



ELECTRONIC FILE TRANSFER

EFT

Server

USER MANUAL

NCB EFT Server User Manual

Version 4.2

Table of Contents

Introduction.....	3
User Requirements	4
• Web Browser requirements.....	4
• Operating System Requirements	4
Logging In	5
Logging Out	6
Resetting your Password.....	7
Password Creation Requirements.....	8
Password Expiration.....	8
Password History.....	8
Password Failure Attempts	9
Account Lockout	9
Forgotten Passwords	9
Account inactivity period	9
File Transfers	10
File Uploads.....	10
File Downloads.....	11
Payment Files.....	12
eStatement Files	12
Email Alerts and Notifications.....	13

Introduction

The Electronic File Transfer (EFT) facility offers a more secure and efficient way of transferring files between the National Commercial Bank Jamaica Limited and its Bill Payment Merchants and Business Partners. The facility allows NCB's corporate clients to download, upload and receive files as agreed with the Bank. The following procedures outline the requirements and the process of accessing the File Transfer facility.

The information in this document applies to EFT, v7.0 and later.

User Requirements

To utilize the EFT platform, users will require the following:

- **Web Browser requirements**

The following browsers are supported:

1. Internet Explorer version 11.0.10240.16384 or later
2. Firefox version 56 or later
3. Safari version 10 or later
4. Google Chrome version 60 or later
5. Microsoft Edge version 40 or later

- **Operating System Requirements**

For best results, we recommend using The NCB EFT Server on computers using the following operating system:

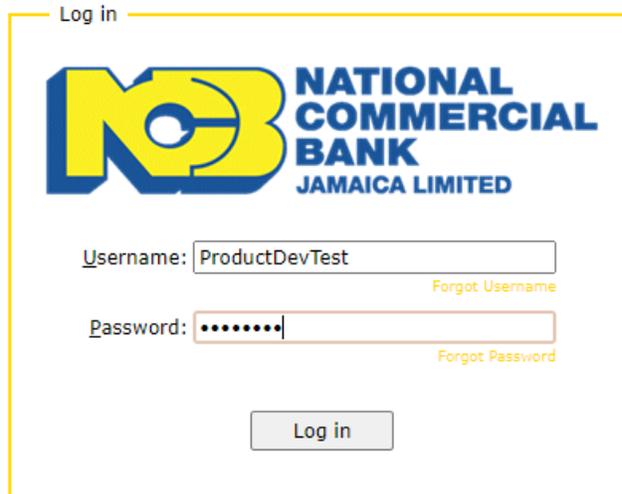
- Windows 10 and above

Accessing the NCB Electronic File Transfer Facility

Logging In

1. Log on to <https://filetransfer.jncb.com>
2. Enter your username and password [temporary], and then click the “log in” button. (Your user credentials would have been sent to you in two separate emails from “Filetransfer@jncb.com”)

See sample screens below:



Log in

NCB NATIONAL COMMERCIAL BANK JAMAICA LIMITED

Username: [Forgot Username](#)

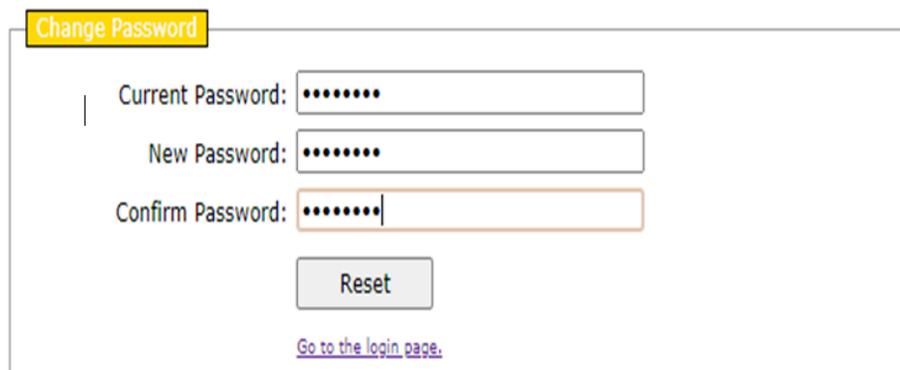
Password: [Forgot Password](#)

On first login, you will be asked to reset your password:

1. Enter temporary password in the “Current Password” field.
2. Enter your new password (See [Password Policy](#)) in the “New Password” field and again to confirm in the “Confirm Password” field.

GLOBALSCAPE

MAKE BUSINESS FLOW BRILLIANTLY



Change Password

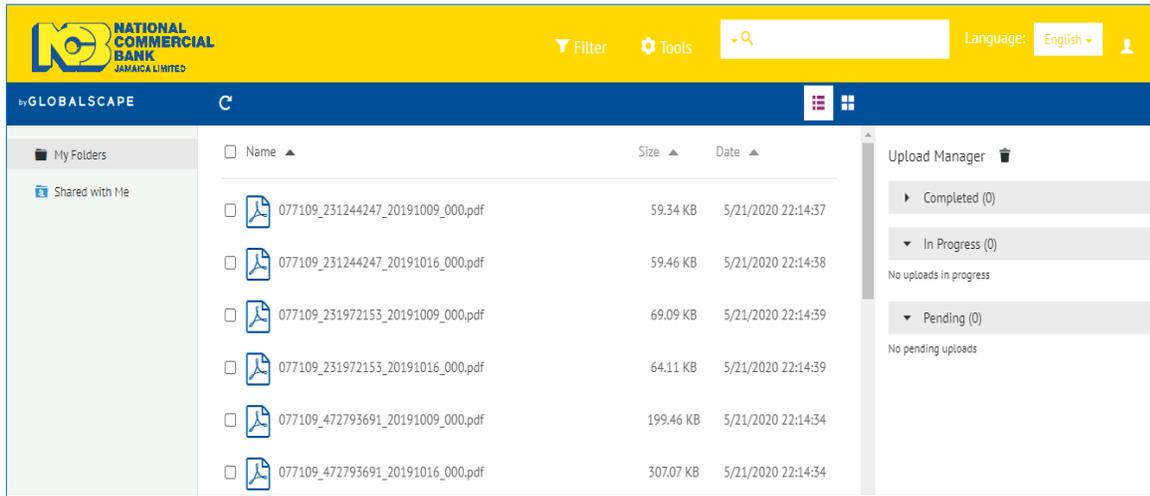
Current Password:

New Password:

Confirm Password:

[Go to the login page.](#)

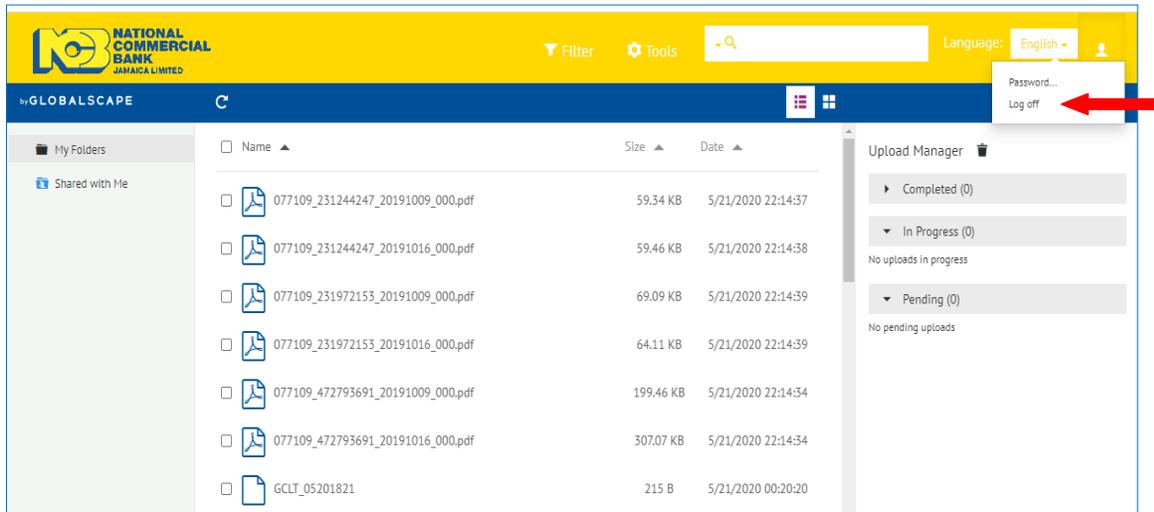
3. Once the login process is successful, the files available for download will be shown.



More information on File [Upload](#) and [Download](#) may be found below.

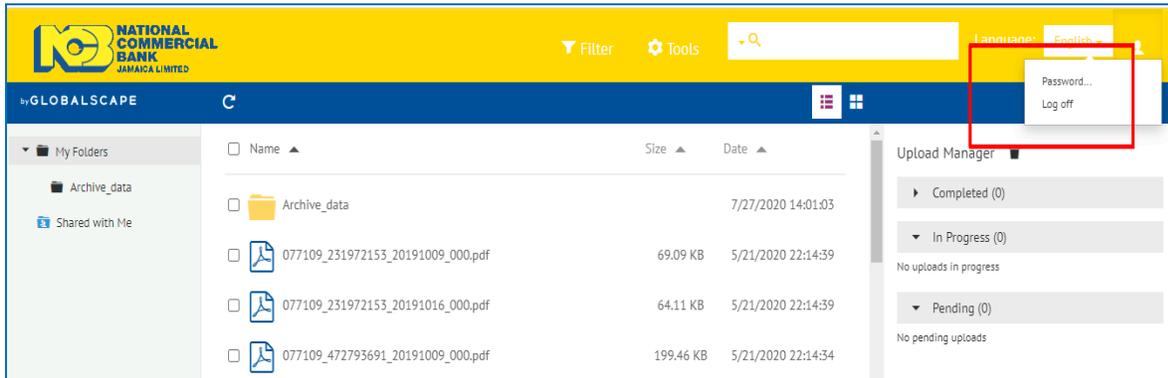
Logging Out

Click the **Log off** button (at the top right hand corner) to disconnect your session



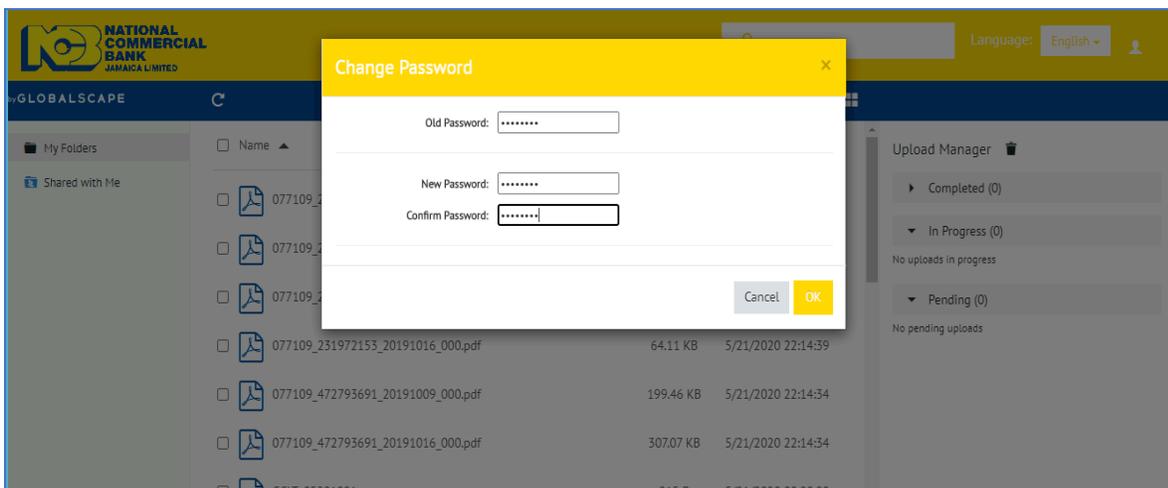
Resetting your Password

Users are allowed to change their passwords by selecting the “**Password**” option found in the top right hand corner (click “head” symbol).



STEPS:

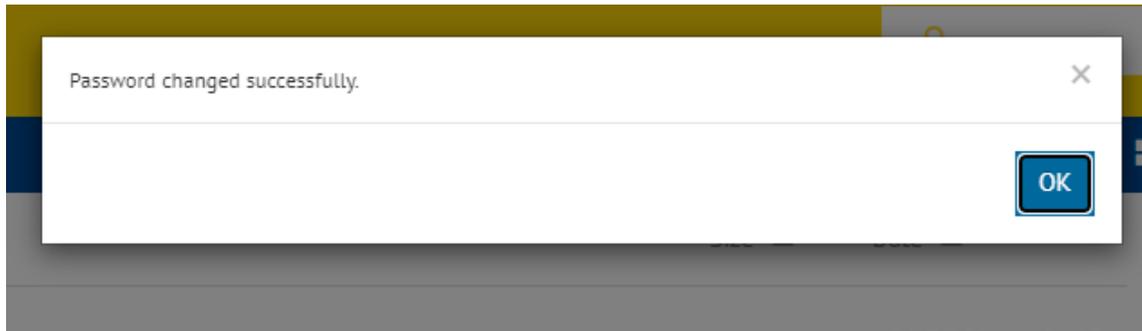
1. In the **Old Password** field, type the **current** password used to login
2. Enter new password (see [Password Policy](#)) in the **New Password** text box
3. Re-enter new password in the **Confirm Password** text box.
4. Click **Reset** to accept new password or cancel to abort password reset



Note

- The values entered for new and confirmed passwords must match for password to be accepted.

- New password must not be the same as any of your last four (4) passwords.
 - If the new password is accepted, the “Password Successfully Changed” message will appear. Click OK to continue.



Password Policy

Password Creation Requirements

The system will only accept passwords if they meet the following requirements:

1. The minimum length of the password must be eight (8) characters.
2. Passwords must not contain dictionary words.
3. The password must contain at least one (1) character from each of the following categories:
 - Uppercase letters
 - Lowercase letters
 - Numeric(0-9)
 - Special character (e.g.: !, #,\$,%)

Password Expiration

All account passwords are set to expire after ninety (90) days. Subsequently, users will be prompted to change their passwords immediately.

Password History

Users will not be allowed to reuse any of their four (4) previous passwords.

Password Failure Attempts

User's account will be locked if they have entered invalid login information (incorrect passwords) over six (6) times in succession.

Account Lockout

If you have received the account locked message, please contact our Customer Care Center by dialing 888-622-3477.

Forgotten Passwords

If you have forgotten your account password, please contact NCB Customer Care Center immediately, by dialing 888-622-3477.

Account inactivity period

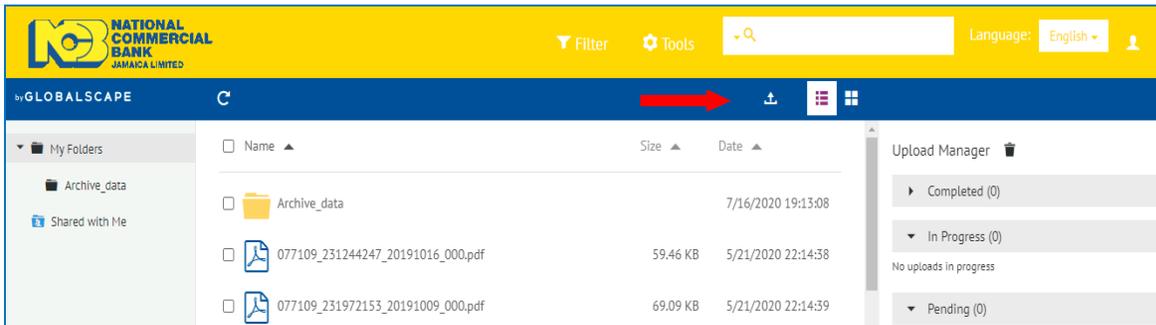
Accounts that have not been used over ninety (90) days will be disabled. Affected users are asked to contact our Customer Care Center immediately, by dialing 888-622-3477 to have the account reactivated.

File Transfers

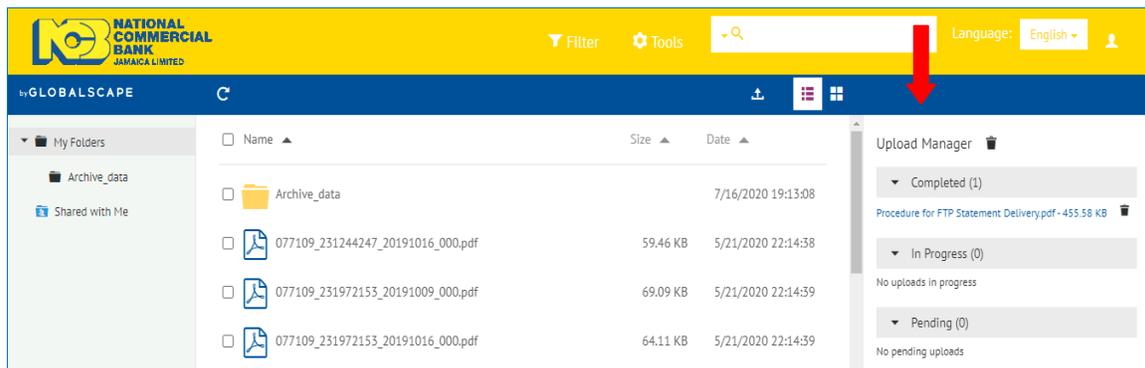
EFTP users are granted upload and/or download privileges based on the purpose/requirements provided by the user.

File Uploads

1. After logging in, click the **Upload**  symbol found at the top right hand side of the tool bar.



2. Select the file you wish to upload and then click the **Open** button.
3. The file will appear in the **Upload Manager** section



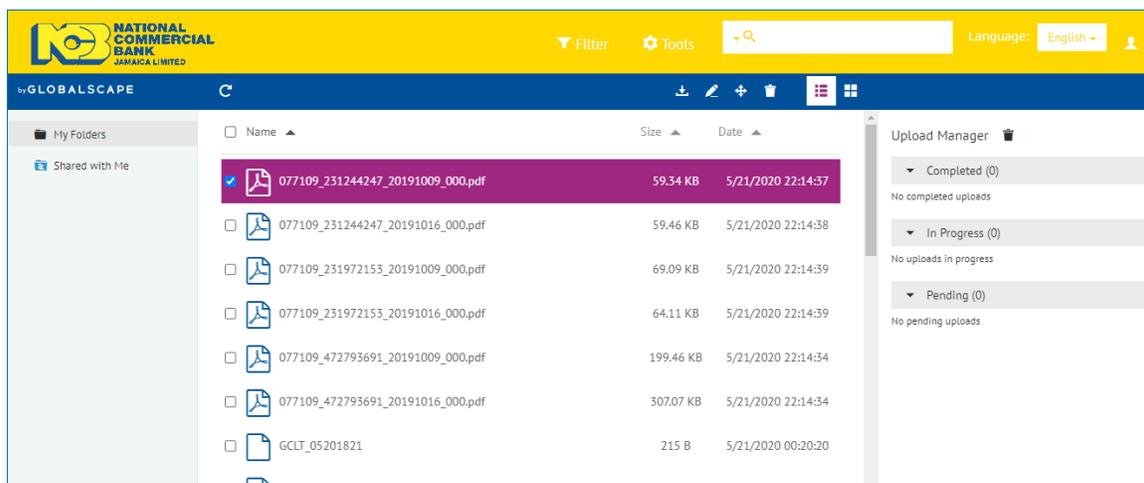
Note

File size must not exceed 3GB.

File Downloads

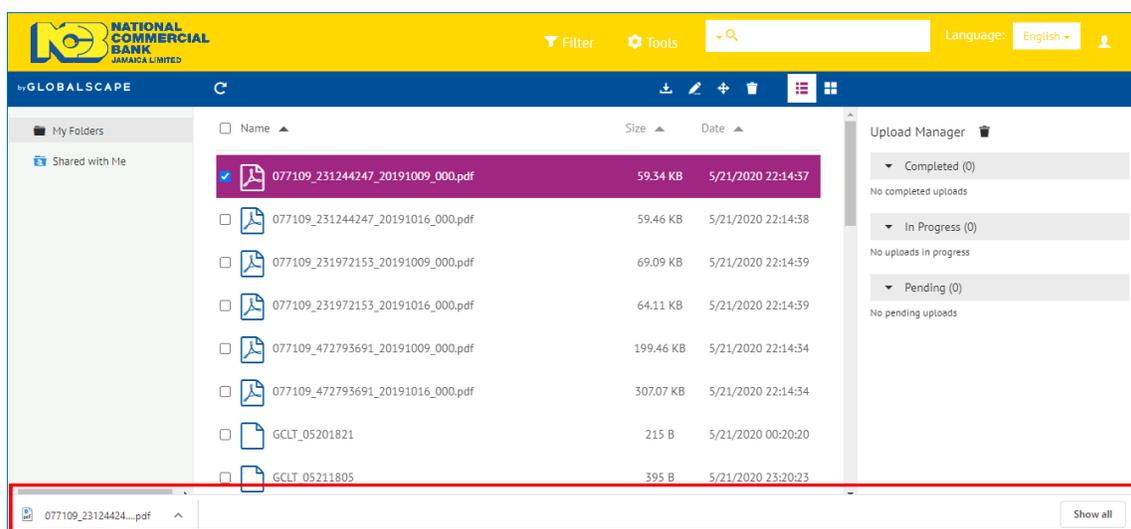
To download files from the EFTP server -

1. Select the files to be downloaded

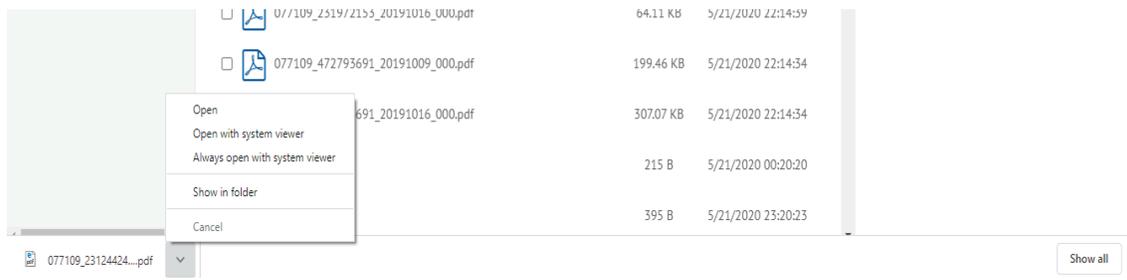


2. Click on the file to start the download

The following window will appear at the bottom of the screen (*Screen captured using Google Chrome on Windows 10*)



3. Click the small down arrow ▼ at the top left hand corner just above the file name.
4. Select “**Open**” and “**Save**” the file to the preferred location on your computer or **Cancel** to abort the download.



Other Browser - Internet Explorer

- o Internet Explorer– Click **Save**, then specify where to save the file



Important Notes:

Payment Files

Once downloaded the system will automatically move the file from the user’s directory to the “**archive**” folder where it will no longer be accessible to the user. Payment files are purged from the server **every Ninety (90) days**.

eStatement Files

eStatement files are not archived and are purged from the server every One Hundred and Eighty (180) days after which they will no longer be available. **It is recommended that users download files promptly.**

Retrieval of Purged Files

If your files have been purged prior to downloading or you have lost a downloaded file that you wish to retrieve, you may contact our Customer Care Centre with the request.

Email Alerts and Notifications

Users will be given alerts and notification on the following events:

1. Files that are ready for download
2. Updates on the files previously downloaded or uploaded
3. Report on the number of overdue days that files have been left on the EFT server
4. User account notifications
5. Password change notifications

Note:

The format of these alerts may change without prior notice.

Thank you for choosing NCB. We appreciate you using our EFT Server and we certainly look forward to continue serving you.