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# **NCB EFT Server User Manual**

Version 4.2

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## 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
- 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:

NATIONAL COMMERCIAL BANK JAMAICA LIMITED	
Username: ProductDevTest Forgot Username	
Password: ••••••	
Log in	

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 <u>Password Policy</u>) in the "New Password" field and again to confirm in the "Confirm Password" field.

GLOE MAKE BUSINESS FLOW	BALSCAP	E	
	Change Password		
	Current Password:	•••••	
	New Password:	••••••	
	Confirm Password:	••••••	
		Reset	
		Go to the login page.	



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

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by GLOBALSCAPE	C		<b>=</b> =	
My Folders	□ Name ▲	Size 🔺	Date 🔺	Upload Manager
🛐 Shared with Me	077109_231244247_20191009_000.pdf	59.34 KB	5/21/2020 22:14:37	<ul> <li>Completed (0)</li> </ul>
	077109_231244247_20191016_000.pdf	59.46 KB	5/21/2020 22:14:38	In Progress (0) No uploads in progress
	□ 🔀 077109_231972153_20191009_000.pdf	69.09 KB	5/21/2020 22:14:39	✓ Pending (0)
	□ 🔀 077109_231972153_20191016_000.pdf	64.11 KB	5/21/2020 22:14:39	No pending uploads
	077109_472793691_20191009_000.pdf	199.46 KB	5/21/2020 22:14:34	
	□ → 077109_472793691_20191016_000.pdf	307.07 KB	5/21/2020 22:14:34	

More information on File <u>Upload</u> and <u>Download</u> may be found below.

## **Logging Out**

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

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My Folders	🗌 Name 🔺	Size 🔺	Date 🔺	Upload Manager
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	□ ♪ 077109_231244247_20191016_000.pdf	59.46 KB	5/21/2020 22:14:38	In Progress (0) No uploads in progress
	077109_231972153_20191009_000.pdf	69.09 KB	5/21/2020 22:14:39	✓ Pending (0)
	077109_231972153_20191016_000.pdf	64.11 KB	5/21/2020 22:14:39	No pending uploads
	□ 🔀 077109_472793691_20191009_000.pdf	199.46 KB	5/21/2020 22:14:34	
	077109_472793691_20191016_000.pdf	307.07 KB	5/21/2020 22:14:34	
	GCLT_05201821	215 B	5/21/2020 00:20:20	



## **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 <u>Password Policy</u>) 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

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	AL.	Change Password		×	
by GLOBALSCAPE	C	Old Descured:			
My Folders	🗌 Name 🔺	Old Password:			Upload Manager 👕
📷 Shared with Me	077109_1	New Password:			Completed (0)
	077109_:				<ul> <li>In Progress (0)</li> <li>No uploads in progress</li> </ul>
	077109_3			Cancel OK	<ul> <li>Pending (0)</li> </ul>
	077109_3	231972153_20191016_000.pdf	64.11 KB	5/21/2020 22:14:39	No pending uploads
	077109	472793691_20191009_000.pdf	199.46 KB	5/21/2020 22:14:34	
	077109_4	472793691_20191016_000.pdf	307.07 KB	5/21/2020 22:14:34	
		001001	215 P	E /21 /2020 00-20-20	

#### 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 changed successfully	×
Password changed successfully.	
	ОК

# **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**

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by GLOBALSCAPE	C		🕨 😃 📕	
💌 🛅 My Folders	□ Name ▲	Size 🔺	Date 🔺	Vpload Manager 👕
Archive_data	Archive_data		7/16/2020 19:13:08	<ul> <li>Completed (0)</li> </ul>
Shared with Me	□	59.46 KB	5/21/2020 22:14:38	✓ In Progress (0) No uploads in progress
	□ 🔀 077109_231972153_20191009_000.pdf	69.09 KB	5/21/2020 22:14:39	<ul> <li>Pending (0)</li> </ul>

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

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💌 🖿 My Folders	🗋 Name 🔺		Size 🔺	Date 🔺	Upload Manager
Archive_data	Archive data			7/16/2020 19:13:08	✓ Completed (1)
Shared with Me					Procedure for FTP Statement Delivery.pdf - 455.58 KB
	077109_231244247_20191016_000.pdf		59.46 KB	5/21/2020 22:14:38	▼ In Progress (0)
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	077100 031070153 00101016 000 pdf			5/21/2020 22:14:20	▼ Pending (0)
	0//109_2319/2155_20191016_000.pdf		04.11 KB	5/21/2020 22:14:59	No pending uploads

## <u>Note</u>

File size must not exceed 3GB.



#### File Downloads

To download files from the EFTP server -

1. Select the files to be downloaded

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by GLOBALSCAPE	С	± 4	2 + 🕯 📕 🏭	
My Folders	Name 🔺	Size 🔺	Date 🔺	Upload Manager 👕
Shared with Me	Z D 077109_231244247_20191009_000.pdf	59.34 KB	5/21/2020 22:14:37	<ul> <li>Completed (0)</li> <li>No completed uploads</li> </ul>
	077109_231244247_20191016_000.pdf	59.46 KB	5/21/2020 22:14:38	✓ In Progress (0)
	077109_231972153_20191009_000.pdf	69.09 KB	5/21/2020 22:14:39	No uploads in progress
	077100 231972153 20191016 000 pdf	64.11 VR	5/21/2020 22:14:39	<ul> <li>Pending (0)</li> </ul>
	0//105_2313/2135_20191010_000.pdf	04.11 Kb	5/21/2020 22.14.57	No pending uploads
	□ 🄀 077109_472793691_20191009_000.pdf	199.46 KB	5/21/2020 22:14:34	
	077109_472793691_20191016_000.pdf	307.07 KB	5/21/2020 22:14:34	
	GCLT_05201821	215 B	5/21/2020 00:20:20	
		705.0	5 /04 /0000 07 00 07	

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)* 

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by GLOBALSCAPE	С		± /	2 + 🔋 🔳			
My Folders	Name 🔺	Size 🔺	•	Date 🔺	^	Upload Manager 🍵	
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	□ 🔀 077109_231244247_20191016_000.pdf	59.4	6 KB	5/21/2020 22:14:38	8	✓ In Progress (0)	
	□ 🄀 077109_231972153_20191009_000.pdf	69.0	9 KB	5/21/2020 22:14:39		No uploads in progress	
	□ ♪ 077109_231972153_20191016_000.pdf	64.1	1 KB	5/21/2020 22:14:39		<ul> <li>Pending (0)</li> <li>No pending uploads</li> </ul>	
	□ 🔀 077109_472793691_20191009_000.pdf	199.4	16 KB	5/21/2020 22:14:34			
	□ 🔀 077109_472793691_20191016_000.pdf	307.0	07 KB	5/21/2020 22:14:34			
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077109_23124424pdf						Show all	



- 3. Click the small down arrow  $\checkmark$  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.

	0//109_2519/	2155_20191016_000.pdf	64.11 KB	5/21/2020 22:14:59		
	077109_47279	3691_20191009_000.pdf	199.46 KB	5/21/2020 22:14:34		
	Open Open with system viewer	691_20191016_000.pdf	307.07 KB	5/21/2020 22:14:34		
	Always open with system viewer		215 B	5/21/2020 00:20:20		
	Show in folder Cancel	-	395 B	5/21/2020 23:20:23		
© 077109_23124424pdf	~	1			Show all	

## **Other Browser - Internet Explorer**

• Internet Explorer - Click Save, then specify where to save the file

Do you want to open or save test-company-upload-test-file-May-10-2012.txt (3.86 KB) from filetransfer.jncb.com?	Open	Save	•	Cancel	×

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.

