to you (from your email) in the Password field.
6. Click the **Login** button.

The Settings page appears. Once you have supplied the necessary information to FTS, the Inbox page will appear each time you log into the FTS application, instead of the Settings page.

The Settings page contains two view-only fields: Internal DOT User and User Name. Because you are an external user, not an employee of the NC DOT, the word "No" appears beside this field. The User Name field is the name you use to log into the FTS application.

7. Refer to the following fields for procedures and field definitions.

Internal DOT User – You cannot edit this field. The FTS application automatically populates this field based on whether your user name was found in the NC DOT directory. The Internal DOT User field indicates whether you are an employee of the DOT or an external user.

User Name – You cannot edit this field. The FTS application automatically populates this field using the email address entered by the initial sender. This field serves as your user name and must be entered in the User Name field each time you log into the FTS application.

First Name - Enter your first name in the First Name field. This field allows NC DOT to recognize who is using the FTS application.

Last Name - Enter your last name in the Last Name field. This field allows NC DOT to recognize who is using the FTS application.

Email Address - The FTS application automatically populates this field with the email address entered by the sender; however, you can change your email address if necessary. Keep in mind that your user name will still be your old email address.

Telephone Number - Enter a phone number where you can be reached in this field. NC DOT will use this number to contact you regarding FTS issues.

New Password - Enter a new password for logging into the FTS application in the New Password field. Do not share your password with anyone. Your password must be more than eight characters long and contain both upper and lower case letters.

Verify Password - Re-enter your new password in the Verify Password field. If the information you enter in this field does not match the information you entered in the New Password field, the FTS application notifies you of the mismatch, you are required to enter your password information again for both fields. Your password must be more than eight characters long and contain both upper and lower case letters.

Email Receipts When Files are Received - Select this check box if you want the FTS application to automatically email you to let you know when recipients download files from file transfers you send. Refer to [Maintaining Return Receipts](#) for more information.

Send Files User Interface - Select the user interface you would like to use when sending files from the drop-down box. Options available: Basic HTML, Flash and Microsoft .NET. Depending upon which user interface you select, the Send Files page layout will change appearance.

Install Microsoft .NET Security Policy... - Select this button to download Microsoft .NET Framework (you may already have this component installed on your system) and the NCDOT Security Policy for the FTS application. You must be using Internet Explorer 6.0 or a later version, to download Microsoft .NET.

Microsoft .NET features include the Drag-and-Drop Feature, automatically zipping files and folders, and the ability to upload folders. For more information on Microsoft .NET features, refer to [Microsoft .NET](#) functionality.

Refer to [Installing Microsoft .NET](#) functionality for more information on installation procedures.

8. Click the **Save** button to save your changes and return to the Inbox tab.
9. Now that you have entered the necessary information and components in the FTS application, you can begin using FTS to send and receive file transfers. Refer to the following topics for procedures and additional information.

[Sending a File with Basic HTML](#)

[Using the Address Book](#)

[Using the Inbox Page](#)

Forgot Password

If you forget your password, you can have the FTS application send you an email containing your password. This is only applicable to those users who are **not** NC DOT employees.

If you are a DOT employee, you can change your password by changing your Active Directory password. The FTS user name and password is the same as your login user name and password you use every day to log in to the NC DOT Network. If you do not remember your user name and/or password, contact the NCDOT Help Desk.

1. Click the **Forgot Your Password?** link from the login page.

[Forgot your password?](#)



The Forgotten Password page appears.

What is your email address? We can email your user name and password to you.

email Address:

2. Enter your email address in the Email Address field, then click the **Send** button.

A page appears stating that you login information will be emailed to you shortly.

Your login information will be emailed to you shortly.

[Return to Login Page](#)

3. Click the **Return to Login Page** link to access the FTS Login page.

[Return to Login Page](#)



Your Inbox

Navigating in the Inbox Tab

The Inbox tab allows you to view, open, delete and forward file transfers sent to you within the last 30 days. Each file transfer contains the sender, subject, message, attached files, size of the files, and when the file transfer was sent and received.



Note: The FTS application automatically maintains the number of files within your Inbox and Sent box by removing files that are 30 days or older.

1. Click the **Inbox** tab from the [Navigational Tabs](#).
2. You can sort your file transfers by clicking any of the following column headers: **Subject**, **From**, **Received**, **Sent Date**, and **Size**. FTS will sort columns in ascending order alphabetically or numerically.

Subject	From	Sent Date	Received	Megabytes
test	Barbara Gautreaux	08/28/08 02:28 PM		0.97 MB

Subject ▲	To	Sent Date	Received	Megabytes
test	Barb Gotro	08/28/08 02:28 PM		0.97 MB
testing FTS	Josh Collins	08/29/08 01:33 PM		0.01 MB

3. Refer to the following field definitions for more information.

Subject – The subject column contains the title of each file transfer. This is the text in the Subject line of an email that the sender entered when creating the file transfer.

From – The first and last name of the sender who sent the file transfer. These fields automatically populate from the First Name and Last Name fields in the Settings page.

To - The first and last name of the person who you sent the file transfer. These fields automatically populate from the First and Last Name fields in the Settings page.

Sent Date - The date (in 00/00/0000 format) and time (in 00:00:00 AM/PM format) the file transfer was sent. The date and time is automatically populated from the sender's Sent Date column in the Sent tab. Refer to [Navigating in the Sent Tab](#) for more information.

Received - The date (in 00/00/0000 format) and time (in 00:00:00 AM/PM format) the file transfer was received. The date and time is automatically populated when you download a file/folder from a file transfer. The same information is also automatically updated to the sender's Received column on the Sent tab. Refer to [Navigating in the Sent Tab](#) for more information.

Megabytes - The size of the files and/or folders attached to the email.

4. To access other features within the Inbox, click any of the following topics.

[Deleting File Transfers](#)

[Downloading Files and/or Folders](#)

[Forwarding a File Transfer](#)

[Using the Inbox Page](#)

Using the Inbox Tab/Page

The Inbox tab contains two grids within the page: **Received** and **Sent**. Received allows you to view and open file transfer items that you received within the last 30 days. Sent allows you to view and open file transfer items that you sent within the last 30 days. Both the Received and Sent grids contain only the items that pertain to your transfers so you can find what you need quickly without sifting through other user transfers. You can delete, download files/folders, and forward selected file transfers.

Each file transfer contains the recipient name, the subject, a message, the files or folders available for download, the size of the files or folders, the date the email was sent, and the date the file transfer is received. If you delete a file transfer from Sent, the status of the file transfer appears in the file transfer detail, as well as in the file transfer subject in the Sent Box.

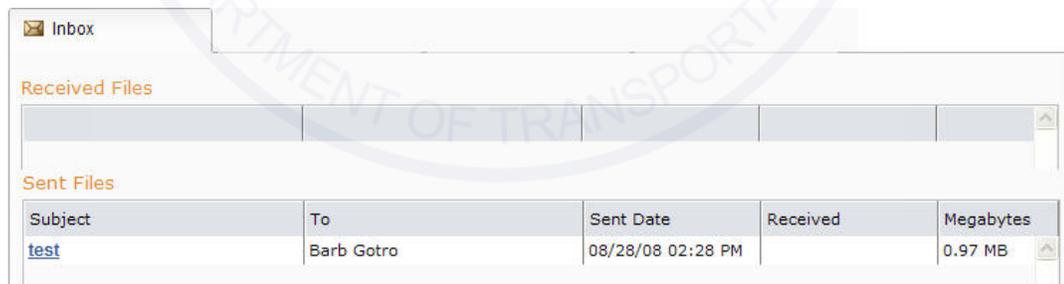
If you are not using the Microsoft .NET features of the FTS application, the maximum amount you are allowed to upload through the FTS application is 150MB. FTS also has an upload and download time limit of two hours. Refer to [Installing Microsoft .NET](#) for more information on accessing these features.

If you are using the Microsoft .NET features of the FTS application, the maximum amount you are allowed to upload through the FTS application is 1GB zipped. A zipped file can significantly reduce the size of a file or folder. This user interface of FTS also has an upload and download time limit of one hour.

Accessing the Inbox Page

Click the **Inbox** button from the navigation bar.

The Inbox page appears.



The screenshot shows the 'Inbox' page with two sections: 'Received Files' and 'Sent Files'. The 'Sent Files' section contains a table with the following data:

Subject	To	Sent Date	Received	Megabytes
test	Barb Gotro	08/28/08 02:28 PM		0.97 MB

The Inbox page contains two grids: **Received** and **Sent**. Each box allows you to view file transfers you received or sent within the last 30 days. For more information on how to navigate and work within the Inbox page, click any of the following topics:

[Accessing and Downloading File Transfers in the Sent Tab](#)

[Accessing File Transfers in the Received Tab](#)

[Deleting File Transfers](#)

[Downloading Files and/or Folders](#)

[Forwarding a File Transfer](#)

[Navigating in the Received section](#)

[Navigating in the Sent section](#)

Accessing File Transfers in the Inbox - Received Section

The following procedures allow you to access file transfer details received in your Inbox Received Box. Viewing the details of a file transfer allows you to read the sender's message and view the name of the file associated with the file transfer.

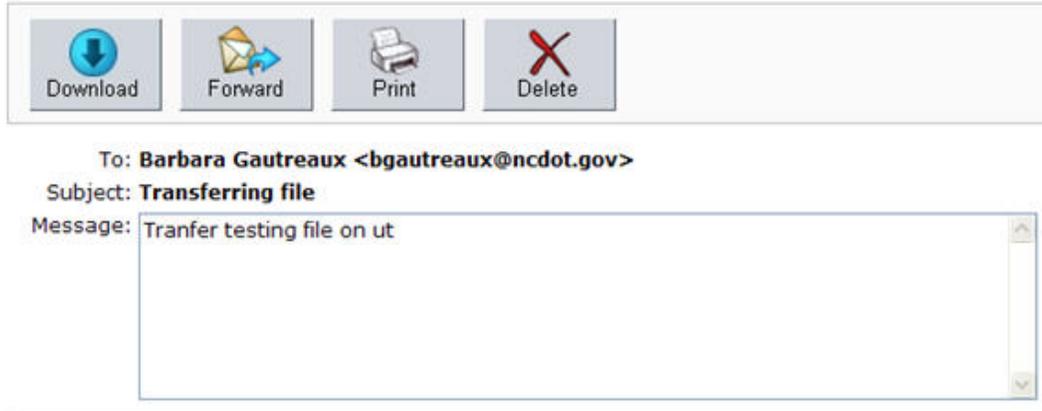
1. From the [Received Box on the Inbox page](#), find and click the file transfer link you want to open under the Subject column.



The screenshot shows a table titled "Received Files" with the following data:

Subject	From	Sent Date	Received	Megabytes
Transferring file	Barb Gotro	08/29/08 03:52 PM	08/29/08 03:55 PM	0.97 MB

The File Transfer Detail page appears.



The File Transfer Detail page contains the open file transfer you selected. You can view the message and other details, as well as forward file transfers, download attached files and/or folders, and delete the file transfer from your Inbox.

2. Refer to the following field definitions for procedures and additional information.

To – The first and last name of the recipient.

Subject – The name of the file transfer.

Message - The message associated with the file transfer, such as instructions or additional information about the transfer.

Attached Files – This field displays all the files and/or folders attached to the file transfer. The FTS will display the file and/or folder names and their extensions.

Size – The size of the attached files and/or folders for the selected file transfer.

Sent – The date (in MM/DD/YYYY format) and time (in HH:MM:SS AM/PM format) the file transfer was sent.

Received – The date (in MM/DD/YYYY format) and time (in HH:MM:SS AM/PM format) the file transfer was received.



Note: *The received date will not appear until you open the attached file.*

3. To download the files and/or folders within the selected file transfer, refer to [Downloading Files and/or Folders](#).
4. To forward this file transfer, refer to [Forwarding a File Transfer](#).
5. To delete a file transfer, refer to [Deleting File Transfers](#).
6. To return to the Inbox page, click the **File Transfer System: Inbox** breadcrumb.

[File Transfer System: Inbox](#) »

File



Your Sent Items

Navigating in the Inbox - Sent Files

Use the Sent Box of your Inbox to view, forward and delete all the file transfers you sent. Inbox Sent contains all file transfers you sent within the last 30 days. Each file transfer contains the subject, the recipient's name or address, the date and time the file transfer was sent, the size of the attachment(s), and if the file transfer was received, the date and time the recipient downloaded the attachment(s).

You have the option to "retract" files you sent to others from your Sent tab. Refer to [Deleting Files Transfers](#) for more information.



Note: The FTS application maintains the files within your Sent box by automatically removing files that are 30 days or older.

1. To access the Sent Box on the Inbox page, click the **Inbox** tab.

Subject	From	Sent Date	Received	Megabytes
Transferring file	Barb Gotro	08/29/08 03:52 PM	Fwd: 09/03/08 03:16	0.97 MB

Subject	To	Sent Date	Received	Megabytes
testing Basic HTML	Barb Gotro	09/03/08 12:37 PM		0.01 MB
testing	Barb Gotro	09/02/08 01:14 PM		0.01 MB
testing FTS	Josh Collins	08/29/08 01:33 PM		0.01 MB
test	Barb Gotro	08/28/08 02:28 PM	Fwd: 08/29/08 03:52	0.97 MB

Notice the first three file transfers do not have a received date or time in the Received field. When the recipient downloads the file/folder associated with the file transfer, FTS automatically populates the date and time field.

2. You can sort sent items in ascending order alphabetically or numerically by clicking on the column headers : **Subject, To, Send Date, Received,** and **Megabytes.**
3. Continue sending files by referring to the procedures in [Sending a File](#) page.
4. To download file transfers, refer to [Accessing and Downloading File Transfers in the Sent Tab.](#)

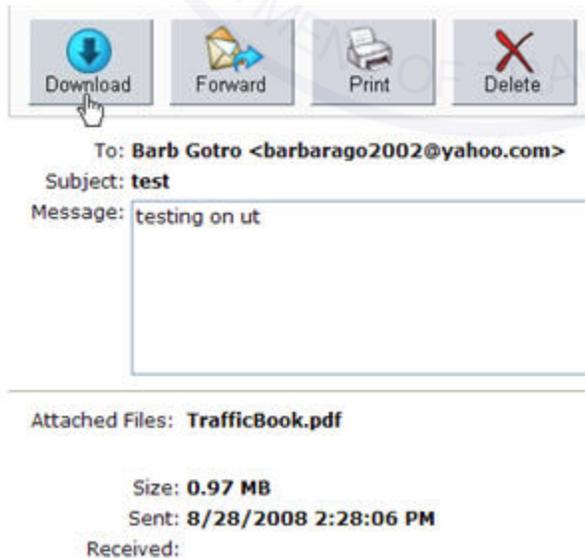
Downloading Files and/or Folders

The FTS application can transfer both files and folders. Some users may have Microsoft .NET installed to use FTS capabilities that allow them to upload folders that FTS automatically zips for them. Because of this, it is necessary to have a WinZip application (or a similar application) to unzip files you receive so that you may open them.



Note: *Once the file is downloaded, an email is sent to the Sender as notification that the recipient has received the file.*

1. From the [File Transfer Detail page](#), click the **Download** button to download the attached files and/or folders associated with the selected file transfer.



The Download File dialog box appears. The dialog box may appear different based on what you are downloading (a zipped file or an unzipped file); however, both are very similar and require the same information.



The File Download dialog box allows you to open or save the selected attachments. You can also cancel this action, or view more information regarding the attachments.

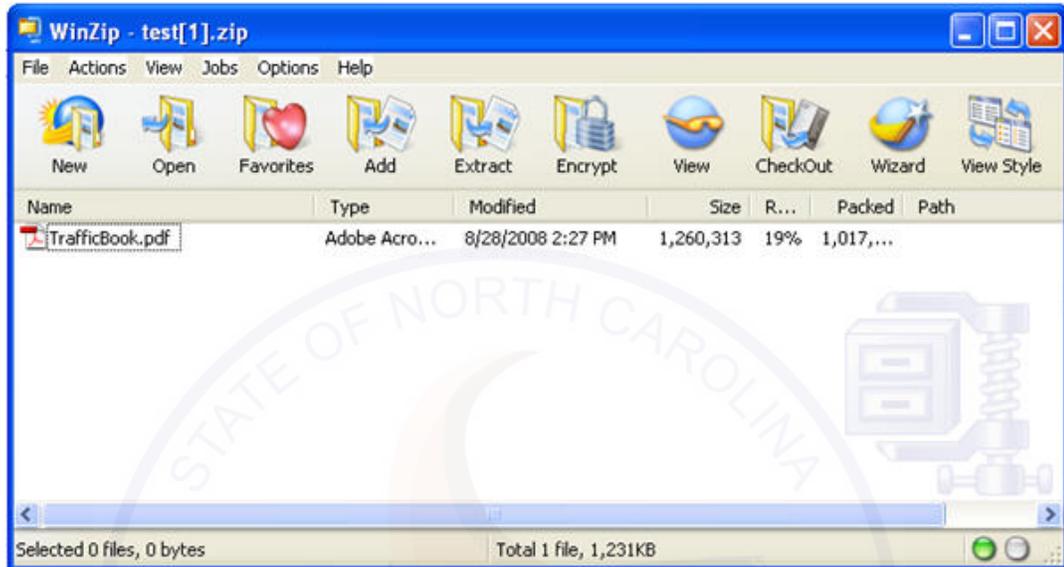
2. Refer to the following field definitions for procedures.

Open – Click the **Open** button to open the file or folder attachment without saving the files or folders to your system. If this is a zipped file, your system automatically opens the file or folder using WinZip (or a similar application).

Save – Recommended to increase run-time performance and reduce computer risk. Click the **Save** button to save the files and/or folders prior to opening them.

Cancel – If you do not want to download the files and/or folders from the selected file transfer, click the **Cancel** button.

3. When you download the files and/or folders, FTS displays a download progress bar. When the download is complete, The WinZip file dialog box opens to display your file.



Refer to your zip application help guide to use the application's open, save etc. functions.

4. Click the **Close** button to return to the Inbox Detail page.



5. For more information on the Inbox page, refer to [Using the Inbox Page](#).

Accessing and Downloading File Transfers under the Inbox - Sent Box

You can download and open file transfers that you sent through the File Transfer System. Refer to the following procedures to download files.

1. From the [Sent Box on the Inbox page](#), find the file transfer you want to open by clicking on the file transfer's subject title under the Subject column.

Sent Files				
Subject	To	Sent Date	Received	Megabytes
testing	Barb Gotro	09/02/08 01:14 PM		0.01 MB
testing FTS	Josh Collins	08/29/08 01:33 PM		0.01 MB
test	Barb Gotro	08/28/08 02:28 PM	Fwd: 08/29/08 03:52	0.97 MB

The Sent Detail page appears.


Download


Forward


Print


Delete

To: Josh Collins <tjcollins@ncdot.gov>
Subject: testing FTS

Message: Please ignore this email Barbara

Attached Files: **QuiltFabrics.doc**

Size: **0.01 MB**
 Sent: **8/29/2008 1:33:37 PM**
 Received:

The Sent Detail page contains the recipient's name, the subject of the file transfer, a message, the names of the attached files and/or folders, the size of the attachments, the date and time the file transfer was sent. If you or the recipient forwarded the file transfer, and if the recipient has downloaded the file transfer, the date and time it was received appears in the Sent field. You also have the ability to download attachments, forward file transfers, and delete select file transfers from this page.

2. If you want to download attachments that you sent, click the **Download** button. Refer to [Downloading Files and Folders](#) for more information.
3. To forward this file transfer, refer to [Forwarding a File Transfer](#).
4. To delete a selected file transfer, refer to [Deleting File Transfers](#).

5. When you are finished with the Sent Details, click the Breadcrumbs to access another page.

Maintaining Return Receipts

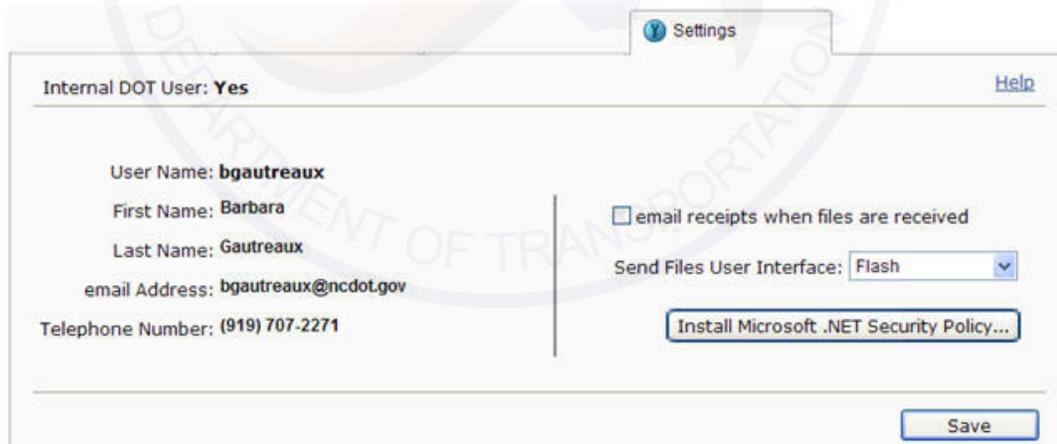
Return Receipts is an optional feature that notifies you when a recipient downloads your file transfer attachment(s). If a recipient downloads any file and/or folder within a file transfer you sent, the FTS application sends you an email confirming receipt. This feature is available to enhanced and basic feature users.

To activate this feature, refer to the following procedures.

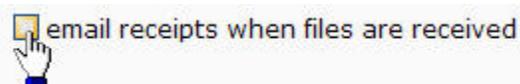
1. Click the **Settings** tab on the Navigational tabs.



The Settings page appears.



2. Select the **Email Recipients When Files are Received** check box.





If you select the checkbox, you will receive an email notification when the recipient(s) downloads any of the files/folders within the file transfer.

The Settings page refreshes with the checkbox checked.

Internal DOT User: **Yes** [Help](#)

User Name: **bgautreaux**
First Name: **Barbara**
Last Name: **Gautreaux**
email Address: **bgautreaux@ncdot.gov**
Telephone Number: **(919) 707-2271**

email receipts when files are received

Send Files User Interface: Flash

[Install Microsoft .NET Security Policy...](#)

Below is an example of an email notification that the sender would receive.

DOT File Transfer System: Transferring file

barbarago2002@yahoo.com

To: Gautreaux, Barbara P

Barbara,

This is an automated message to notify you that Barb Gotro has sent you a message using the DOT File Transfer System.

Please follow this link to retrieve the message:

<https://appsut.dot.state.nc.us/nte/FTS/default.aspx>

If you have any questions, please send email to Barb Gotro: barbarago2002@yahoo.com

Sending File Transfers

Sending Files

The Send Files tab allows you to send file transfers to internal NC DOT employees as well as external users. You can send file transfers to one or more people, enter a subject, add a message, and attach files.

As a user, you have three types of user interface to use when sending files. Refer to the specific user interface when sending files.

[Sending Files using Basic HTML](#)

[Sending Files using Flash](#)

[Sending Files using Microsoft .NET](#)

Sending Files using Basic HTML

The Send Files tab allows you to send file transfers to internal NC DOT employees as well as external users. You can send file transfers to one or more people, enter a subject, add a message, and attach files.

With the Basic HTML functionality, you can upload multiple files or zip the files prior to uploading the files for transferring. Zipping the files allows you to not only send multiple files, but potentially larger files. The maximum file size you can upload per file transfer is 150MB. There is also a time limit of two hours for all uploads.

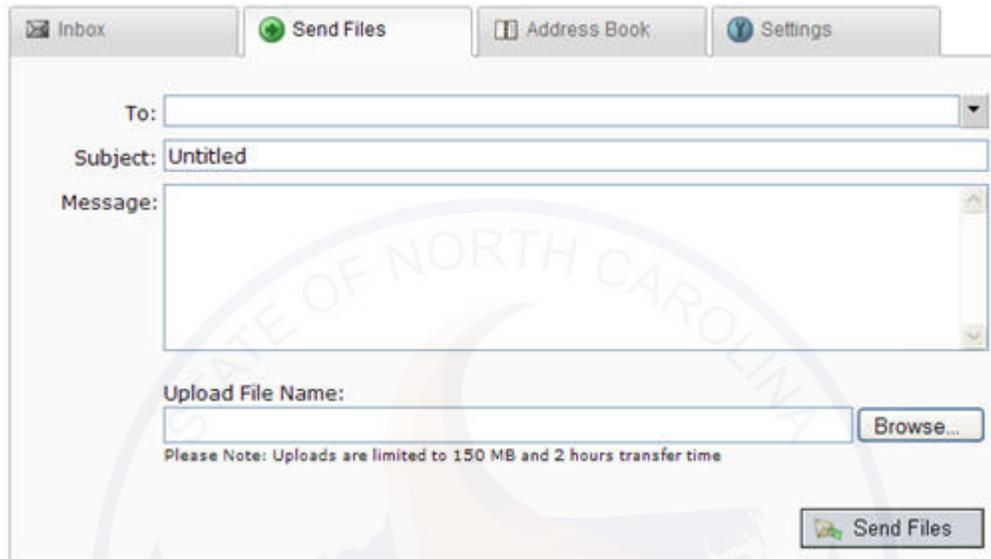


Note: *Only NC DOT employees can send file transfers to new external users (non-DOT employees who are not in the FTS user directory).*

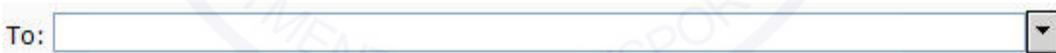
1. Click the **Send Files** tab from the Navigational tabs.



The Send Files page appears.



- To send file transfers to an existing contact or mailing list in your address book, click the **To** drop-down list and select the appropriate contact or mailing list.



To select more than one contact from the To drop-down list, select the first contact/ mailing list, then enter a comma (,) and space after the name in the To field. Click the **To** drop-down list again and select the next contact or mailing list. Repeat this procedure until all the contacts/ mailing lists you want to use have been added.

Enter an email address for each person you want to send the file transfer to in the To field. If you are sending this file transfer to more than one person,

separate each email address with a comma and space. For example:
jdoe@ncstate.com, bjohnson@aol.com

If you are addressing a file transfer to an NC DOT employee, it is not necessary to enter the entire address in the To field. You only need to enter part of the user's last name. For example: jsmi, the NC DOT directory will appear with the user's name and email address.

When addressing file transfers to external users (users not employed by NC DOT), you must enter the entire email address each time you send them a file transfer. You can avoid having to enter the contact's entire email address by adding them to your contact list in the Address Book. Refer to [Using the Address Book](#) for more information.

3. Enter the **Title** of the file transfer in the Subject field.

Subject:

4. Enter a **Message** for the file transfer, enter your text in the Message field.

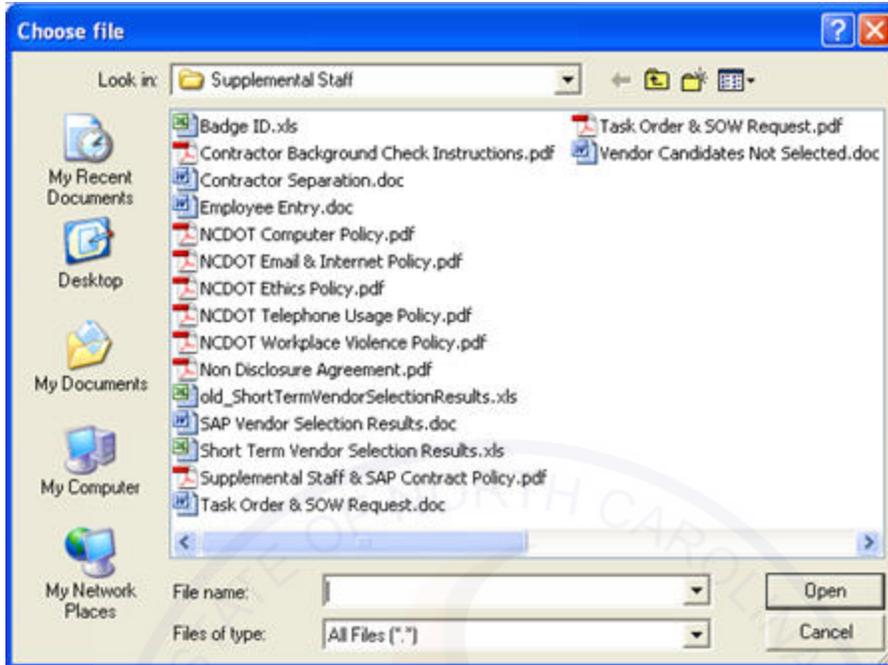
Message:

You can use the message field to enter instructions or other information regarding the files associated with the file transfer.

5. To upload a file, click the **Browse** button.



The File Upload dialog box appears.



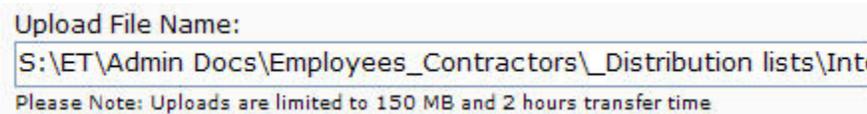
- Find the file you want to upload, then click the **Open** button.



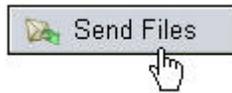
You can reduce the size of your file or files by zipping your documents prior to uploading them to the file transfer. This not only minimizes your file size (file size reduction depends on the type of file you are zipping), but also allows you to upload more files per file transfer.

You can upload up to a **150MB** per file transfer.

The path and name of the document you uploaded appears in the Upload File field.



- To send the email to the recipient(s), click the **Send Files** button.



The Recipient(s) appears in the Sent Box of the Inbox. Note, the most current files sent appear at the top of the list.

Sent Files				
Subject	To	Sent Date	Received	Megabytes
testing	Tim Kingsbury	09/08/08 02:51 PM		0.01 MB
testing	Barb Gotro	09/08/08 02:51 PM		0.01 MB
testing	Sara Carter	09/08/08 02:51 PM		0.01 MB



External users cannot invite another user to the FTS application.

testing	New User (barbara.gautreaux@...)	09/08/08 02:49 PM		0.01 MB
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Sending Files using Flash

The Send Files tab allows you to send file transfers to internal NC DOT employees as well as external users. You can send file transfers to one or more people, enter a subject, add a message, and attach files.

With the Flash functionality, you can upload multiple files or zip the files prior to uploading the files for transferring. Zipping the files allows you to not only send multiple files, but potentially larger files. The maximum file size you can upload per file transfer is 150MB. There is also a time limit of two hours for all uploads.

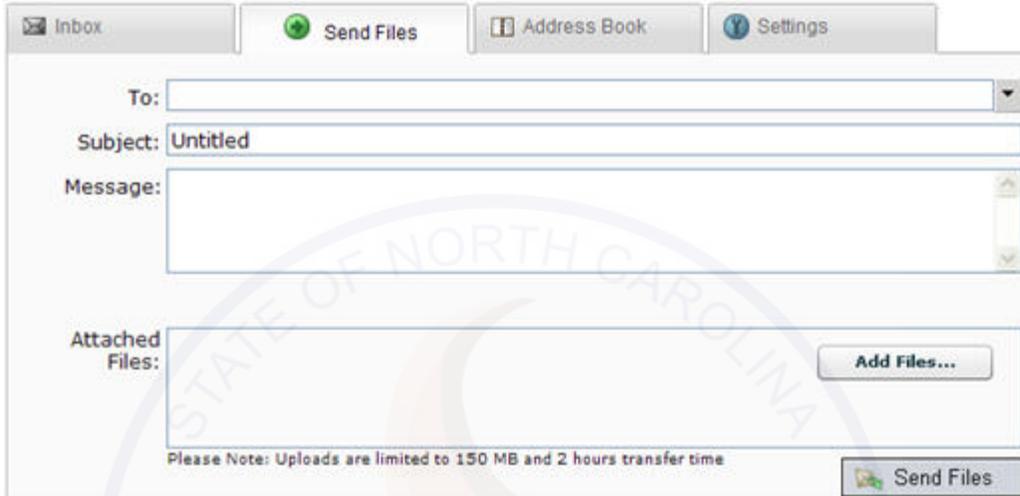


Note: *Only NC DOT employees can send file transfers to new external users (non-DOT employees who are not in the FTS user directory).*

1. Click the **Send Files** tab from the navigational tabs.



The Send Files page appears.



2. To send file transfers to an existing contact or mailing list in your address book, click the **To** drop-down list and select the appropriate contact or mailing list.

To select more than one contact from the To drop-down list, select the first contact/ mailing list, then enter a comma (,) and space after the name in the To field. Click the **To** drop-down list again and select the next contact or mailing list. Repeat this procedure until all the contacts/ mailing lists you want to use have been added.

Enter an email address for each person you want to send the file transfer to in the To field. If you are sending this file transfer to more than one person, separate each email address with a comma and space. For example:
 jdoe@ncstate.com, bjohnson@aol.com

If you are addressing a file transfer to an NC DOT employee, it is not necessary to enter the entire address in the To field. You only need to enter part of the

user's last name. For example: jsmi, the NC DOT directory will appear with the user's name and email address.

When addressing file transfers to external users (users not employed by NC DOT), you must enter the entire email address each time you send them a file transfer. You can avoid having to enter the contact's entire email address by adding them to your contact list in the Address Book. Refer to [Using the Address Book](#) for more information.

3. Enter the **Title** of the file transfer in the Subject field.



Subject:

4. Enter a **Message** for the file transfer, enter your text in the Message field.



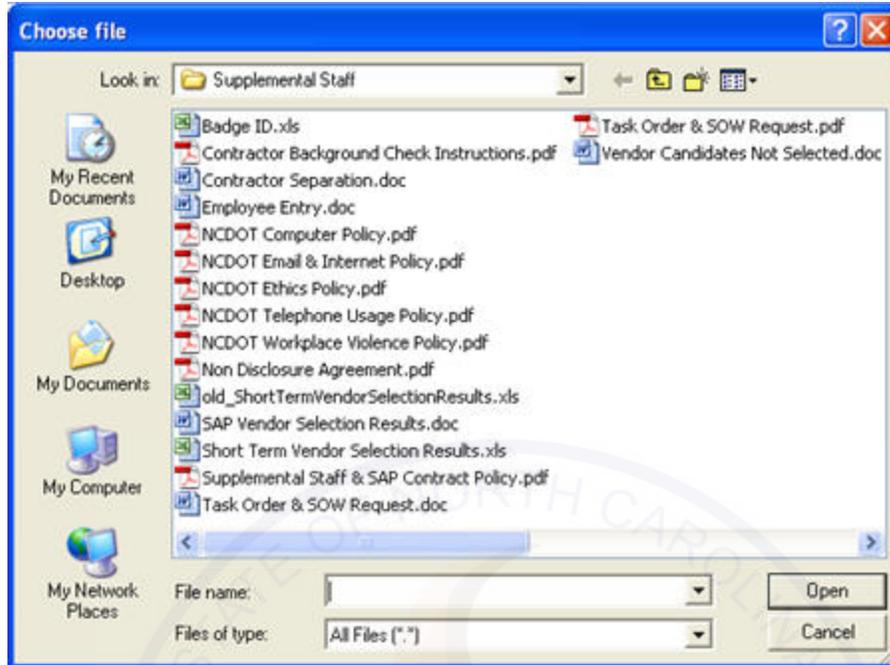
Message:

You can use the message field to enter instructions or other information regarding the files associated with the file transfer.

5. To upload a file, click the **Add Files....** button.



The File Upload dialog box appears.



- Find the file you want to upload, then click the **Open** button.



You can reduce the size of your file or files by zipping your documents prior to uploading them to the file transfer. This not only minimizes your file size (file size reduction depends on the type of file you are zipping), but also allows you to upload more files per file transfer.

You can upload up to a **150MB** per file transfer.

The name of the document you uploaded appears in the Attached File field.



In the example above, two files have been uploaded. Note, the total file size you have uploaded is provided on the screen.

Click the **Remove** button if you decide you do not want to send the uploaded file.



Click the **Clear Files** button if you decide you do not want to send any of the files you uploaded.



7. To send the email to the recipient(s), click the **Send Files** button.



The Upload Data dialog box contains progress bars showing the status of uploading each file and an estimated time remaining.



8. Click the **Close** button to continue.
9. If you entered a recipient who is not in the FTS user directory, the File Transfer page appears. This is only available to internal users. External users cannot invite another user to the FTS application.

Continue with the next step if you did not enter a new user.



10. Click the **Yes** button to have to message sent.

If you do not want to include the recipient in the FTS user list, or if you did not correctly enter the user's email address, click the **No** button. The FTS application returns to the Send Files page to allow you to change or remove the email address. After you have entered the correct email address information, click the **Send** button again to send your file transfer.

11. The FTS file appears in the Sent Box of your Inbox.

Sending Files using Microsoft .NET

The Send Files page allows you to send file transfers to internal NC DOT employees as well as external users. You can send file transfers to one or more people, enter a subject, add a message, and attach files.

The following procedures are for users utilizing Microsoft .NET capabilities. For users with basic FTS capabilities, refer to [Sending a File with Basic HTML](#) or [Sending a File with Flash](#) functionality.

Microsoft .NET features of the FTS application allow you to upload more than one file, automatically zip your files and folders (unless they are already zipped), upload folders, upload up to 1GB zipped, and drag-and-drop files and folders in the FTS application. In order to use these features, you must access the FTS application with Internet Explorer 6.0 or later, and have the Microsoft .NET Framework and NCDOT Security Policy installed on your system. Refer to [Installing Microsoft .NET](#) for more information. For information on the drag-and-drop feature, refer to [Using the Drag-and-Drop Feature](#). FTS also has an upload and download time limit of three hours.

To identify if you have access to Microsoft .NET features, click the **Settings** tab and look for Microsoft .NET as the selection from the Send Files User Interface drop-down list. If you have **Basic HTML or Flash** displayed, refer to [Sending a File with Basic HTML Functionality](#) or [Sending a File with Flash Functionality](#).



Note: *Only NC DOT employees can send file transfers to new external users (non-DOT employees who are not in the FTS user list).*

1. Click the **Send Files** tab from the Navigational Tabs.



The Send Files page appears.

The screenshot shows a web interface for sending files. At the top, there is a green button labeled "Send Files". Below it, there is a "To:" dropdown menu, a "Subject: Untitled" text field, and a "Message:" text area. Underneath the message area is an "Attached Files:" section. This section contains a table with the following columns: "Name", "Size", "Type", and "Modified". Below the table are three buttons: "Add File...", "Add Folder...", and "Remove". To the right of these buttons, it says "Total Size: 0.00 MB". At the bottom right of the interface, there is another "Send Files" button.

Use the Send Files page to send file transfers and upload files and folders to FTS.

2. To send the file transfers to an existing contact or mailing list in your address book, click the **To** drop-down list and select the appropriate contact or mailing list.

The screenshot shows a "To:" dropdown menu with a downward-pointing arrow on the right side.



To select more than one contact from the To drop-down list, select the first contact/ mailing list, then enter a comma (,) after the name in the To field. Click the **To** drop-down list again and select the next contact or mailing list. Repeat this procedure until all the contacts/ mailing lists you want to use have been added.

You can also enter an email address for each person in which you want to send this file transfer in the To field. If you are sending this file transfer to more

than one person, separate each email address with a comma and space. For example: jdoe@ncstate.com, bjohnson@aol.com

If you are addressing a file transfer to an NC DOT employee, it is not necessary to enter the entire address in the To field. You only need to enter part of the user's last name. For example: jsmi, the NC DOT directory will appear with the user's name and email address.

When addressing file transfers to external users (users not employed by the DOT), you must enter the entire email address each time you send them a file transfer. You can avoid having to re-enter contact addresses by enter the contact in the Address Book.

3. Enter the **Title** of the file transfer in the Subject field.

Subject:

4. Enter a **Message** for the file transfer, enter your text in the Message field.

Message:

The message field allows you to enter instructions or other information regarding the files associated with the file transfer.

5. You can upload one or more files and/or folders to your file transfer. Refer to [Uploading Files](#) in this Box to upload one or more files.

Attached Files:

Name	Size	Type	Modified

Total Size: 0.00 MB

- Click the **Send** button when you are finished entering and attaching files/folders to the file transfer.



The Upload Data dialog box appears.



The FTS application automatically zips the files and/or folders you attached to the file transfer, unless you are uploading files/folders that are already zipped. The Upload dialog box also contains an estimated upload time.

- Click the **Close** button and return to the Inbox.



The Send File appears in the Sent Box of the Inbox.

Sent Files				
Subject	To	Sent Date	Received	Megabytes
test	New User (barbara.gautreaux@...)	09/08/08 01:46 PM		0.01 MB
testing	Barb Gotro	09/08/08 01:42 PM		0.01 MB
testing	New User (bgotro@ncdot.gov)	09/08/08 11:05 AM		0.01 MB

This is only for Microsoft .NET functionality: If the connection between your system and the FTS application is lost, the upload process will resume when your are connected to the FTS application again. This feature is especially beneficial when uploading large files or folders.



If you entered a recipient who is not in the FTS user directory, "New User" appears in the To column. FTS identifies the user as a new user with the user email address in parentheses. Notice that there is no received time and date in the Received column. When the recipient downloads any file/folder from this file transfer, FTS automatically populates the date and time in the Received field.

8. If you selected the Email Receipts with Files are Received option on the Settings page, the FTS application will automatically send you an email when the recipient(s) downloads any of the files/folders within each file transfer that you send. For more information on this feature, refer to [Maintaining Return Receipts](#).
9. To upload files, refer to [Uploading Files](#).
10. To upload folders, refer to [Uploading Folders](#).
11. Click the following topic links for more information on the Send Files page.

[Inviting Users to FTS](#)

[Maintaining Settings](#)

[Using the Drag and Drop Feature](#)

[Sending a File with Basic HTML Functionality](#)

[Sending a File with Flash Functionality](#)

Sender Receives Notification

When you open a file transferred, the sender is notified by email that you have received and opened the attachment file.

DOT FTS Receipt: test
 barbarago2002@yahoo.com
 To: Gautreaux, Barbara P

Barbara,

This is an automated message to notify you that Barb Gotro has received the message that you sent through the DOT File Transfer System.

Message Details:

Subject: test
 Sent: 8/28/2008 2:28:06 PM
 Received: 8/29/2008 3:23:35 PM

Uploading Files

For users with access to enhanced features, the FTS application automatically zips files and folders before placing them on the FTS server (unless your files/folders are already zipped). This allows you to upload larger size files and folders to each file transfer (file size reduction depends on the type of files you are zipping). With Basic HTML and Flash FTS features, your maximum upload limit is 150MB per file transfer. With Microsoft .NET features, your maximum upload limit is 1GB zipped. Zipped files can significantly reduce the size of a file or folder.

If your files and/or folders are already zipped prior to upload, the FTS application does not attempt to re-zip the files/folders again. This reduces the upload time and speeds up the send files process.



Note: You can also upload files and folders using the drag-and-drop feature. Refer to [Using the Drag and Drop Feature](#) for more information.

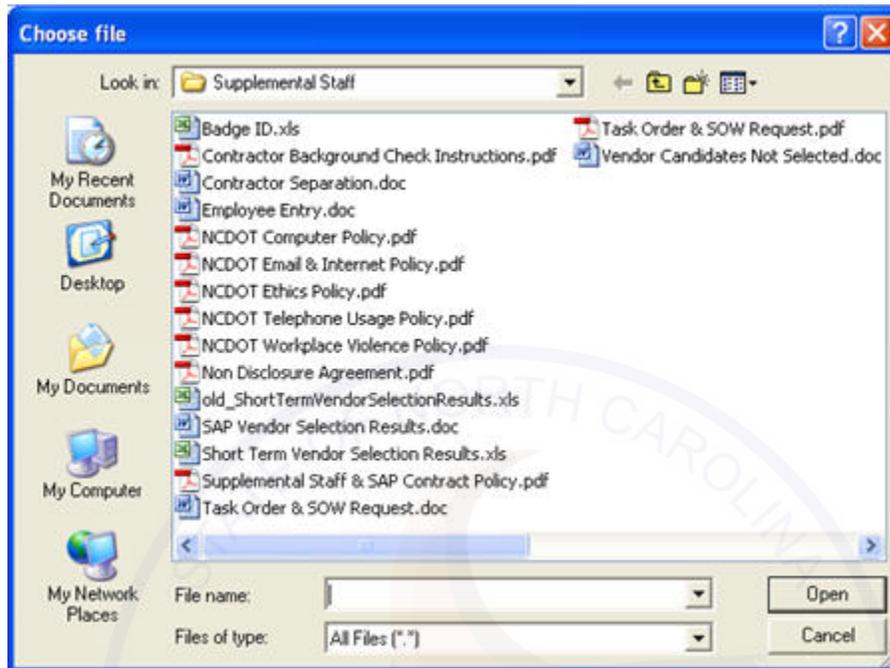
Note: To upload a folder, refer to [Uploading Folders](#) for more information.

1. To upload files to the file transfer, click the appropriate **Add File/Browse** button.



Depending upon the user interface (Flash, Basic HTML or Microsoft .NET) will determine which button appears.

The Open dialog box appears.



2. Find and select the file(s) you want to upload, then click the **Open** button.

Note: *This only works for Flash and Microsoft .NET user interfaces. To select more than one file within the same folder, you can press and hold the **CTRL** button while you select various files, or press and hold the **SHIFT** button while you select a group of continuous files.*

The FTS application displays the files you uploaded in the Attached Files table. Each attached file contains the file name, the size and type of the file, and the date and time the files were uploaded or modified. The total size of all attached files/folders is displayed at the bottom right of the file transfer. This is the total size of the combined files before they are zipped. The example below is for Microsoft .NET user interface.

Attached Files:

Name	Size	Type	Modified
S:\ET\Admin Docs\IT Admin\Supple...	81,920	.xls	4/3/2008 1:26:10 PM
S:\ET\Admin Docs\IT Admin\Supple...	31,232	.doc	4/24/2008 3:36:14 PM
S:\ET\Admin Docs\IT Admin\Supple...	52,224	.xls	8/12/2008 10:19:36 AM
S:\ET\Admin Docs\IT Admin\Supple...	79,872	.doc	9/5/2008 8:04:01 AM

Add File... Add Folder... Remove

Total Size: 0.25 MB

- To remove one or more files from the Attached Files table, select the file(s) you want to remove, then click the **Remove** button. The FTS application removes the file(s) from the table.
- When you are finished uploading files, refer to the specific user interface to finish the FTS process of sending the files.

Sending Files using the [Basic HTML](#) user interface.

Sending Files using the [Flash](#) user interface.

Sending Files using the [Microsoft .NET](#) user interface.

To add a folder, refer to [Uploading Folders](#) for more information.

Uploading Folders



Note: The following procedures are for users who are operating FTS with Microsoft .NET functionality. To access Microsoft .NET features of the FTS application, refer to [Installing Microsoft .NET Functionality](#).



If you unzip the FTS files and the folder structure does not appear precisely in the order that it should, check the preferences in your winzip application. The winzip application controls how the folders/files appear after being unzipped.

The FTS application allows you to upload folders to a file transfer. When you upload a folder to FTS, all the files and folders within that folder are uploaded as well. The FTS application automatically zips your folders (if necessary) when uploading to the FTS server. The maximum size per file transfer is 1GB zipped.

Refer to the following procedures to upload a folder to your file transfer. You can only upload one folder at a time, however you can upload multiple folders per file transfer by repeating the upload process.



If your files and/or folders are already zipped prior to upload, the FTS application does not attempt to re-zip the files/folders again. This reduces the upload time and speeds up the send files process.

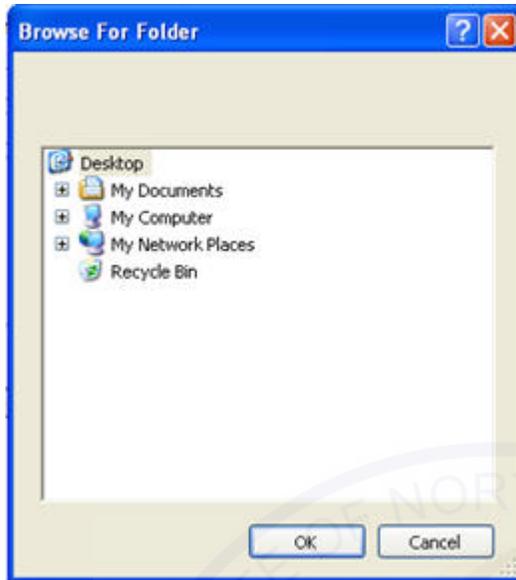


Note: You can also upload files and folders using the drag-and-drop feature. Refer to [Using the Drag and Drop Feature](#) for more information.

1. To upload folders to the file transfer, click the **Add Folder** button.

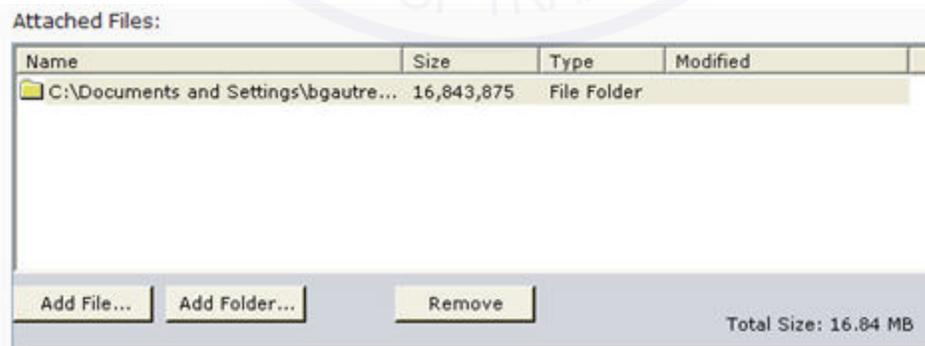


The Browse For Folder dialog box appears.



2. Find the location to the folder you want to upload. Select the folder(s) you want to upload, then click the **Open** button.

The folder you uploaded appears in the Attached Files table. Each file contains the path and image name, the size of the folder and the type of the folder. The total size of all attached files/folders is displayed at the bottom right of the file transfer (this is the total file size before they are zipped). The maximum size you are allowed to transfer through the FTS application (per file transfer) is 1GB zipped.



3. To attach additional folders to the file transfer, repeat steps 1 and 2 above.

4. To remove a folder from the Attached Files table, select the folder you want to remove, then click the **Remove** button. The FTS application removes the folder from the table.

When you are finished uploading files, you can continue sending your file transfer.

[Sending Files using Microsoft .NET](#)

Using the Drag and Drop Feature

The drag-and-drop feature is one of the features available with Microsoft .NET. With this feature you can drag-and-drop files and folders into or from the FTS application. This allows you to side step the upload and download process within the FTS application.

 **Note:** *The Drag-and-Drop feature is only available to users who are operating FTS with Microsoft .NET functionality. To learn more about Microsoft .NET features and the requirements necessary to access these features, refer to [Installing Microsoft .NET Functionality](#).*

1. Click the **Send Files** tab from the Navigational tabs.



The Send Files page appears.

Send Files

To:

Subject: Untitled

Message:

Attached Files:

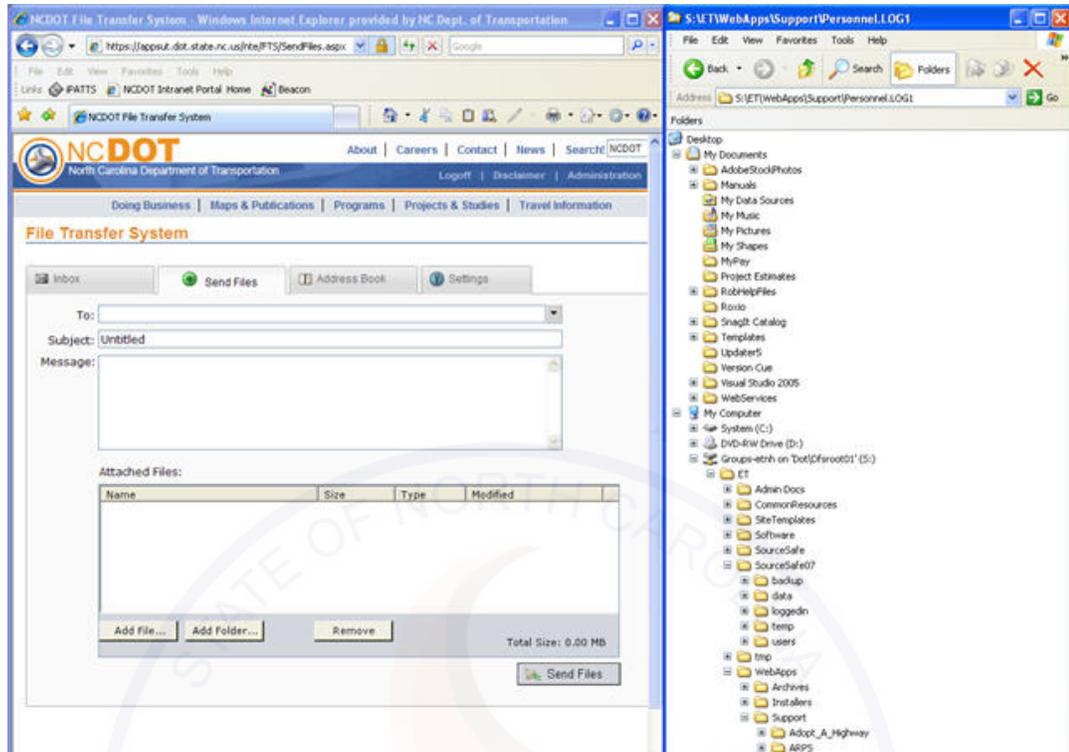
Name	Size	Type	Modified
------	------	------	----------

Add File... Add Folder... Remove

Total Size: 0.00 MB

Send Files

2. Open Explore or My computer to locate the files and/or folders you want to upload by "dragging and dropping."
3. Position the two programs so that you can see both at the same time on your monitor.



4. Find the files and folders you want to upload to the FTS application.
5. Select the files and/or folders you want to transfer. Click and hold down your mouse button and move your mouse to the Attached Files text box in the FTS application. Notice when your cursor is in the Attached Files text box, a square with a plus sign appears.

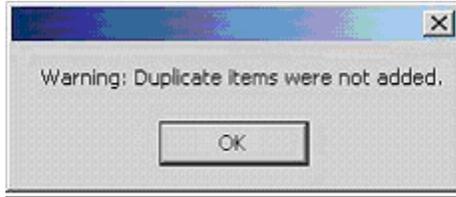
 **Note:** You can select more than one file and folder to transfer by selecting the items while pressing and holding the **CTRL** or **SHIFT** key.

6. Once you see the square with the plus sign appear beside your cursor, release your mouse button and the files will be added to the file transfer.





If you accidentally upload two of the same files or folders, the following dialog box appears.



The FTS application will not add duplicate files or folders.

7. To upload additional files and/or folders, repeat steps 4 through 6.
8. Continue entering information in your file transfer by following the procedures in [Sending Files using Microsoft .NET](#).
9. The same drag-and-drop procedure can be used to download files from your Received tab in the Inbox page as well.

Inviting Users to FTS

You can invite external users (users who are not employed with the NC DOT) to access the FTS application.

When you attempt to send a file transfer to an external user that is new to the FTS application (not in the existing list of FTS users), the New page appears.



To add the new user to the system, click the **Yes** button. This allows the external user to access the FTS application and receive and send file transfers. The FTS application sends an email to the new user, letting them know they have a file transfer available for them.

If you do not want to include the recipient in the FTS user list, or if you did not correctly enter the user's email address, click the **No** button. The FTS application returns to the Send Files page to allow you to change or remove the email address.

After you have entered the correct email address information, click the **Send** button again to send your file transfer.

To continue sending files in the Send Files page, refer to Using the Send Files Page.

Forwarding a File Transfer

You can forward file transfers from your Inbox (Receive and Sent boxes), allowing you to share information you received or sent with others. The Forward feature accesses the Send Files page, which allows you to enter an existing contact or mailing list from your address book, or enter a new contact.

Refer to the following procedures for more information.

1. Click your **Inbox** tab from the Navigational tabs.

The Inbox Page appears.

Subject	From	Sent Date	Received	Megabytes
test	Barbara Gautreaux	08/28/08 02:28 PM	08/29/08 03:23 PM	0.97 MB

2. To forward a file transfer you received, skip to step #3. To forward a file transfer you sent, click the file in the Sent box.
3. Find the file transfer you want to forward from the Received or the Sent boxes, then click the **File** link.

The File Transfer Detail page appears.

[Download](#)
[Forward](#)
[Print](#)
[Delete](#)

To: Barb Gotro <barbarago2002@yahoo.com>
Subject: test
Message: testing on ut

Attached Files: TrafficBook.pdf

Size: 0.97 MB
 Sent: 8/28/2008 2:28:06 PM
 Received: 8/29/2008 3:23:35 PM

4. To forward the file transfer, click the **Forward** button.



The Forward page appears.

Forward Message

To:

Subject: test

Message: testing on ut

Upload File Name: test.zip
Attached Files: TrafficBook.pdf



The Forward page contains all the information from the selected file transfer you received or sent.

5. To select an existing contact or mailing list from your address book, click the **To** drop-down list and select the appropriate contact or mailing list.

To forward this file transfer to a contact not in your address book, enter the contact email address in the To field. For more information on adding a new user, refer to [Inviting Users to FTS](#) or adding a user to your [Address Book](#).

6. Enter a **Title** in the Subject line or use the existing Subject.

Subject:

7. Enter **Comments** or **Remarks** in the Message box.



8. Click the **Send Files** button.



FTS sends the selected file transfer to the recipient(s).

9. • When a file transfer is forwarded, either by the sender or the recipient, the date and time the file transfer was forwarded appears in the Inbox page under the Sent Date column of the Received or Sent grid.

Sent Files

Subject	To	Sent Date	Received	Megabytes
Transferring file	Barbara Gautreaux	08/29/08 03:52 PM		0.97 MB

When a file transfer is forwarded, the original user who created the file transfer receives a notification in the **Received** column of the **Sent** box.

Sent Files

Subject	To	Sent Date	Received	Megabytes
Transferring file	Barbara Gautreaux	08/29/08 03:52 PM	08/29/08 03:55 PM	0.97 MB

8. For more information on your Inbox page, refer to [Using the Inbox Page](#).

Deleting File Transfers

You can delete file transfers you receive or send using the **Delete** button in the File Transfer System page. The delete feature allows you to "retract" a sent file, and eliminates unwanted file transfers in your Inbox - Received box.

When you delete a file transfer you received in your Inbox - Received box you permanently delete that file transfer. This will delete the same file transfer from the Sender's Inbox - Sent box. When a recipient deletes a file transfer they received, the word **(delete)** appears in front of the file transfer's subject line on the sender's Sent tab.

When you delete a file transfer you sent from the Sent tab, you delete the file transfer from all the recipient's Received tabs. You do not delete the file transfer from your Sent tab. You can still view, download attachments, and forward your deleted file transfer. The file transfer you delete will contain a status of **Deleted** in the File Transfer Detail page, as well as in the subject of the Sent table.

Keep in mind that the FTS application eliminates all file transfers that are over 30 days old. Refer to the following procedures for more information.



When you delete a file transfer from the Inbox Sent box, you eliminate that file transfer from the recipient's Inbox - Received box, even if that recipient has already viewed your message.

- To delete file transfers in the Received tab, refer to [Deleting File Transfers in the Received Box](#)
- To delete file transfers in the Sent tab, refer to [Deleting File Transfers in the Sent Box](#)

Deleting File Transfers in the Inbox - Received Box



Note: *When you delete a file transfer from the Received tab, the file transfer is eliminated only on the recipient's side and does not affect the sender's information or other recipients that may have received the file transfer.*

1. Click the **Inbox** tab from the Navigational tabs.



The Inbox page appears.

Subject	From	Sent Date	Received	Megabytes
Testing deleting a file	Barbara Gautreaux	09/09/08 09:33 AM		0.01 MB
sdfasdf	Barbara Gautreaux	09/08/08 03:33 PM		0.82 MB
fdasf	Barbara Gautreaux	09/08/08 03:32 PM		0.07 MB
testing	Barbara Gautreaux	09/08/08 02:51 PM		0.01 MB
testing	Barbara Gautreaux	09/08/08 02:49 PM		0.01 MB
SDFADF	Barbara Gautreaux	09/08/08 02:16 PM		0.82 MB
sdfasdf	Barbara Gautreaux	09/08/08 02:14 PM		0.01 MB
testing	Barbara Gautreaux	09/08/08 01:42 PM		0.01 MB
testing	Barbara Gautreaux	09/05/08 01:43 PM		0.03 MB
testing Basic HTML	Barbara Gautreaux	09/03/08 12:37 PM		0.01 MB

Subject	To	Sent Date	Received	Megabytes
Transferring file	Barbara Gautreaux	08/29/08 03:52 PM	Fwd: 09/03/08 03:16	0.97 MB

- Find and click the subject link of the file transfer you want to remove from the Received Box.

The File Detail page appears.


Download


Forward


Print


Delete

To: Barb Gotro <barbarago2002@yahoo.com>

Subject: Testing deleting a file

Message: testing

Attached Files: DetailDesign_UnresolvedIssues.doc

Size: **0.01 MB**

Sent: **9/9/2008 9:33:02 AM**

Received:

3. To delete the selected file transfer, click the **Delete** button.

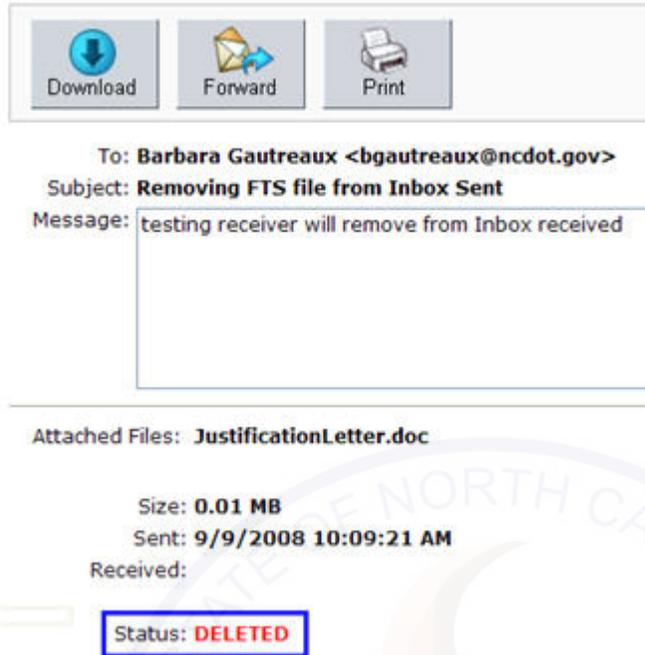


The Delete dialog box appears.



4. Click the **OK** button to delete the selected file transfer.

Your Inbox - Received Box appears and no longer contains the file transfer you deleted. The file transfer you deleted is still available from the Sender's Sent tab. The sender will know if the file they sent has been deleted. The word **(delete)** appears in front of the sender's subject line on the Sent tab.



Click the **Cancel** button to return to the Received tab without deleted the selected file transfer.

Deleting File Transfers in the Inbox - Sent Section

Use the **Delete** button to "retract" files you sent from the Sent tab. When you delete a file transfer in the Sent tab, you are removing the file transfer from all the recipient's Received tabs, not from your Sent tab. You can still view, download attachments, and forward any file transfers you delete from your Sent tab. Any file transfer you delete from the Sent tab contains a status of **Deleted** in the File Transfer Detail page, as well as the subject of the file transfer in the Sent tab.

Warning!

When you delete a file transfer from the Sent tab, you also delete the file transfer from the recipient's Received tab.

 **Note:** *When you delete a file, it remains in your sent tab and contains a status of **Deleted** in the file transfer detail. You can still download or forward this file, if necessary. The file transfer will be removed from the Received tabs of all recipients.*

1. Click the **Inbox** tab from the Navigational tabs.



The Inbox page appears.

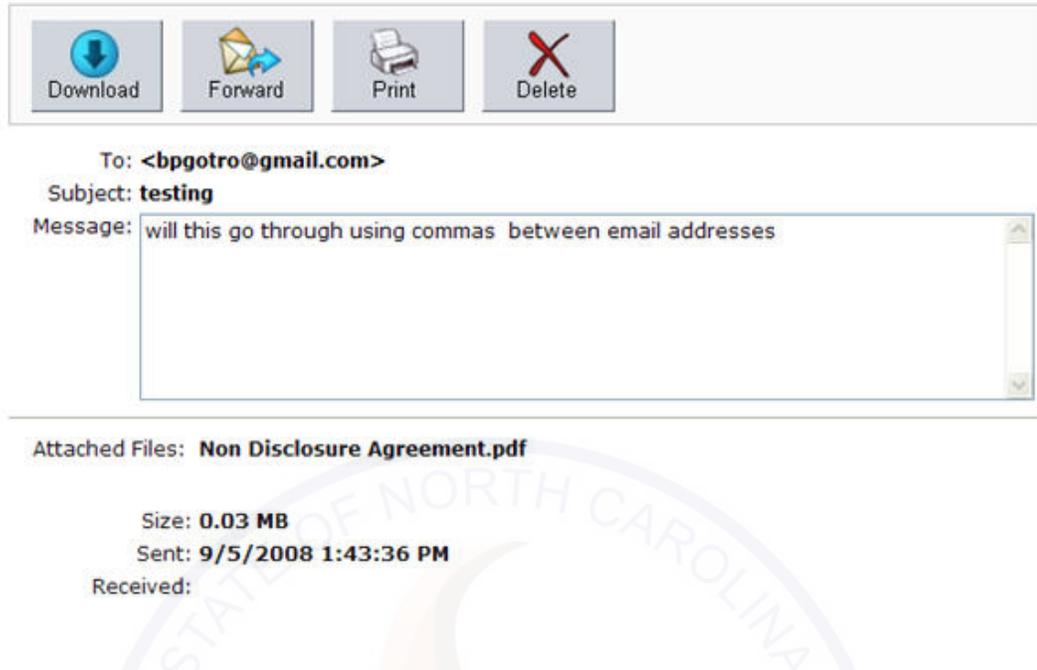
The screenshot shows the 'Received Files' section of the inbox. It contains a table with columns for Subject, From, Sent Date, Received, and Megabytes. The 'From' column for all entries is 'Barbara Gautreaux'. The 'Received' column for the last entry is 'Fwd: 09/03/08 03:16'. A large, faint watermark of the North Carolina Department of Transportation seal is visible in the background.

Subject	From	Sent Date	Received	Megabytes
Testing deleting a file	Barbara Gautreaux	09/09/08 09:33 AM		0.01 MB
sdfasdf	Barbara Gautreaux	09/08/08 03:33 PM		0.82 MB
fdasf	Barbara Gautreaux	09/08/08 03:32 PM		0.07 MB
testing	Barbara Gautreaux	09/08/08 02:51 PM		0.01 MB
testing	Barbara Gautreaux	09/08/08 02:49 PM		0.01 MB
SDFADF	Barbara Gautreaux	09/08/08 02:16 PM		0.82 MB
sdfasdf	Barbara Gautreaux	09/08/08 02:14 PM		0.01 MB
testing	Barbara Gautreaux	09/08/08 01:42 PM		0.01 MB
testing	Barbara Gautreaux	09/05/08 01:43 PM		0.03 MB
testing Basic HTML	Barbara Gautreaux	09/03/08 12:37 PM	Fwd: 09/03/08 03:16	0.01 MB

Subject	To	Sent Date	Received	Megabytes
Transferring file	Barbara Gautreaux	08/29/08 03:52 PM	Fwd: 09/03/08 03:16	0.97 MB

2. Find and click the subject link of the file transfer you want to remove from the Sent Box.

The File Transfer Detail page appears.



3. To delete the selected file transfer, click the **Delete** button.



Warning!

When you delete a file transfer from the Sent tab, you eliminate that file transfer from all the recipient's Received tabs, even if the recipients have already viewed your message. You will still be able to view, forward and download the file transfer you deleted.

The Delete dialog box appears.



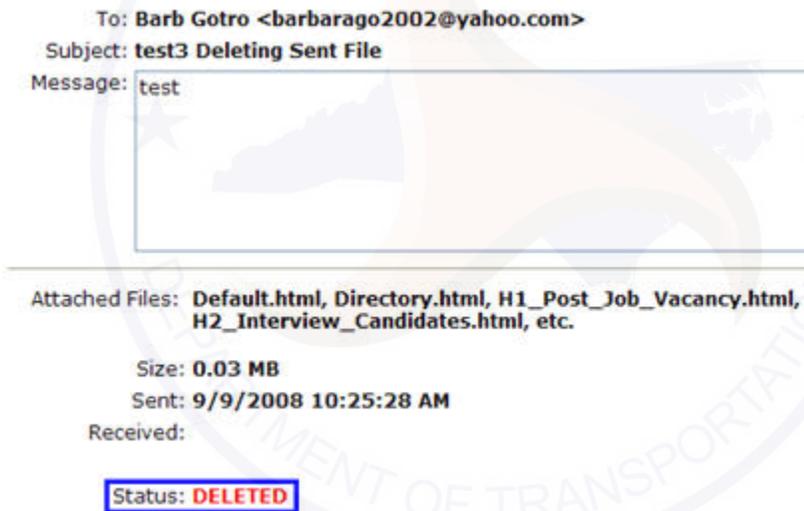
4. Click the **OK** button to delete the selected file transfer.

Click the **Cancel** button to return to the Sent tab without deleting the selected file transfer.

5. If you selected to delete the file transfer, the word "deleted" appears before the subject of the file transfer you deleted in the Sent table.



To view the file transfer status, click the subject link of the file transfer you deleted.



Address Book

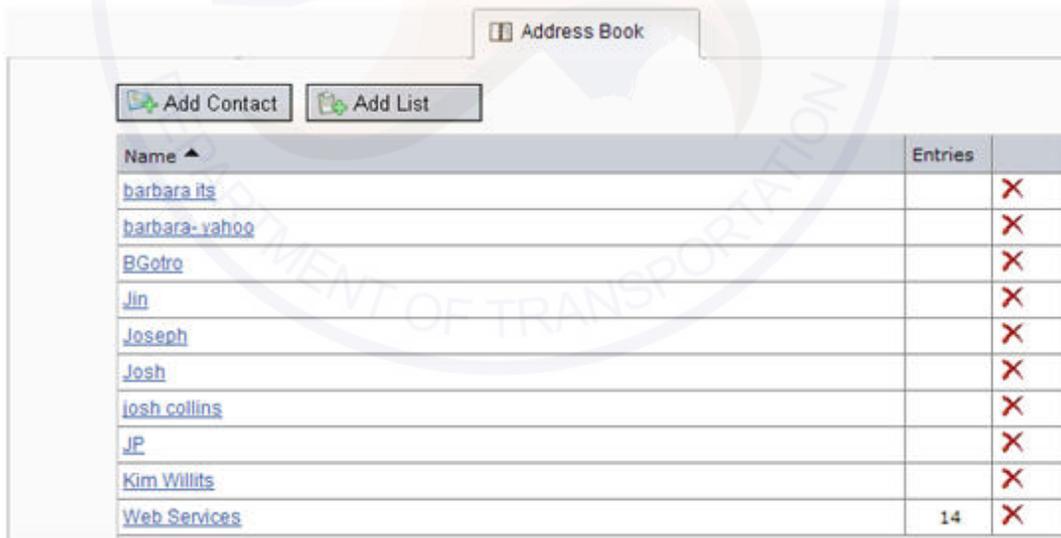
Using the Address Book

The Address Book feature allows you to create, maintain and store contacts and mailing lists. This allows you to easily address your file transfers to one or more contacts without having to enter each contact address. The Address Book also provides a lookup feature for NCDOT employees. Refer to the following procedures for more information.

1. Click Address Book tab from the Navigational tabs.



The Address Book page appears.



The Address Book page contains a table of existing contacts and mailing lists. You can create contacts and lists using the buttons at the top of the Address Book page, and maintain existing contacts/ mailing lists in the table.

2. For address book procedures and additional information, click any of the following topics:

[Adding a Contact](#)

[Adding a Mailing List](#)

[Deleting a Contact](#)

[Deleting a Contact from a Mailing List](#)

[Deleting a Mailing List](#)

[Editing a Contact](#)

[Editing a Mailing List](#)

Adding a Contact

1. Click Address Book tab from the Navigational tabs.



The Address Book page appears.

Address Book		
Add Contact	Add List	
Name ▲	Entries	
barbara its		✗
barbara- yahoo		✗
BGotre		✗
Jin		✗
Joseph		✗
Josh		✗
josh collins		✗
JP		✗
Kim Willits		✗
Web Services	14	✗

- Click the **Add Contact** button.



The Address Book Entry page appears.

Address Book Entry

Contact Information:	
Name: <input type="text" value="Untitled"/>	Save
email Address: <input type="text"/>	
DOT Directory Lookup:	
Last Name contains: <input type="text"/>	Search

- Enter the name of the contact you want to add in the Name field. This is the name that represents the email address of the contact.
- If you know the email address of the contact you want to create, skip to [step #9](#).
- If you are creating a contact for an NC DOT employee and do not know their email address, enter their last name in the Last Name Contains field.

Last Name contains:

 **Note:** If you do not remember the entire last name, enter as much of the last name as you know. The FTS application will find all last names that match your entry.

- Click the **Search** button.



The results appear in the DOT Directory Lookup table.

Search Results: 18 records found

First ▲	Last	email	Department	County	Phon
Aaron	Carter	alcarter@ncdot.gov	DMV, License and Theft Bureau, Dist 2, Theft	Robeson County	9 ▲
Bumette	Carter	blcarter@ncdot.gov	DMV, Driver & Vehicle Svc, Vehicle Reg., Fi...	Wake County	9
Charles	Carter	cecarter@ncdot.gov	DOH, Precon, Traffic Eng., ITS & Signals, Sl...	Wake County	9
Daphney	Carter				
David	Carter	dlcarter@ncdot.gov	DOH, Ops, Field Ops, Division 5, Equipment,	Durham County	9
David	Carter	dmcarter@ncdot.gov	DOH, Ops, Field Ops, Division 6, District 2,	Cumberland County	9
Dennis	Carter	dcarter@ncdot.gov	DOH, Ops, Asset Mgmt., State Road Mainte...	Wake County	9
Eric	Carter	encarter@ncdot.gov	DOH, Ops, Field Ops, Division 9, Road OI,	Forsyth County	3
F. Renee	Carter	frcarter@ncdot.gov	DOH, Ops, Field Ops, Division 6, Bridge Mai...	Cumberland County	9
Glen	Carter	gcarter@ncdot.gov	DOH, Precon, Right Of Way, Division 6,	Cumberland County	9
Michael	Carter	mecarter@ncdot.gov	DOH, Ops, Field Ops, Division 12, Bridoe Ma...	Iredell Countv	7 ▼

The number of records in the results appear above the table on the right.

- Find and select the row that contains the contact you want to add to your address book from the DOT Directory Lookup table.

Search Results: 18 records found

First ▼	Last	email	Department	County	Phon
William	Carter				▲
Ted	Carter				
Sara	Carter	saracarter@ncdot.gov	IT, BSIP, Project Delivery,	Wake County	9
Sadie	Carter	scarter@ncdot.gov	DMV, Driver & Vehicle Svc, Traffic Records,	Wake County	9



Find the contact you want to add by using the scroll bar and/or clicking the header of first name column to sort your results in ascending (up arrow) or descending (down arrow) order.

The email address appears in the email address field.

email Address:

8. To Save the contact to the Address Book table, skip to [step #10](#).

9. Enter the **Email Address** of the contact in the email Address field.

email Address:

If you are entering a contact that is an employee of the NC DOT, you do not have to enter the entire email address, just the user ID. For example: jdoe instead of jdoe@dot.state.nc.us.

10. Click the **Save** button to add this contact to the Address Book table.



The Address Book page appears with the contact you entered.

Name ▲	Entries	
barbara its		X
barbara- yahoo		X
BGotro		X
Kim Willits		X
Sara Carter		X
Web Services	14	X

11. To enter additional contacts, repeat steps 2 through 9.

Editing a Contact

1. Click Address Book tab from the Navigational tabs.



The Address Book page appears.

Name ▲	Entries	
barbara its		X
barbara- yahoo		X
BGotro		X
Jin		X
Joseph		X
Josh		X
josh collins		X
JP		X
Kim Willits		X
Web Services	14	X

2. Find and click the contact you want to edit from the Contacts table.

Name ▲	Entries	
JP Willits		X
		X

The Address Book Entry page appears.

Contact Information:

Name:

email Address:

DOT Directory Lookup:

Last Name contains:

3. Enter or change the necessary information in the Name and/or email Address fields.

Refer to [Adding a Contact](#) for field definitions.

4. Click the **Save** button.



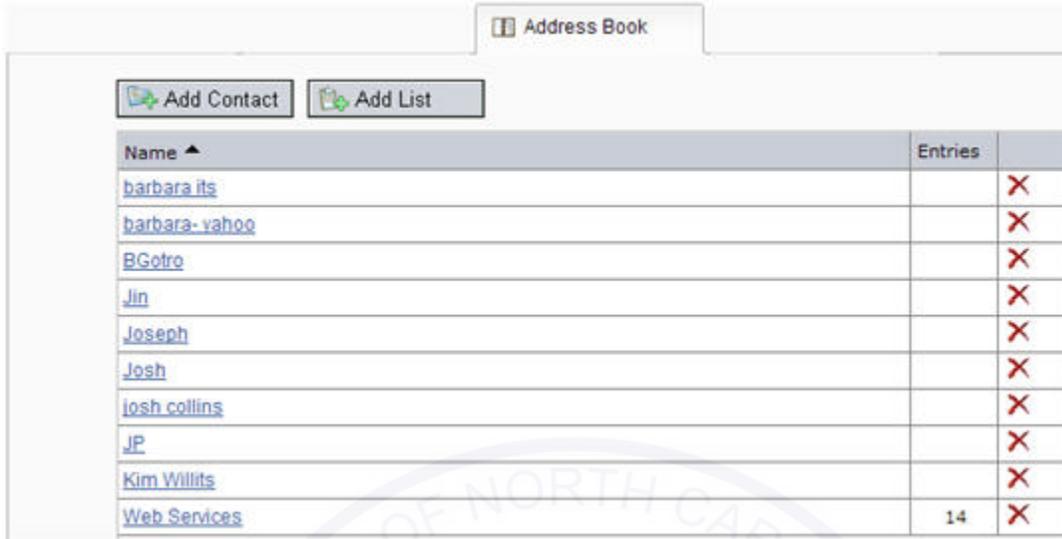
The Address Book page appears, reflecting the changes you made.

Deleting a Contact

1. Click Address Book tab from the Navigational tabs.



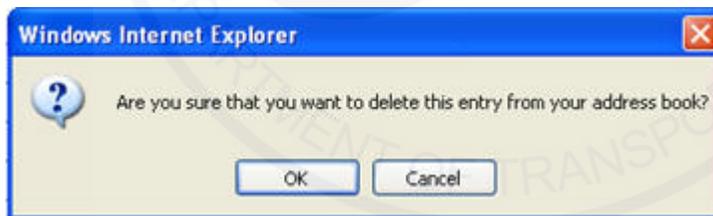
The Address Book page appears.



2. Click the **Delete** icon located in the same row of the contact you want to delete from the Address Book table.



The Delete dialog box appears.



3. Click the **OK** button to delete the selected contact.

FTS permanently deletes the selected contact from the Address Book table.

To return to the Address Book page without deleting the selected contact, click the **Cancel** button.

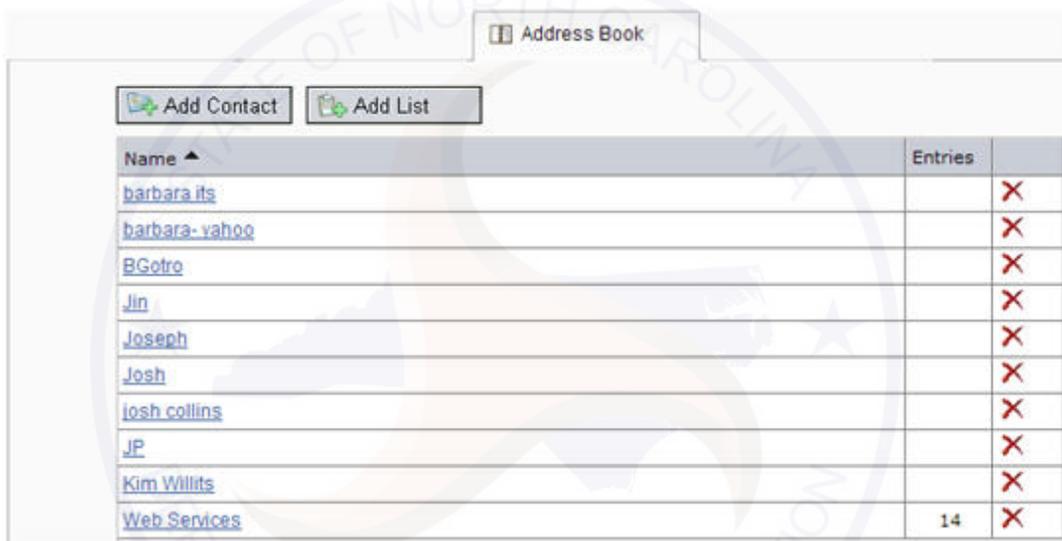
Adding a Mailing List

From the Mailing List page, you can create a mailing list name, and create and maintain contacts within the selected mailing list.

1. Click Address Book tab from the Navigational tabs.



The Address Book page appears.

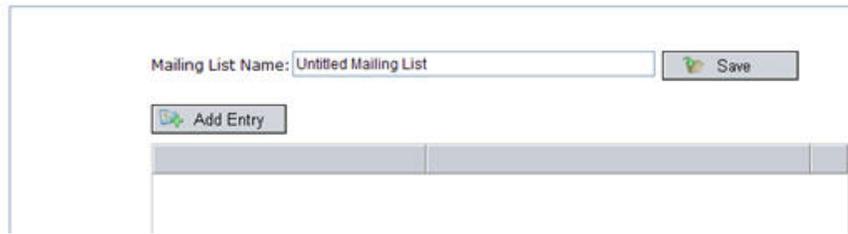


2. Click the **Add List** button.



The Mailing List page appear.

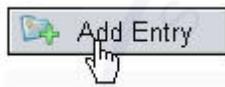
Mailing List



3. Enter a **Name/Title** for the list of contacts in the Mailing List Name field.



4. Click the **Add Entry** button to add contacts to the mailing list.



The Mailing List Entry page appears.

Mailing List Entry



5. Enter the name of the contact you want to add in the Name field. This is the name that represents the email address of the contact.
6. If you know the email address of the contact you want to create, skip to [step #11](#).
7. If you are creating a contact for an NC DOT employee and do not know their email address, enter their last name in the Last Name Contains field.

Last Name contains:

 **Note:** If you do not remember the entire last name, enter as much of the last name as you know. The FTS application will find all last names that match your entry.

- Click the **Search** button.



The results appear in the DOT Directory Lookup table.

Search Results: 18 records found

First ▲	Last	email	Department	County	Phon
Aaron	Carter	alcarter@ncdot.gov	DMV, License and Theft Bureau, Dist 2, Theft	Robeson County	9 ▲
Bumette	Carter	blcarter@ncdot.gov	DMV, Driver & Vehicle Svc, Vehicle Reg., Fi...	Wake County	9
Charles	Carter	cecarter@ncdot.gov	DOH, Precon, Traffic Eng., ITS & Signals, Si...	Wake County	9
Daphney	Carter				
David	Carter	dlcarter@ncdot.gov	DOH, Ops, Field Ops, Division 5, Equipment,	Durham County	9
David	Carter	dmcarter@ncdot.gov	DOH, Ops, Field Ops, Division 6, District 2,	Cumberland County	9
Dennis	Carter	dcarter@ncdot.gov	DOH, Ops, Asset Mgmt., State Road Mainte...	Wake County	9
Eric	Carter	encarter@ncdot.gov	DOH, Ops, Field Ops, Division 9, Road OI,	Forsyth County	3
F. Renee	Carter	fccarter@ncdot.gov	DOH, Ops, Field Ops, Division 6, Bridge Mai...	Cumberland County	9
Glen	Carter	gcarter@ncdot.gov	DOH, Precon, Right Of Way, Division 6,	Cumberland County	9
Michael	Carter	mecarter@ncdot.gov	DOH, Ops, Field Ops, Division 12, Bridoe Ma...	Iredell Countv	7 ▼

The number of records in the results appear above the table on the right.

- Find and select the row that contains the contact you want to add to your address book from the DOT Directory Lookup table.

Search Results: 18 records found

First ▼	Last	email	Department	County	Phon
William	Carter				▲
Ted	Carter				
Sara	Carter	saracarter@ncdot.gov	IT, BSIP, Project Delivery,	Wake County	9
Sadie	Carter	scarter@ncdot.gov	DMV, Driver & Vehicle Svc, Traffic Records,	Wake County	9



Find the contact you want to add by using the scroll bar and/or clicking the header of first name column to sort your results in ascending (up arrow) or descending (down arrow) order.

The email address appears in the email address field.

email Address:

10. To Save the contact to the Address Book table, skip to [step #13](#).

11. Enter the **Email Address** of the contact in the email Address field.

email Address:

12. Skip to [step #14](#) to save your contact to the selected mailing list.

13. Enter the Email Address of the contact in the email Address field.

If you are entering a contact that is an employee of the NCDOT, you do not have to enter the entire email address, just the user ID. For example: jdoe instead of jdoe@dot.state.nc.us.

14. Click the **Save** button to add this contact to the selected mailing list.



The Mailing List page appears with the contact you entered.

Mailing List Name:

Name ▲	email Address	
Diane Daniel	dcdaniel@ncdot.gov	✗
Sam Rouse	srouse@ncdot.gov	✗

15. To enter additional contacts, repeat steps 3 through 14.

16. To save the mailing list, click the **Save** button.



The Address Book page appears with the mailing list you created in the Contacts table.

Address Book

Name ▲	Entries	
barbara its		✗
barbara- yahoo		✗
Barbara's List	2	✗
BGotro		✗

Notice that the list displays the number of contacts associated with the mailing list in the **Entries** column.

Editing a Mailing List

1. Click the **Address Book** tab from the Navigational tabs.



The Address Book page appears.

Name ▲	Entries	
barbara its		✗
barbara- yahoo		✗
BGotro		✗
Jin		✗
Joseph		✗
Josh		✗
josh collins		✗
JP		✗
Kim Willits		✗
Web Services	14	✗

2. Click the Mailing Contact List under the Name column.

Name ▲	Entries	
barbara its		✗
Web Services	14	✗

The Mailing List page appears.

Mailing List Name:

Name ▲	email Address	
barbara	bgautreaux@ncdot.gov	> ▲
bruce	bpeterson@ncdot.gov	>
buster	mclark@ncdot.gov	>
chris	cbrock@ncdot.gov	>
david	dcabrera@ncdot.gov	>
james	jmerricks@ncdot.gov	>
jin	jinlee@ncdot.gov	>
joseph	jdjohnson@ncdot.gov	>
josh	jtcollins@ncdot.gov	>
jo	jpfreeman1@ncdot.gov	>
kim	kstamegna@ncdot.gov	> ▼

- Find and click the contact you want to edit from the Mailing Contacts List table.

Mailing List Name:

Name ▲	email Address	
barbara	bgautreaux@ncdot.gov	✗ ▲
bruce	bpeterson@ncdot.gov	✗
buster	mclark@ncdot.gov	✗

The Mailing List Entry page appears.

Name:

email Address:

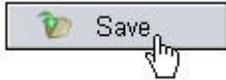
DOT Directory Lookup:

Last Name contains:

4. Enter or change the necessary information in the Name and/or email Address fields.

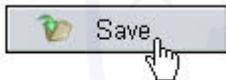
Refer to [Adding a Contact](#) for field definitions.

5. Click the **Save** button to save your changes.



The Mailing List page appears, reflecting the changes you made.

6. To edit additional contacts within the selected mailing list, repeat steps 3 and 4.
7. When you are finished editing the mailing list, click the **Save** button.



Deleting a Mailing List

i Note: *When you delete a mailing list, you delete all the contacts associated with the mailing list as well. To delete one or more contacts from a mailing list but not the mailing list, refer to [Deleting a Contact from a Mailing List](#).*

1. Click the **Address Book** tab from the Navigational tabs.



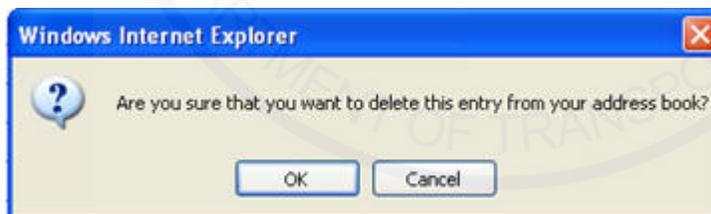
The Address Book page appears.

Address Book		
Add Contact	Add List	
Name ▲	Entries	
barbara.its		✗
barbara-yahoo		✗
BGotre		✗
Jin		✗
Joseph		✗
Josh		✗
josh.collins		✗
JP		✗
Kim Willits		✗
Web Services	14	✗

- Click the **Delete** icon located in the same row of the mailing list you want to delete from the Address Book table.

Name ▲	Entries	
test 3		✗
Web Services	14	✗

The Delete dialog box appears.



- Click the **OK** button to delete the selected contact.

FTS permanently deletes the selected contact from the Address Book table.

- Click the **Cancel** button to return to the Address Book page without deleting the selected contact.

Deleting a Contact from a Mailing List

1. Click Address Book tab from the Navigational tabs.



The Address Book page appears.

Address Book		
Name ^	Entries	
barbara its		X
barbara- yahoo		X
BGotro		X
Jin		X
Joseph		X
Josh		X
josh collins		X
JP		X
Kim Willits		X
Web Services	14	X

2. Click the Mailing Contact List under the Name column.

Name ^	Entries	
barbara its		X
Web Services	14	X

The Mailing Contact List page appears.

Mailing List Name:

Name ▲	email Address	
barbara	bgautreaux@ncdot.gov	> ^
bruce	bpeterson@ncdot.gov	>
buster	mclark@ncdot.gov	>
chris	cbrock@ncdot.gov	>
david	dcabrera@ncdot.gov	>
james	jmerricks@ncdot.gov	>
jin	jinlee@ncdot.gov	>
joseph	jdjohnson@ncdot.gov	>
josh	jtcollins@ncdot.gov	>
jo	jpfreeman1@ncdot.gov	>
kim	kstamegna@ncdot.gov	> v

 *If your screen does not display the entire line from name to the delete icon, you can use the scroll bar or change the column width. To change the width of the columns, place the cursor in the column heading; the cursor changes to a horizontal two-way arrow. Drag the column width to the right.*



3. Click the **Delete** icon located in the same row of the contact you want to delete from the Address Book table.

Name ▲	email Address	
barbara	bgautreaux@ncdot.gov	
bruce	bpeterson@ncdot.gov	

The Delete dialog box appears.



4. Click the **OK** button to delete the selected contact.

FTS permanently deletes the selected contact from the Address Book table.

5. Click the **Cancel** button to return to the Mailing List page without deleting the selected contact.
6. To remove additional contacts from the selected mailing list, repeat steps 3 and 4.
7. When you are finished removing contacts, click the **Save** button to return to the Address Book page.



Settings

Maintaining Settings

The Settings page contains two sections:

- [Your User Information](#) - Your user information contains items such as your user name and password, your phone number and email address, and a setting that allows you to receive email notifications when recipients download files from file transfers you sent. If you are a NC DOT employee, you cannot edit your user information. These fields are automatically populated from the DOT User Directory. To change your user information, contact the [Help Desk](#).
- [FTS Microsoft .NET capabilities](#) - You can access the Microsoft .NET features by installing this component (the Microsoft .NET Framework) and the NC DOT security policy. Or, you can select Basic HTML or Flash as your interface when using FTS. For more information on installing required components, refer to [Installing Microsoft .NET](#).



Note: To use the Microsoft .NET function in the FTS system, you must access FTS using Internet Explorer 6.0 or a later version.

1. Click the **Settings** tab from the Navigational tabs.



The Settings page appears.

NC DOT Users

Inbox Send Files Address Book Settings

Internal DOT User: **Yes** [Help](#)

User Name: **bgautreaux**
 First Name: **Barbara**
 Last Name: **Gautreaux**
 email Address: **bgautreaux@ncdot.gov**
 Telephone Number: **(919) 707-2271**

email receipts when files are received
 Send Files User Interface: Basic HTML
[Install Microsoft .NET Security Policy...](#)

Save

External Users

Settings

Internal DOT User: **No** [Help](#)

User Name: **barbarago2002@yahoo.com**
 First Name:
 Last Name:
 email Address:
 Telephone Number:
 New Password:
 Verify Password:

email receipts when files are received
 Send Files User Interface: Microsoft .NET
[Install Microsoft .NET Security Policy...](#)

Passwords must be at least eight characters long and contain both upper and lower case letters.

Save

The Settings page contains general information about the user.

2. Refer to the following field definitions and procedures in the Settings page.



Note: If you are external user, refer to [Initial Login for External Users](#) for fields definitions that appear on your Settings page.



Changing your email address, name and/or phone number requires notification to the NC DOT [Help Desk](#). The Help Desk maintains all user information that appears in the FTS system.

Internal DOT User – You cannot edit this field. The FTS application automatically populates this field based on whether your user name was found in the NC DOT directory. The Internal DOT User field indicates whether you are an employee of the DOT or an external user.

User Name – You cannot edit this field. The FTS application automatically populates this field using the email address entered by the initial sender. This field serves as your user name and must be entered in the User Name field each time you log into the FTS application.

First Name

NC DOT Employees - You cannot edit this field. Your first name is in this field. This field allows NC DOT to recognize who is using the FTS application.

External Users - Enter your first name in the First Name field. This field allows NC DOT to recognize who is using the FTS application.

Last Name

NC DOT Employees - You cannot edit this field. Your last name is in this field. This field allows NC DOT to recognize who is using the FTS application.

External Users - Enter your last name in the Last Name field. This field allows the NC DOT to recognize who is using the FTS application.

Email Address

NC DOT Employees - You cannot edit this field. The FTS application automatically populates this field with the email address entered by the initial sender.

External Users - The FTS application automatically populates this field with the email address entered by the sender; however, you can change your email address if necessary. Keep in mind that your user name will still be your old email address.

Telephone Number

NC DOT Employees – You cannot edit this field. The phone number is where you can be reached in this field. NC DOT will use this number to contact you regarding FTS issues.

External Users - Enter a phone number where you can be reached in this field. NC DOT will use this number to contact you regarding FTS issues.

New Password *External Users ONLY*- Enter a new password for logging into the FTS application in the New Password field. Do not share your password with anyone. Your password must be more than eight characters long and contain both upper and lower case letters.

Verify Password *External Users ONLY*- Re-enter your new password in the Verify Password field. If the information you enter in this field does not match the information you entered in the New Password field, the FTS application notifies you of the mismatch, you are required to enter your password information again for both fields. Your password must be more than eight characters long and contain both upper and lower case letters.

Email Receipts When Files are Received - Select this check box if you want the FTS application to automatically email you to let you know when recipients download files from file transfers you send. Refer to [Maintaining Return Receipts](#) for more information.

Send Files User Interface – Select the user interface you would like to use when sending files from the drop-down box. Options available: Basic HTML, Flash and Microsoft .NET. Depending upon which user interface you select, the Send Files page layout will change appearance.

Install Microsoft .NET Security Policy... - Select this button to download Microsoft .NET Framework (you may already have this component installed on your system) and the NCDOT Security Policy for the FTS application. You must be using Internet Explorer 6.0 or a later version, to download Microsoft .NET.

Microsoft .NET features include the Drag-and-Drop Feature, automatically zipping files and folders, and the ability to upload folders. For more information on Microsoft .NET features, refer to [Microsoft .NET](#) functionality.

Refer to [Installing Microsoft .NET](#) functionality for more information on installation procedures.

3. Click the **Save** button to save your changes and return to the Inbox tab.

Installing Microsoft .NET

The following procedures are for external users only.



NC DOT employees should contact their system administrator prior to installing any components on their system.

To take advantage of the Microsoft .NET features used with the FTS application, you must install Microsoft .NET on your system; if it is not installed. The Microsoft .NET uses Internet Explorer 6.0 or later version, and the installation for Microsoft .NET Framework and the NCDOT Security Policy is included with the >NET installation.



Check and verify that Microsoft .NET Framework is not installed on your system before downloading.

If your system or company policy requires an authorized system administrator to install new software on your system, contact your system administrator so that he or she may install these components for you. If you are not able to install the components that are required for Microsoft .NET functionality, you can still operate within FTS using basic HTML functionality. Refer to [Sending a File with Basic HTML](#) for more information.

The FTS application contains features available for those users who have installed Microsoft .NET:

Automatically Zipping Files and Folders – With Microsoft .NET, the FTS application automatically zips files and folders for you when you upload them to the FTS server. (If your files and/or folders are already zipped, FTS will not re-zip them.) This allows you to upload more files and folders with each transfer. Users with Basic HTML or Flash features have a maximum upload size of 150MB per file transfer. Users with Microsoft .NET have a maximum upload size of 1GB zipped per file transfer. Compression can significantly reduce the size of a file.

Drag-and-Drop Feature – The drag-and-drop feature streamlines the upload process by allowing you to drag files from Windows Explorer and drop them directly into your Web browser. Refer to [Using the Drag-and-Drop Feature](#) for more information.

Upload up to 1GB - You can now upload as much as 1GB to each file transfer using Microsoft .NET features. With Basic HTML or Flash functionality, the maximum file size you can upload is 150MB per file transfer.

Upload Folders – Without Microsoft .NET features, you can only upload individual files to the FTS application. With Microsoft .NET features, you can select a folder that contains multiple files and upload the entire folder to the FTS application. Refer to Using the [Send Files Page](#) for more information.

Installing the Microsoft .NET Framework and the NCDOT Security Policy

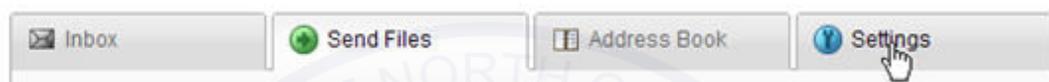


For NC DOT employees, only system administrators are authorized to install Microsoft.NET Framework and the NCDOT Security Policy. The following instructions are for external users only.

Most systems already have the Microsoft .NET Framework installed, either from a factory installation or a Windows Update service. We recommend a system administrator install the Microsoft .NET Framework if at all possible. However, if you do not have a system administrator, the best way to install the Microsoft .NET Framework is by accessing the Settings page.

 **Note:** If you do not have the Microsoft .NET Framework installed on your system, you can select **Basic HTML** or **Flash** as one of the other user interface formats from the Settings page. The Send Files tab/page will modify the page layout depending upon your selection.

1. Click the **Settings** button from the navigational tab.



The Settings page appears.

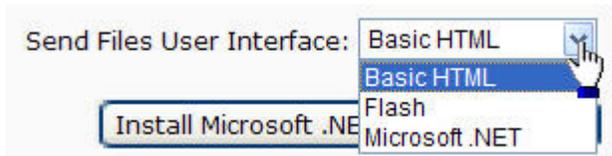
The Settings page contains general information about the user, along with additional settings.

2. Select the **Install Microsoft .NET Security Policy** button.

 **Note:** Remember that only Internet Explorer 6.0 or later can access this version of Microsoft .NET feature with the FTS application.

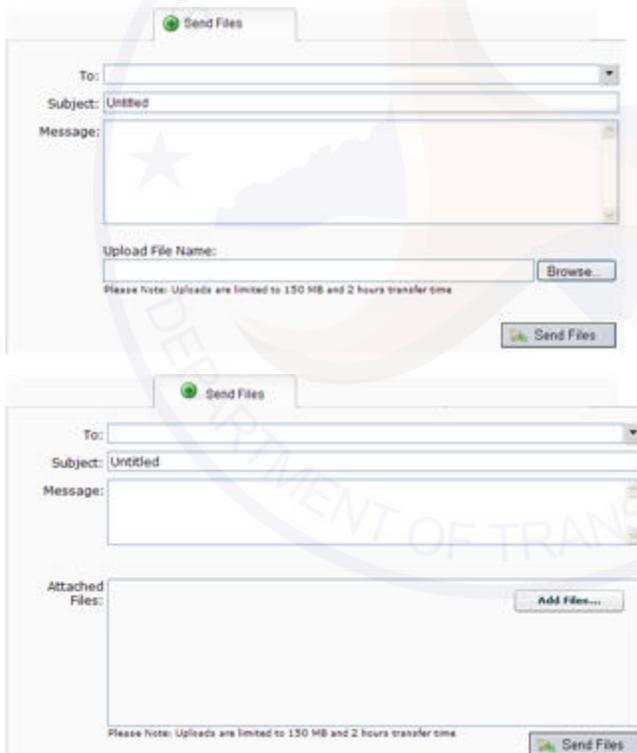
 **Note:** If you do not have Explorer 6.0 or later, or you do not want to use Microsoft .NET features of the FTS application, select Basic HTML or Flash from

the Send Files User Interface drop-down list. You will then have the basic features of the FTS application.



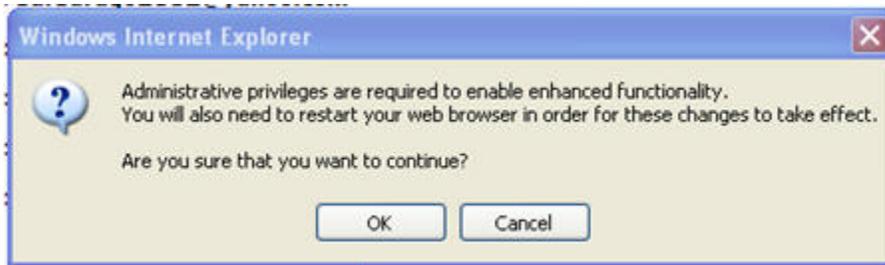
To save your changes, click the **Save** button.

If you do not have the Microsoft .NET Framework installed on your system, and you selected Basic HTML or Flash from the drop-down list, one of the following pages appears.



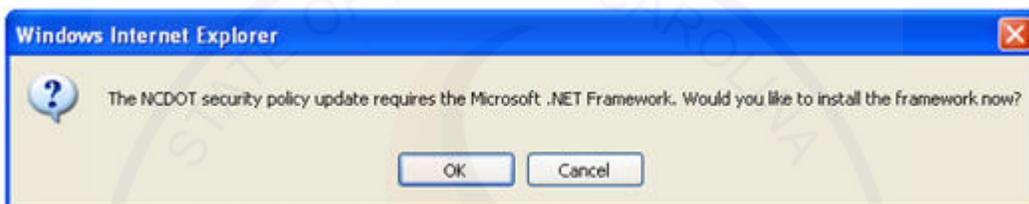
If you have the Microsoft .NET Framework installed, refer to [step 7](#).

3. Click the **OK** button to begin the installation of Microsoft .NET Framework.



Click the **Cancel** button to abort the installation of Microsoft .NET.

The Security Policy appears.



4. Click the **OK** button to continue the installation of Microsoft .NET Framework.

Click the **Cancel** button to abort the installation of Microsoft .NET.

5. The File Download box appears.



6. Click the **Run** button to download and install Microsoft .NET. When you are finished installing the Microsoft .NET Framework, log off the FTS application and close your Web browser.

In order for the installations to take effect, you may need to restart your system.

You now have the ability to drag-and-drop files and folders to the FTS application, and upload up to 1GB of zipped files/folders to each file transfer. You can reopen your Web browser and log into the FTS application again.

7. If you have the Microsoft .NET Framework already installed on your system, the Send Files page appears.

The screenshot shows a web application interface for sending files. At the top, there is a tab labeled "Send Files" with a green plus icon. Below the tab, there are three input fields: "To:" (with a dropdown arrow), "Subject: Untitled", and "Message:" (a large text area). Below these fields is an "Upload File Name:" field with a "Browse..." button. A note below the fields reads "Please Note: Uploads are limited to 150 MB and 2 hours transfer time". At the bottom right, there is a "Send Files" button with a green plus icon. A large, faint watermark of the North Carolina Department of Transportation logo is visible in the background.

8. Refer to [Using the Send Files](#) tab for more information on sending files.

Troubleshooting

Troubleshooting

This section contains common problems or situations that may arise when working in the FTS application, in addition to some frequently asked questions. If the following information does not resolve your situation, please contact us by clicking the Contact link in the FTS application. If your situation restricts you from accessing the FTS application (for users who have printed this documentation), or if you need immediate help, call 1-877-DOT-4YOU (861-3840) during regular office hours for assistance.

For easier access to the answers you need, the questions and answers within this Troubleshooting section have been placed under the following topics. Select the topic link to view all the questions and answers related to the topic. Some questions and answers apply to more than one topic and have been duplicated or linked.

[Login](#)

[Inbox](#)

[Settings](#)

[Sending Files](#)

[Microsoft .NET](#)

[Navigation](#)

[Address Book](#)

[Contact Us](#)

[Email Address Not Found](#)

Address Book Troubleshooting

The following troubleshooting questions & answers relate to the Address Book issues within the FTS application. For additional trouble shooting information, refer to [Troubleshooting](#).

How Do I Create a Mailing List?

You can create one or more mailing lists, and manage the contacts within each mailing list by accessing the Address Book tab from the Navigational tabs. Refer to [Adding a Mailing List](#) for more information.

Contact Us Troubleshooting

The following Q&A describes how to contact the appropriate personnel for questions about the FTS application and the FTS Help Files.

How Can I Contact You if I Have Questions or Comments About the FTS Application?

- Click the **Contact** link in the FTS header, located at the top of the page. The Contact link is located between the About and Search! links. For more information, refer to [Contacting NC DOT](#).
- If you have comments or questions about the **FTS Help files**, click the [ContactUs Help Files](#) to submit your information to a documentation specialist.

Email Address Not Found Troubleshooting

The following troubleshooting questions & answers relate to navigational issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

What if I selected someone from my address book, but the email is no longer valid?

If you selected an invalid email address; the FTS application will notify you with the following message:

One or more of the addresses that you are sending this message to were not found.

The following user names were not recognized:

jtcollins

Would you like to automatically add these users to the system?

If you select **Yes**, the application routes you to your Inbox page.

If you select **No**, the application routes you back to the Send Files page to correct the email address.

Troubleshooting Inbox

The following troubleshooting question & answer relates to Inbox issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

How Do I Delete Files from my Inbox: Received and Sent Tabs?

The FTS system automatically removes files after 30 days from both your Inbox and Sent box. However, you can delete a file you sent from the recipient's inbox, or remove a file from your own Inbox by accessing the Delete button in the file transfer detail. Refer to [Deleting File Transfers](#) for more information.

Troubleshooting Login

The following troubleshooting questions & answers relate to Login issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

I Cannot Access the FTS System

Make sure you are using the correct web browser. The recommended and preferred web browser for NC DOT is Internet Explorer 6.0 or later. You can use Netscape, Firebox or Sarari, but any problems are differences that you may encounter while using these browsers are not supported by NC DOT IT Technical Services. To find the version of your browser, open your Web browser and select **Help, About...** from the Web browser main menu. The version number is listed in the dialog box that appears.

I Have Forgotten My Password

If you are an external user (not an employee of the NC DOT), you can receive an email with a new password by clicking the **Forgot Your Password?** link. For detailed instructions, refer to [Getting My Password](#).

If you are an internal user (an NC DOT employee), your FTS user name and password is the same as your Active Directory user name and password. If you do not remember your user name or password, contact the Help Desk.

How Do I Change My Password?

If you are an external user (not an employee of the NC DOT), you can maintain your password information in the Settings page. Refer to [Maintaining Settings](#) for more information.

If you are an NC DOT employee, you can change your password by changing your Active Directory password. The FTS user name and password is the same as your Active Directory user name and password. If you do not remember your user name and/or password, contact the NCDOT Help Desk.



Remember your Active Directory user name and password is the same as you use to login and access the NC DOT Network.

Microsoft .NET/Basic HTML/Flash Functionality Troubleshooting

The following troubleshooting questions & answers relate to Microsoft .NET/Basic/Flash Functionality issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

I Cannot Use Microsoft .NET Features, Such as the Drag-n-Drop Feature, Automatically Zipping of Files and Folders, or the Ability to Upload Folders

Refer to the following questions to ensure you have installed all the necessary components:

- *Are you using Internet Explorer 6.0 or later?*

You must access the FTS application using Internet Explorer 6.0 or later to use the FTS Microsoft .NET features. Microsoft .NET features are compatible with all browsers.

- *Did you install the Microsoft .NET Framework?*

If not, refer to [Installing Microsoft .NET](#) Functionality for more information.

- *Did you install the NCDOT Security Policy?*

If not, refer to [Installing Microsoft .NET](#) Functionality in this user guide for more information.

- *Did you remember to select the Microsoft .NET from the drop-down?*

You must select Microsoft .NET from the Send Files User Interface drop-down on the Settings page in order to access the Microsoft .NET features.

Do I Have to Install the Microsoft .NET feature Component and NCDOT Security Policy?

No, only if you want to use these features of the FTS application, such as automatically zipping files and folders, the drag-n-drop feature and the ability to upload folders. Only Internet Explorer 6.0 or later has the ability to access these features.

If you have Internet Explorer 6.0 or later and do not want to use Microsoft .NET functionality with the FTS application, access the Settings page and select Basic HTML or Flash from the user interface drop-down list. Then click the **Save** button.

For more information on accessing the Microsoft .NET functionality of the FTS application, refer to [Sending Files with Microsoft .NET Functionality](#). To learn more about the requirements necessary to access the Microsoft .NET features, refer to [Installing Microsoft .NET](#).

What is the Size Limit for Uploading Files and Folders to the FTS Application?

If you do not have access to the Microsoft .NET features, the maximum amount you are allowed to upload through the FTS application (per file transfer) is 150MB. FTS also has an upload and download time limit of one hour.

If you have access to the Microsoft .NET features of the FTS application, you can upload 1GB zipped. A zipped file can significantly reduce the size of a file or folder. FTS also has an upload and download time limit of one hour.

Navigation Troubleshooting

The following troubleshooting questions & answers relate to Navigation issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

How do I Exit or Close a Window Without Saving My Information?

With the addition of the navigational tabs, there is no need to exit or use a close button. If you want to access another component within the FTS application, click one of the component buttons/tabs. For more information on the tabs, refer to [Using the Navigational Tabs](#).

To return to a previous page, click the **Back** button on your web browser.



*You cannot jump between tabs/pages and retain the information you entered. All information is lost when you access another tab/page unless you have clicked the **Save** or **Send** button. The FTS application safe-guards you from accidentally leaving a page without saving by displaying a warning dialog box.*

Sending Files Troubleshooting

The following troubleshooting questions & answers relate to Sending Files issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

I Cannot “Invite” or Add Another External User to the FTS User List

If you are an external user (a non-DOT employee) and cannot send a file transfer to an external user, it may be because the recipient is not in the FTS user list. If you are an external user, you cannot invite other external users to the FTS application. Only NC DOT employees are allowed to invite external users.

What is the Size Limit for Uploading Files and Folders to the FTS Application?

If you do not have installed the Microsoft .NET features, the maximum amount you are allowed to upload through the FTS application (per file transfer) is 150MB. FTS also has an upload and download time limit of one hour.

If you have installed the Microsoft .NET of the FTS application, you can upload 1GB zipped. A zipped file can significantly reduce the size of a file or folder. FTS also has an upload and download time limit of one hour.

I cannot upload one or more files to the FTS application. I'm receiving an error when I try to upload one or more files to the FTS application.

Make sure you do not have the file open in another program. Close the file(s) that are open in a different application, then try to send the files again using the FTS application.

Settings Troubleshooting

The following troubleshooting questions & answers relate to Settings issues within the FTS application. For additional troubleshooting information, refer to [Troubleshooting](#).

How Do I Change My Setting/User Information?

If you are an external employee, refer to [Maintaining Settings](#) for procedures.

If you are an NC DOT employee, you cannot change your Settings information from the FTS application. You must contact the Help Desk. Your user information is updated from the NC DOT User Directory.

I Cannot "Invite" or Add Another External User to the FTS User List

If you are an external user (a non-DOT employee) and cannot send a file transfer to an external user, it may be because the recipient is not in the FTS user list. If you are an external user, you cannot invite other external users to the FTS application. Only NC DOT employees are allowed to invite external users.

Support

If you have questions or comments about the FTS application?

- Click the **Contact** link in the FTS header, located at the top of the page. The Contact link is located between the Home and Search links. For more information, refer to [Contacting NC DOT](#).
- If you have comments or questions about the **FTS Help Files**, click the [ContactUs](#) link to submit your information to a documentation specialist.

If you need to make changes to your NC DOT user profile or password, contact the NC DOT IT Help Desk:

dothelp@ncdot.gov

Statewide: 800.368.2778

Raleigh area: 919.707.7000