

User Instructions for General (Level 2) and Restricted (Level 3 & Level 4) users

These instructions present a step by step introduction to the CHS Australia FTP facility or Web Server based File Transfer Management System, and are intended for use by **Level 2**, **Level 3** and **Level 4** users.

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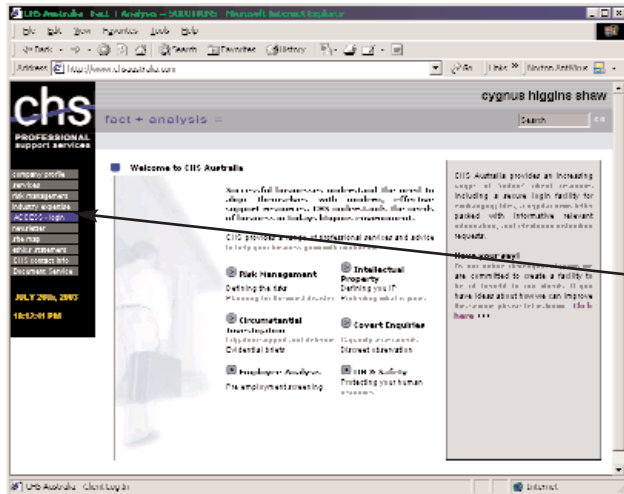
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1 LOGIN

1.1 Login to CHS Secure Access Facility (Existing Users)

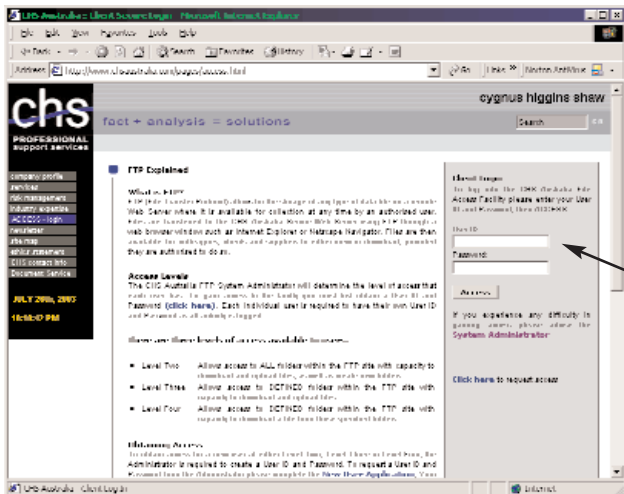


Login to the CHS Secure Access Facility is accessed from the CHS Australia website <http://www.chsaustralia.com>

In the main navigation directory select “ACCESS Login”.

ACCESS Login

It is recommended that users that are unfamiliar with the CHS Secure Access Facility carefully read the “FTP Explained” page that first appears when the ACCESS Login link is selected.

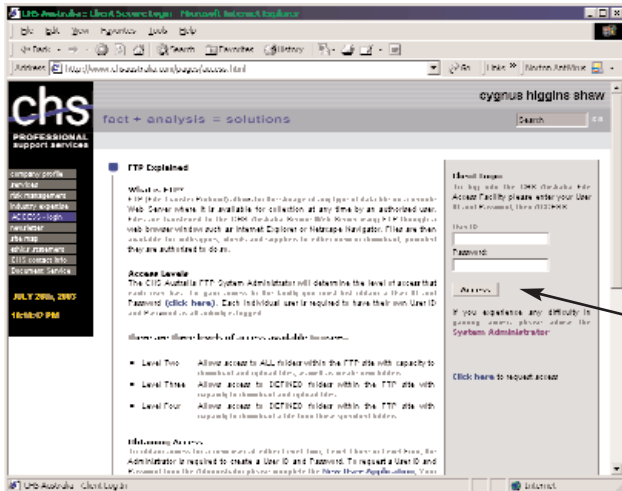


Users that are familiar with the CHS Secure Access Facility should proceed directly to the “LOGIN” which appears at the top right of the page.

ACCESS Login

Note: New users that have not been allocated a User Name and Password should proceed to Section 1.2.

1.1 Login to CHS Secure Access Facility (Existing Users) (continued)



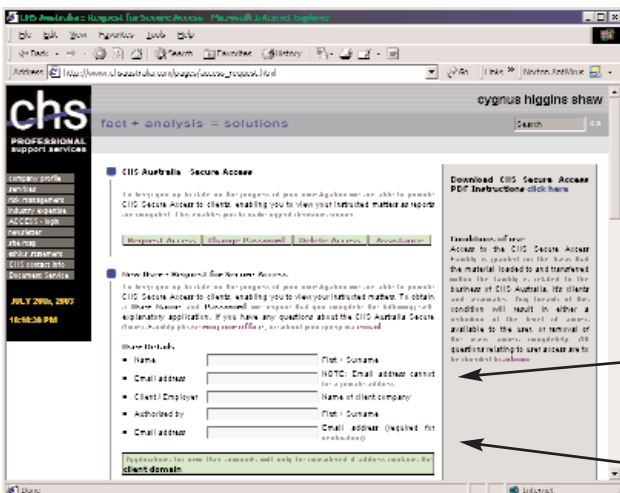
To complete the Login procedure, simply enter your User ID and Password into the appropriate fields and click on 'ACCESS'

Enter User Name and Password
Click on 'ACCESS'

1.2 New Users

To obtain a User ID and Password for **Level 2**, **Level 3** or **Level 4** access to the CHS Secure Access Facility users are required to make application to the System Administrator. To apply to the System Administrator for access, logon to the CHS Australia website at <http://www.chsaustralia.com>, click on "ACCESS Login" from the Main Navigation Directory at the left of the page.

The "FTP Explained" page will appear. This page contains a link leading to a form to be completed and submitted to the System Administrator.



When completing the form please note that you **MUST** complete NAME and EMAIL ADDRESS at the top of the form, and then complete the "Request New User" before submitting.

Enter your name and your secure email address
...then complete the "New User" details

After you have completed the necessary fields on this form, click on the "Submit to CHS" button.

The CHS Secure Access Facility System Administrator will process your request and reply to the email address that you have specified with a User ID and Password.

1.2 New Users (continued)

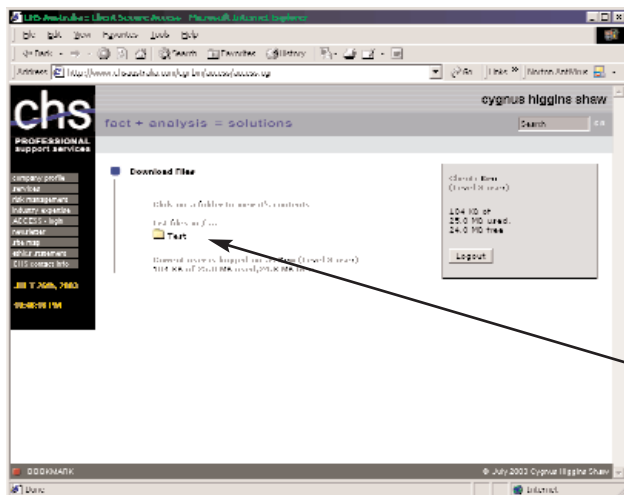
If you have any questions about the use of the CHS Secure Access Facility please return to the website and contact the System Administrator via the “Questions to Administrator” form. This form has preset fields for the following questions

- | | |
|--|--|
| 1 New User - Request for secure access | 2 Change Password / forgotten password |
| 3 Delete Access | 4 Request Assistance |

2 UPLOAD FILE MODE (Level 2 & Level 3 users only. Level 4 users do not have access to upload)

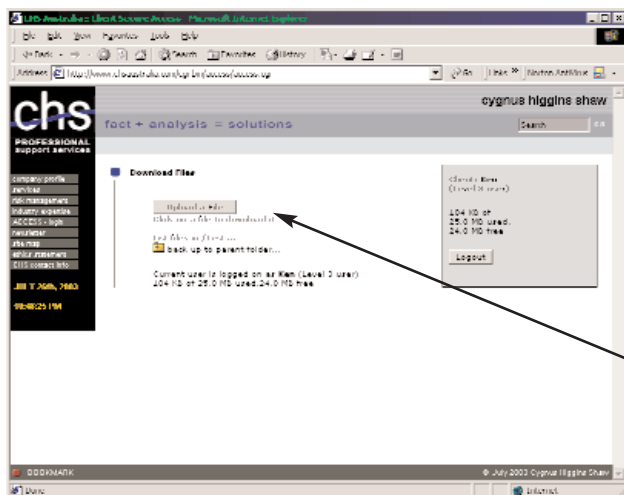
2.1 Upload Mode

After Login, click on the Directory that you wish to upload a file to.



Click on the Directory that you wish to copy a file to.

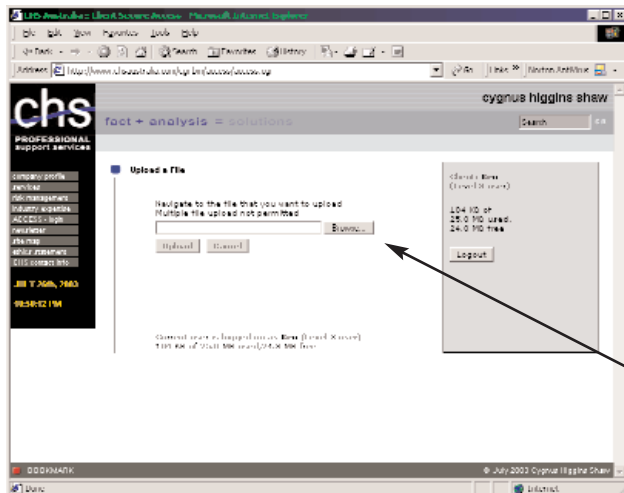
The existing contents of that Directory will be displayed in the following screen, along with a button “Upload a File”.



Click on the ‘Upload a File’ button

To commence the Upload procedure, Click on “Upload a File”.

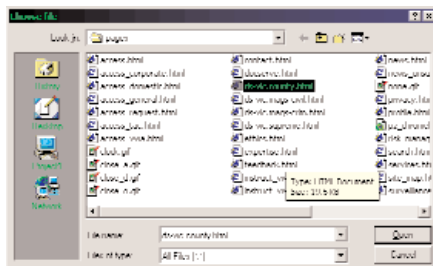
2.1 Upload Mode (continued)



This screen enables you to browse the local disk (Hard Disk Drive) on your own computer or local network drive (LAN) to locate the file that you wish to upload to the CHS Secure Access Facility so that it will be available for other users.

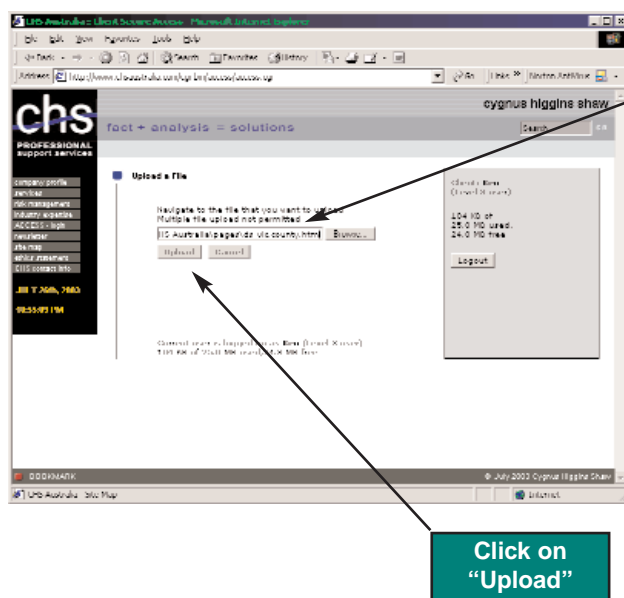
Click on "Browse"

2.2 Defining file to upload



After Clicking on "Browse", Windows File Manager will open and allow you to navigate to the file that you wish to upload.

Click on "Open"



Select that file and click "Open".
The file will then appear in the File Name bar.

To then complete the process Click on the "Upload" button. The time a file takes to upload to the CHS Secure Access Facility will depend on

- 1 the size of the file, and
- 2 the speed at which your ISP is able to deliver data

Always check that the file to be uploaded does not exceed the amount of available space on the CHS Secure Access Facility.

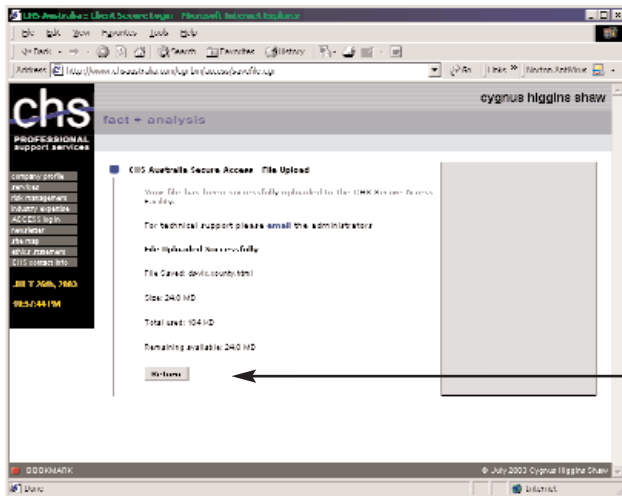
The capacity of the CHS Secure Access Facility is presently set at 25mb; however this may change from time to time.

Click on "Upload"

Details of the available space (used/available) are shown on this screen. If a file is uploaded to the Server that exceeds the available space the upload will fail. (refer section 2.3 File storage capacity).

All queries relating to the capacity of the CHS Secure Access Facility should be addressed to the System Administrator (refer to the link on the website).

2.2 Defining file to upload (continued)



Confirms that the file has been uploaded to the specified Directory.
When this screen appears click on “Return” and you will be returned to the previous screen. If you need to upload another file repeat the process.

2.3 File storage capacity

Users are requested by the System Administrator to be aware of the size of the file that they are Uploading, and the available space on the CHS Secure Access Facility Server. The remaining space available is displayed in megabytes (mb) on the Upload a File screen. If a file is larger than the space currently available on the server please advise the System Administrator immediately and cease the upload by clicking “Cancel”

After you have uploaded the file or files that you wish other Users to have access to, then write an email to the intended User to advise them that the file(s) are now available for them to download or view at their convenience.

2.4 Recognised file types

The CHS Secure Access Facility recognises the most commonly used file types. The complete list of files that are identified are as follows.

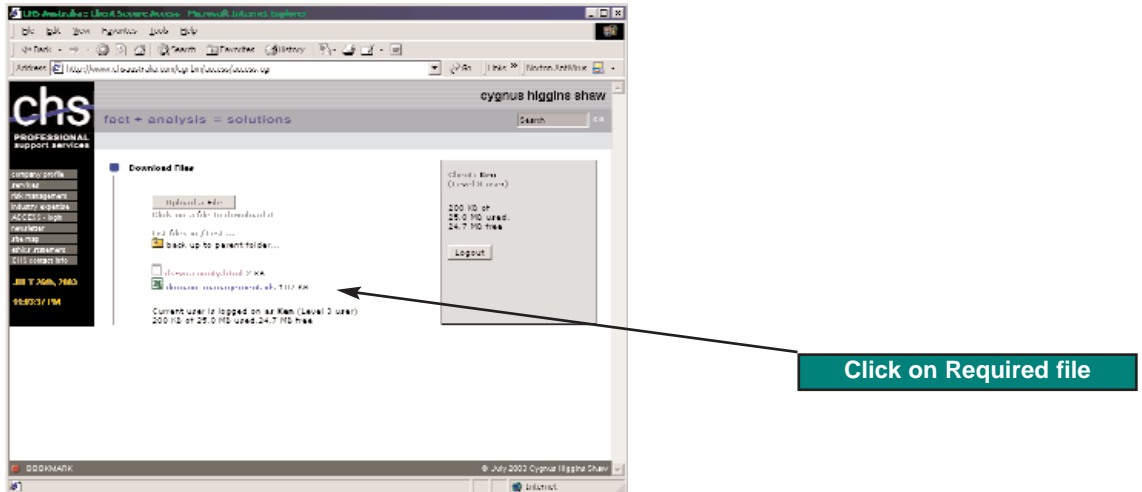
.doc	Microsoft Word Document
.dwg	CAD drawing
.gif	GIF
.jpg	JPG
.mdb	Microsoft Access Database
.p65	Adobe Page Maker
.pdf	Portable Document Format (Acrobat)
.plt	Plotter
.ppt	Power Point
.psd	Photoshop layered image
.pub	Microsoft Publisher
.tif	TIF (Tagged Image Format)
.txt	Text file (Notepad, Wordpad)
.xls	Excel Spreadsheet
.zip	ZIP Compressed file

Files or file extensions that are not identified by the CHS Secure Access Facility will be listed with the icon for a **.txt** file.

3 DOWNLOAD FILE MODE (All users)

3.1 Download mode - Selecting file to download

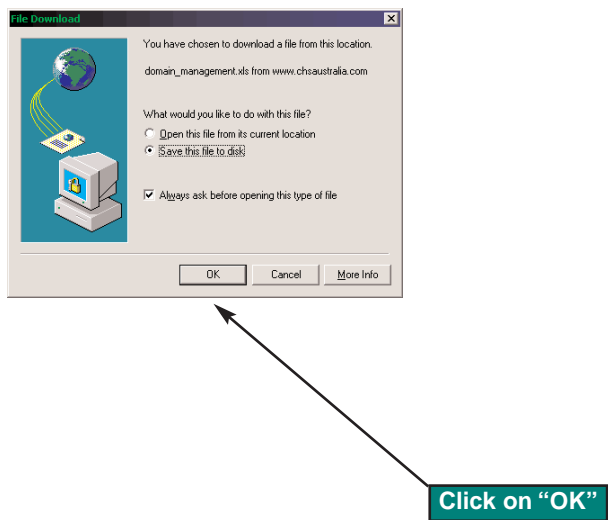
To Download a file from the CHS Secure Access Facility navigate to the Directory that contains the file or files that you require to access and simply click on the chosen file.



3.2 Define destination for download

If your Operating System (eg Windows) is associated with the file type (.jpg etc) then the image that you are Downloading will open in your Browser, or in the program with which it is associated. To 'Save' the file choose File > Save As > in the program that the file has opened.

If your Browser recognises the file type and opens the file within the browser window, refer to the next [section 3.22](#) for instructions on how to save the file.



If the File type is NOT associated with any program on your computer a prompt will appear on your screen. This Prompt offers two options, but by default will **Save File to Disk**.

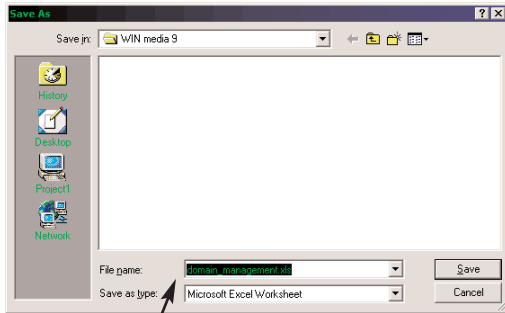
Click on **“OK”**.

You will then be prompted to define the destination that the file is to be saved to on your computer's disk (Hard Disk Drive), or local area network drive (LAN).

Navigate to the location and click on Save. You can also change the name that the file is to be called, however be careful to retain the file extension (eg. .ppt, .jpg etc), otherwise you may have difficulty opening the file at a later time.

3.2 Define destination for download (continued)

When the File download has been completed the File will be available for you to access and open from your computer or accessible from a Local Area Network drive (LAN) computer (the location that was specified when you elected to Download).

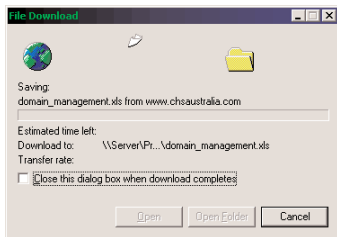


Click on "Save"

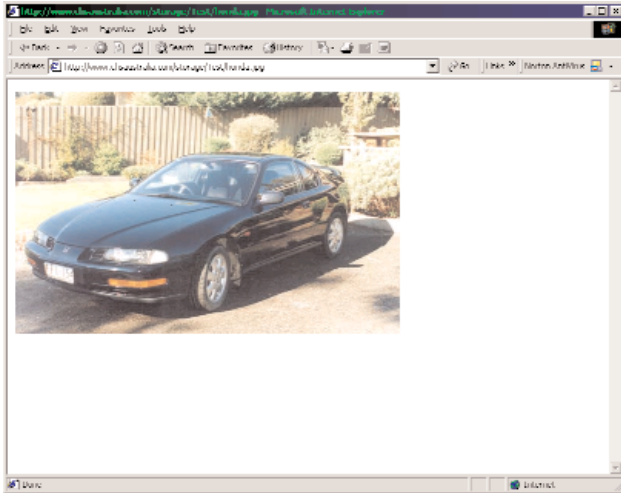
Rename file if necessary

File will Download to specified location and the progress of the download will be indicated by a progress bar.

* Note: The time taken to Download a file will be determined by the size of the file and the data transfer rate offered by your Internet connection (ISP).

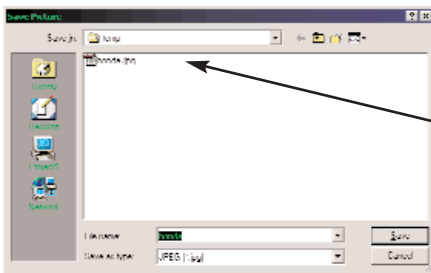


3.22 Saving files from Browser preview



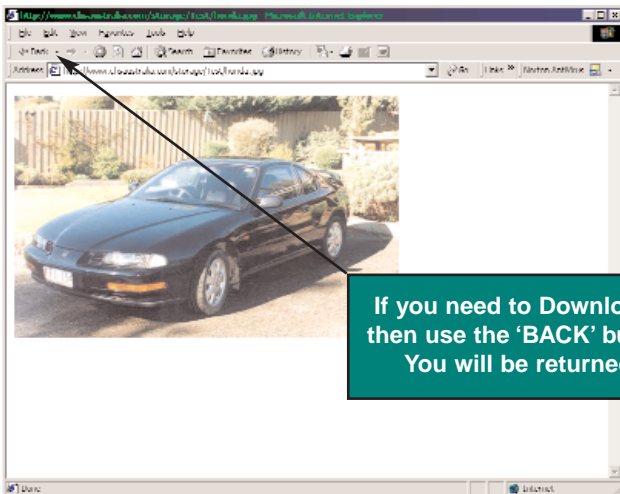
If the file that you have chosen to Download opens within the browser window (refer to example at left), then you need to follow these instructions to Save the file to your computer's hard drive or Local Area Network (LAN) drive.

- 1 Place the mouse pointer (cursor) over the picture in the browser window and right click.
- 2 A dialogue box will appear that has an option to 'Save Picture As'.
- 3 Select 'Save Picture As' and left mouse click.
- 4 The 'Save As' dialogue box will appear. This allows you to navigate to the location where the file (picture) is to be saved, and also allows you to rename the file. Be careful to ensure that the file type is preserved (refer to [section 3.2](#) for details).

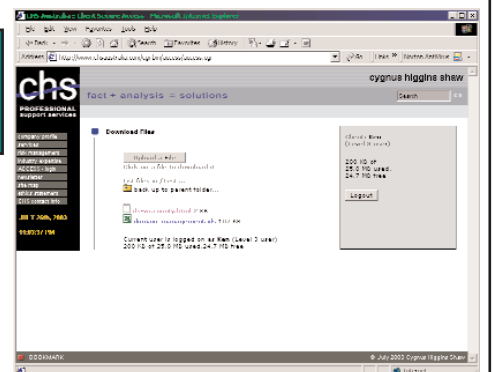


The file will be saved to the specified location.

Note: As the file has already been Downloaded saving will be virtually instant and the Save dialogue box will leave the screen.

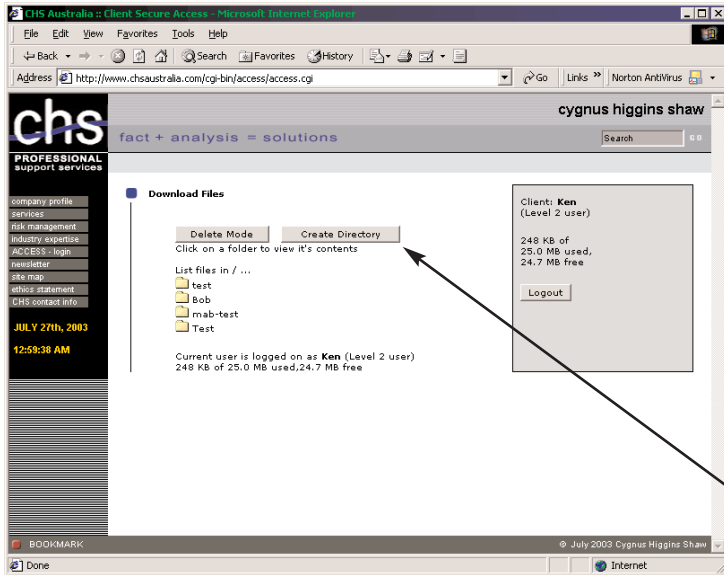


If you need to Download further files from the FTP then use the 'BACK' button on the browser window. You will be returned to the Download screen.



4 CREATING DIRECTORIES (Level 2 users only)

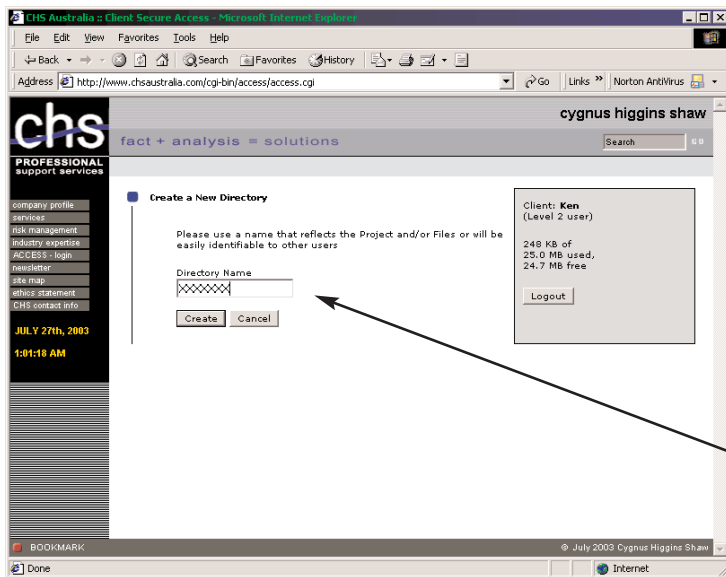
4.1 Create new directory



From the Download Files screen select “**Create Directory**”.

Determine the name of the directory that you wish to create before you take this action.
(Refer to **4.2 Rules for Naming Directories**)

Create Directory



The **Create Directory** screen will appear and require the new Directory name to be entered.

(Refer to **4.2 Rules for Naming Directories**)

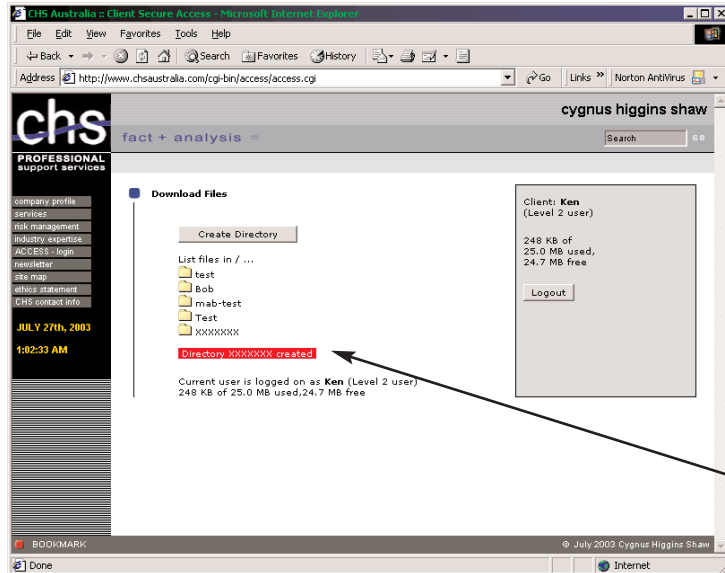
Type a name for the Directory and click on “Create”

NOTE - The “Create Directory” option is available to Level 1 and Level 2 Users only.

Level 3 and Level 4 users that require the creation of a new directory are required to contact the System Administrator via email at admin@chsaustralia.com or complete the Request Assistance section under “Questions to System Administrator”

4.1 Create new directory (continued)

When the New Directory has been created the Browser returns to the Download Mode screen and shows the **New Directory** and a foot note (highlighted in red) to confirm the action.



Confirmation that new Directory has been created

4.2 Rules for naming Files and Directories

As a general rule, **Files and Directories** should be named in accordance with the **CHS Australia Job Number**. A file that contains spaces in its name, eg **2205 reception pic.jpg** will be renamed as **2205_reception_pic.jpg** automatically by the FTP Facility after it has been uploaded to the CHS Secure Access Facility.

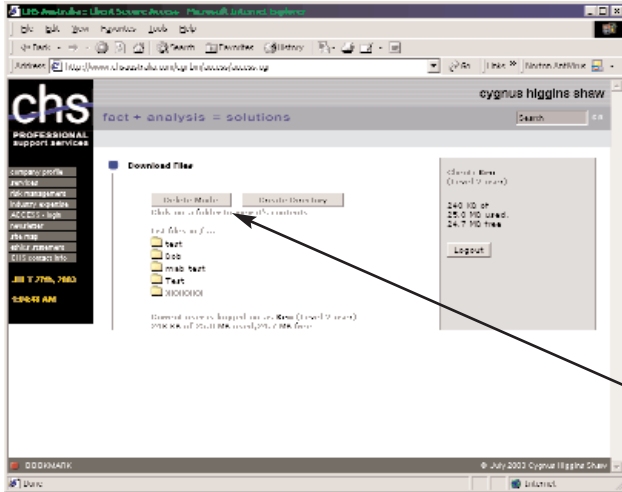
Sub Directories **cannot** be created within a Directory via the interface.

Questions as to the naming of Directories are to be addressed to the System Administrator at admin@chsaustralia.com

5 DELETING FILES and DIRECTORIES (Level 2 users only)

5.1 Deleting Files and Directories

To Delete Files or Directories Click on “Delete Mode” from within the Download Files Screen

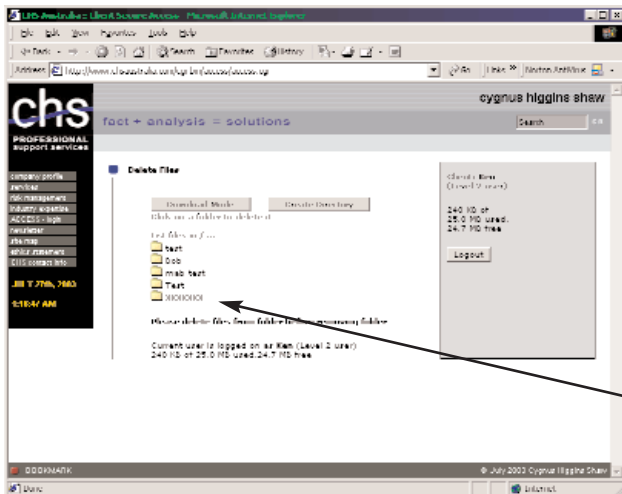


“Change to Delete Mode”

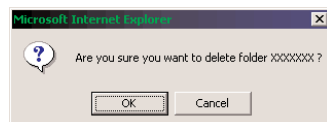
The screen will change to “Delete” mode. This mode allows the User to either Delete Directories or individual Files contained within Directories.

To Delete the Directory or File, click on that Directory or File. You will be prompted for confirmation of the action that you have requested.

NOTE. If a directory is deleted you will also **DELETE** all files contained within that Directory. The preferred process is to Delete the files contained within a Directory **BEFORE** the Directory is deleted.



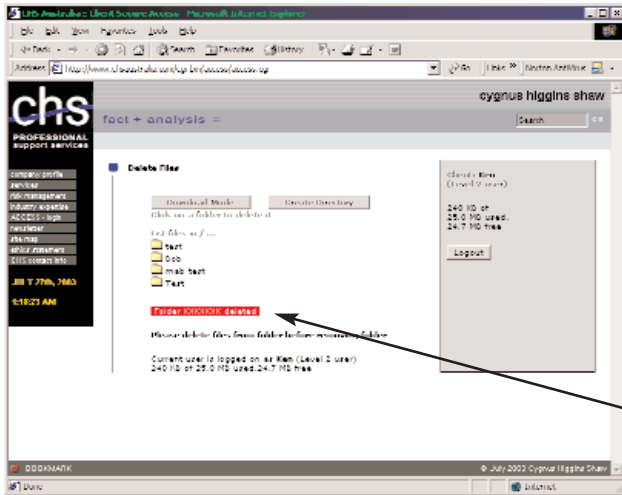
Click on the File or Directory that is to be Deleted from the File Management System



Click “OK” to confirm action or “Cancel” if unsure of action

5.1 Deleting Files and Directories (continued)

If action to Delete is confirmed then the screen will return to the Delete Files screen and show confirmation in red of the action that has been completed.



Confirmation of action is shown in red panel. The name of the Directory or File that has been Deleted will remain active until the next action is completed or the browser

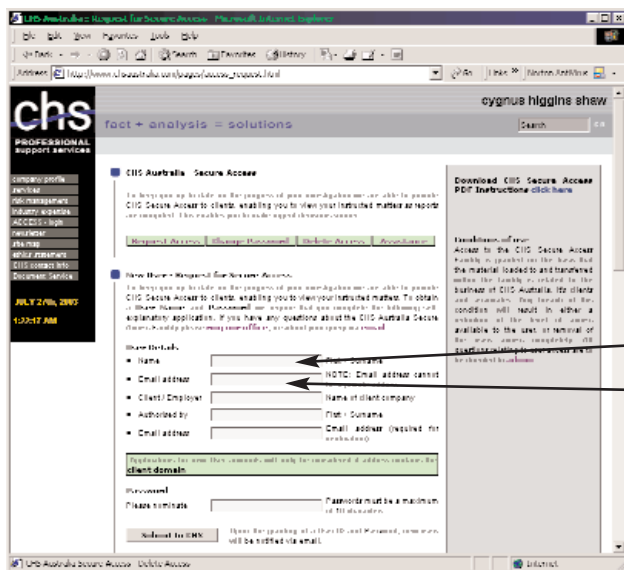
6 QUESTIONS TO ADMINISTRATOR

6.1 Questions to FTP Administrator Form

The “Questions to Administrator” form contained within the CHS Australia web site enables **Level 2**, **Level 3** and **Level 4** users to communicate directly with the CHS Australia FTP Facility System Administrator at a secure email address with a range of pre-set questions and requests. The form includes the following:

- 1 New User - Request for Secure Access
- 2 Change Password / Forgotten Password
- 3 Delete Access
- 4 Request Assistance

In all instances the “Questions to Administrator” form requires a minimum of two compulsory fields to be completed (refer diagram)



Compulsory fields to be completed before submitting to System Administrator

“Your name”

“Your email address”

ADDENDUM

7 CHS Australia EMAIL SERVER and EMAIL ACCOUNTS

7.1 CHS Australia email accounts

The full list of all general email accounts used by CHS Australia, along with their intended purpose is available from the web site.

7.2 Attachments - Issues, problems and suggestions

The purpose of email is to send text communications. Although it is quite acceptable to send attachments with an email, it is best to ensure that they are small files, preferably not exceeding 1mb in size. Attachments are interpreted by an email server as considerably larger than their apparent size causing the recipient email bin to exceed its capacity and reject the transmission. The email is then returned to the sender's email bin, again causing congestion or rejection.

Compressing a file prior to transmission may reduce the apparent size of the file however an email server will convert the file to a format which inflates to a size often greater than the capacity of the recipients mail bin. For example, a 500kb JPEG file, depending on the complexity of the colour palette from which it has been created, could easily become a file of over 5mb when stored on a mail server. The CHS Secure Access Facility has been created to transfer files of all kinds between offices and clients, and is the preferred way of sending files.

REMEMBER: When you send an email the recipient generally has no control over the order in which they collect it. If they are attempting to collect an urgent text email from their mail bin, they will be frustrated by the delay caused by a large email attachment that is taking a long time to download.

The preferred method of transferring files is to upload the material to the CHS Secure Access Facility, and then email the recipient with a short text message to advise that the files are available. They will receive the advice quickly and can then collect or download the files at a convenient time and without causing undue delay and congestion in the email accounts.

If the option of using the CHS Australia FTP Facility is not appropriate and files do have to be sent as attachments to an email, then send **each attachment** with in new email message. In other words, if you have five files to send, then send each one attached to a separate email. If the recipients bin exceeds its capacity the likelihood is that at least some of the files that you send will be accepted before the bin starts to reject and return mail. The recipient will have at least some of the files that have been transmitted rather than none of the files. The mail that is returned to you will be smaller and easier to resend when the bin has been cleared.

7.3 New email addresses

Email addresses can be created whenever there is a requirement. There is no limit to the number of email accounts that the CHS Australia Web Server can manage. If you consider that a new email account is required please contact the System Administrator.

7.4 Email Auto Responders

An Email Auto Responder is a short message that is sent to anyone that sends an email to your account. This is particularly useful if you are on holidays or away from the office for a prolonged period. If you require an Auto Responder to be activated on your email account see the System Administrator or submit your request to the Server Administrator (Project Art & Photo) at www.projectart.com.au.

These instructions have been prepared for CHS Australia by the Web Server Administrator (Project Art & Photo / Project Photo Singapore). No responsibility is taken by the author for errors, omissions or deficiency in the content of this document. Suggestions as to improvements or additions to this document should be directed to the CHS Australia FTP Facility System Administrator at email address admin@chsaustralia.com

This version of the CHS Secure Access Facility incorporates the following revisions.

- 1 Introduction of Level 4 restricted user
- 2 Amendments to the save file function. Files automatically renamed with underscore where a space occurs
- 3 Restricted user do not need to be defined with 'r_' prefix
- 4 Admin user interface improved - user types defined in drop down menu.

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Prepared by Project Art & Photo. Version 2.0.1, July 2003.