

Using the Westat Secure Transfer System (WSTS)

Welcome to the National Hospital Care Survey! You now have a username and password to sign on to the Westat Secure Transfer System (WSTS) maintained by Westat, an agent of the CDC's National Center for Health Statistics (NCHS). Using this system allows for secure transfer of your UB-04 or EHR data. If you need assistance at any point, please contact your Regional Operations Manager.

Getting Started - Sign On

To transmit your files, please visit the Westat Secure Transfer System (WSTS) at <https://secureTransfer2.westat.com>.

The Sign On page is the first page you will see from the site. This page contains fields for your Username and Password, a "Sign On" button to send this information to the WSTS and a "Reset" button to clear it.

Username

Password

[Request a password change](#)

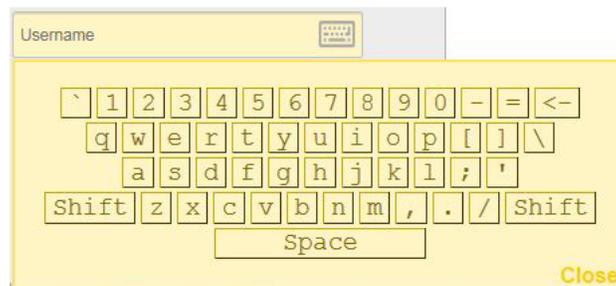
Sign On

Westat Secure Transfer System
Authorized Users ONLY!

[Online Manual](#) | [Tech Support](#)

Français - Deutsch - Español

Enter your authentication information, using either your computer keyboard or the on-screen clickable keyboard, which you can open by clicking on the keyboard icons next to the username and password. Using the clickable keyboard gives added security against hackers.



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When you press the Sign On button, your username and password are transmitted securely (via HTTPS) to the WSTS. If your sign on attempt fails, you will see an error message in the banner above the sign on box. If you attempt to sign on too many times in a short period of time your account may get permanently locked out of the system. If this happens, contact your Regional Operations Manager.

Invalid username/password or not allowed to sign on from this location.

If your sign on is successful you will be rewarded with a success message.

Welcome to Westat! Please watch this area for important messages.

First Sign On

WSTS detects if you have not logged in before and provides an option to install the Upload Wizard. We strongly recommend that you install the Wizard if possible. Using the Wizard provides integrity checks of transmitted files, supports uploading multiple files at once and allows you to zip files for uploading files quickly. If the wizard has loaded, you will see the “Launch Upload Wizard” button under Upload Files.

The screenshot displays the Westat WSTS interface. At the top left is the Westat logo and the text "An Employee-Owned Research Corporation". A green status bar indicates "Signed onto Westat as 9990." with links for "My Account" and "Sign Out". A purple navigation sidebar on the left contains links for Home, Folders, Logs, Search, Go To Folder..., Online Manual, and Tech Support. The main content area features a blue banner with the welcome message. Below this, the "Home" section includes an "Announcements" section with a message about the Westat Secure Transfer System and a "Browse Files and Folders" section with search instructions. The "Upload Files..." section includes a folder selection dropdown set to "/ Distribution / NHCS / 9990" and a green "Launch the Upload Wizard..." button.

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You may be prompted to try to install the Upload/Download Wizard, in which case you will see:

WARNING: The Upload/Download Wizard did not load.
Click here to reinstall the ActiveX Upload/Download Wizard

We understand that you may not be able to install ActiveX components on your PC due to security restrictions. Should this be the case, refer to the Troubleshooting section of this manual for an alternate way to upload your files. If you are able to install the component, follow the steps below.

First, click the “reinstall the ActiveX Upload/Download Wizard” link as seen in the screenshot above.

ActiveX Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The ActiveX version of the Upload/Download Wizard requires Internet Explorer.

The ActiveX Upload/Download Wizard is NOT Installed and is Disabled

[Install the Upload/Download Wizard \(ActiveX\)](#)

~ OR ~ [Return to My Account](#)

 You will NOT be able to install the ActiveX Wizard on some computers.

- You must have administrative privileges on your machine to install the ActiveX Wizard. (Many users, especially home users, already enjoy these rights. Most 'public terminal' users, however, will not have these rights. Ask your IT department if you are unsure.)
- Internet Explorer must be configured to allow you to install SIGNED ActiveX controls. (This right has been the default for some time, but some recent versions of IE have been restricting this right to 'Trusted' or 'Intranet' sites only. If this is the case, please add this site to your list of 'Trusted' or 'Intranet' sites.)

Click on the “Install the Upload/Download Wizard (ActiveX)” button.

You will see the screen change to reflect the status and an install dialog should appear shortly thereafter.

Installing Upload/Download Wizard

The Upload/Download Wizard is a browser add-on that allows you to:

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- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The ActiveX version of the Upload/Download Wizard requires Internet Explorer.

The Wizard is installing. Please wait...

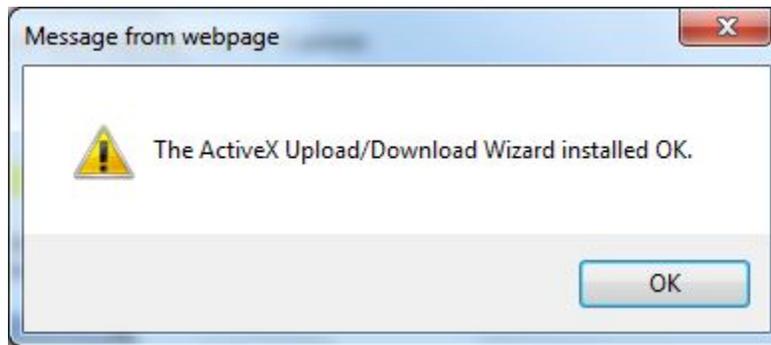
When prompted, please answer YES to the following dialog.
(You may also check the "Always install software from Ipswitch, Inc." option.)



The screenshot shows a standard Windows security warning dialog box titled "Internet Explorer - Security Warning". It asks "Do you want to install this software?" and lists the name "MOVER DMZ Upload/Download Wizard" and publisher "Ipswitch, Inc.". There are "More options" and "Install" buttons, and a "Don't Install" button. A yellow "SAMPLE" watermark is overlaid on the dialog box. Below the dialog box, there is a warning icon and text: "While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?"

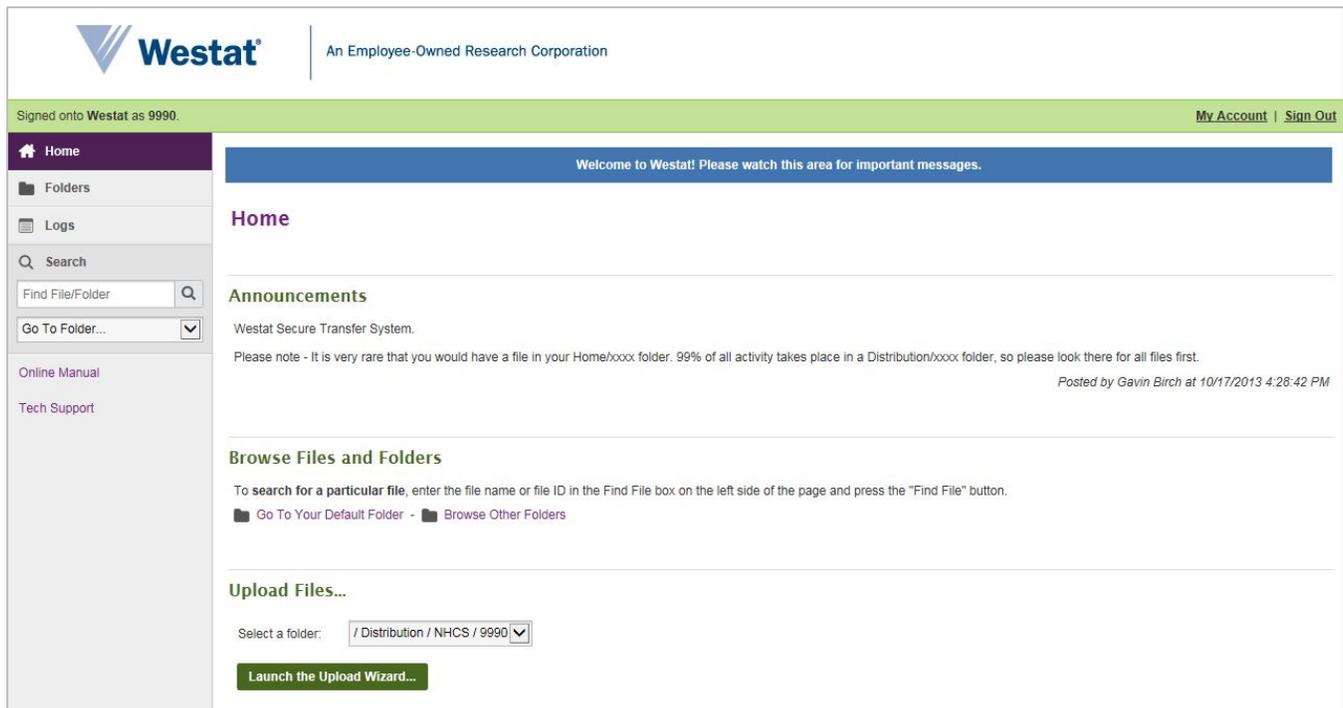
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Once completed, the status window below appears.



Click the “OK” button.

If the wizard installed successfully, you should see a screen that looks like this. This is also the screen you will see when you subsequently sign on to the system.



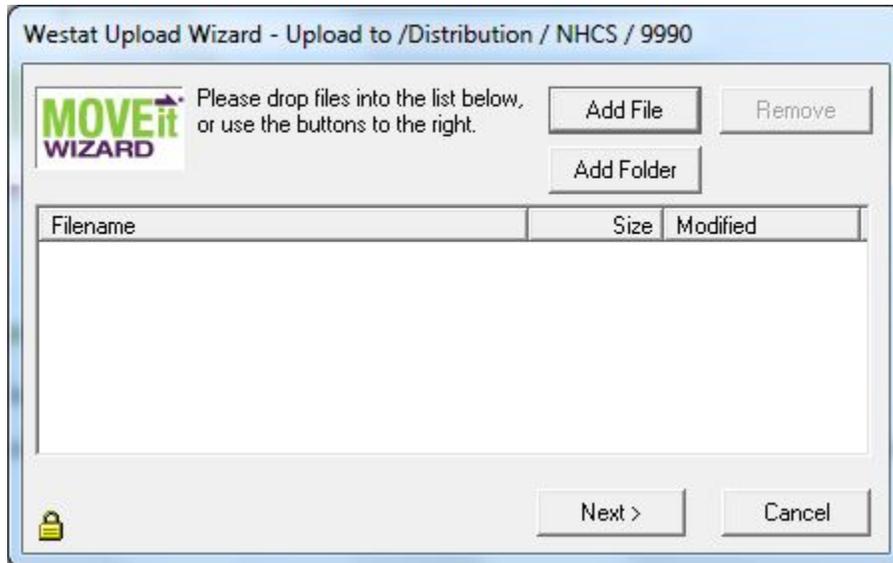
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The Home Screen

From the “Home” screen shown above, you can perform a number of tasks, such as clicking on Account Options to change your notification settings or password. To sign out of the site, click on the Sign Out link. To upload files to the site, click on the button at the bottom of the page to launch the Upload Wizard. The next section will take you step by step through the Upload Wizard screens.

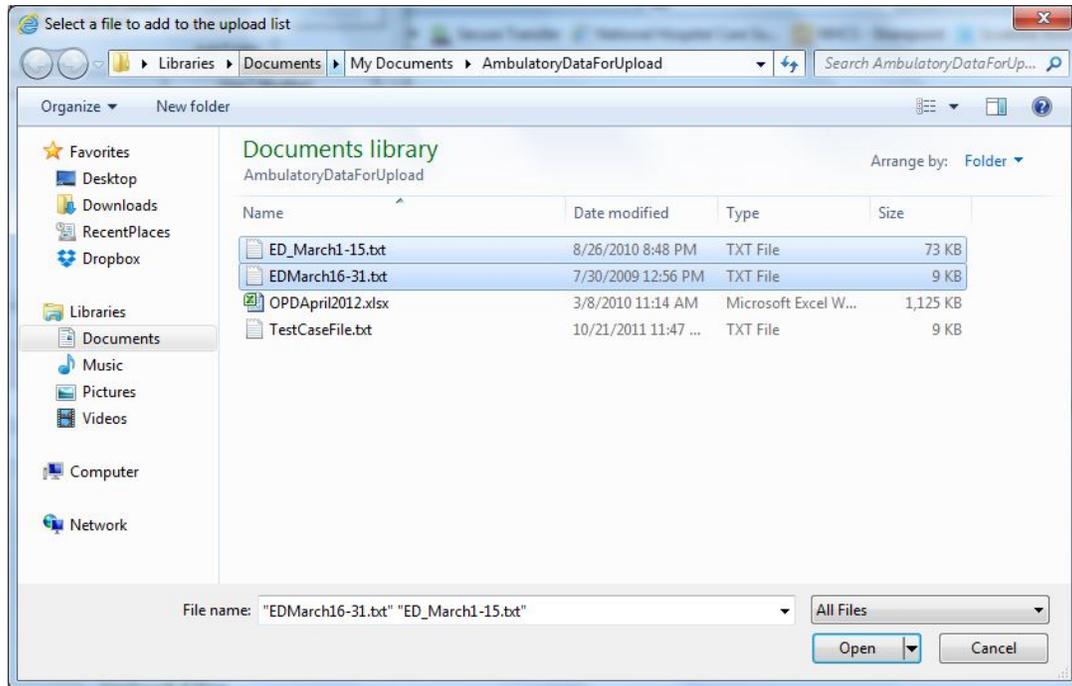
Uploading a File or Files

Clicking the Upload Wizard link opens the following window:

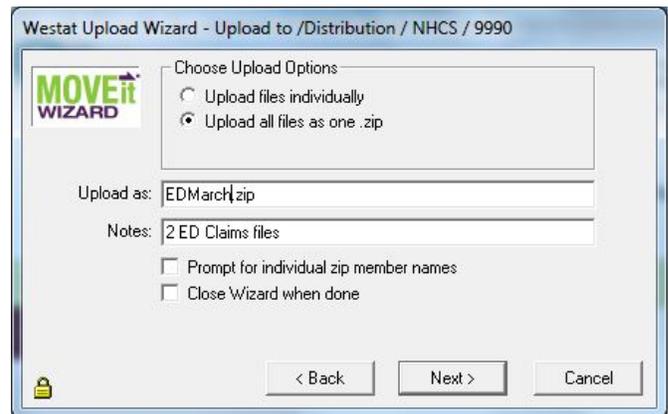
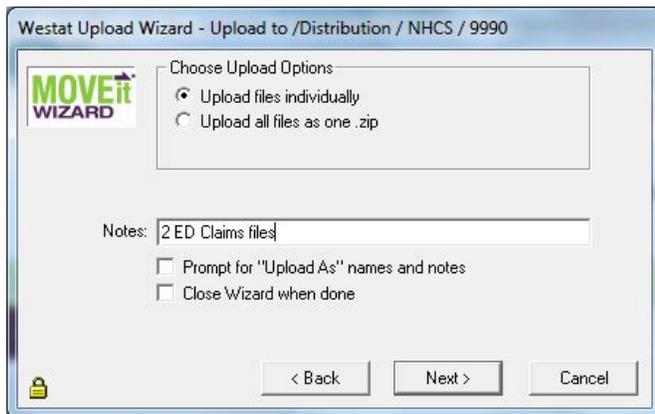


Clicking on the “Add File” button brings you to a file selection window. You can then navigate to the folder that contains the file(s). Select one or more files and then click on the “Open” button.

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You will then be prompted to choose your upload options.



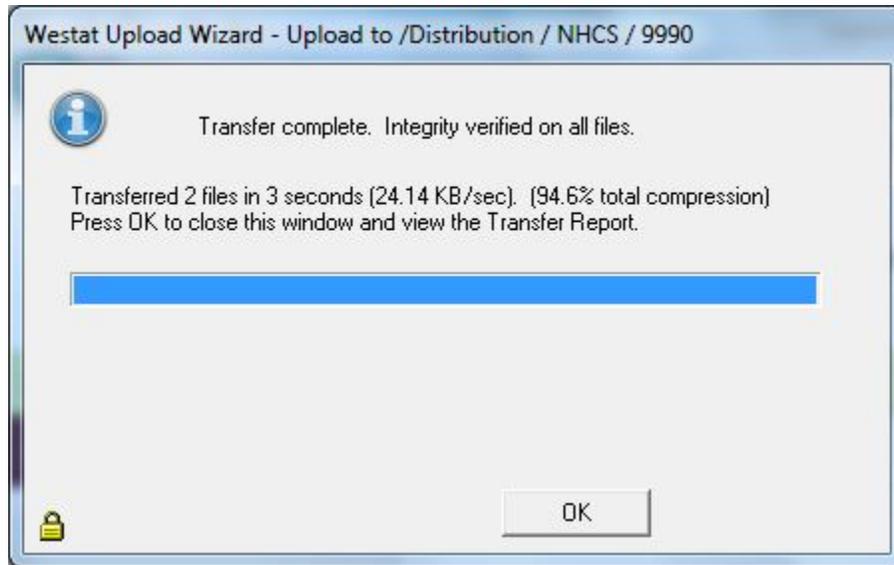
The Notes box is where you will enter the text describing the contents of the transmission. **It is very important to enter the following information into the Notes field above:**

- 1) **Number of files submitted**
- 2) **File format**
- 3) **Timeframe of the files being submitted**
- 4) **Number of visits in the file(s)**

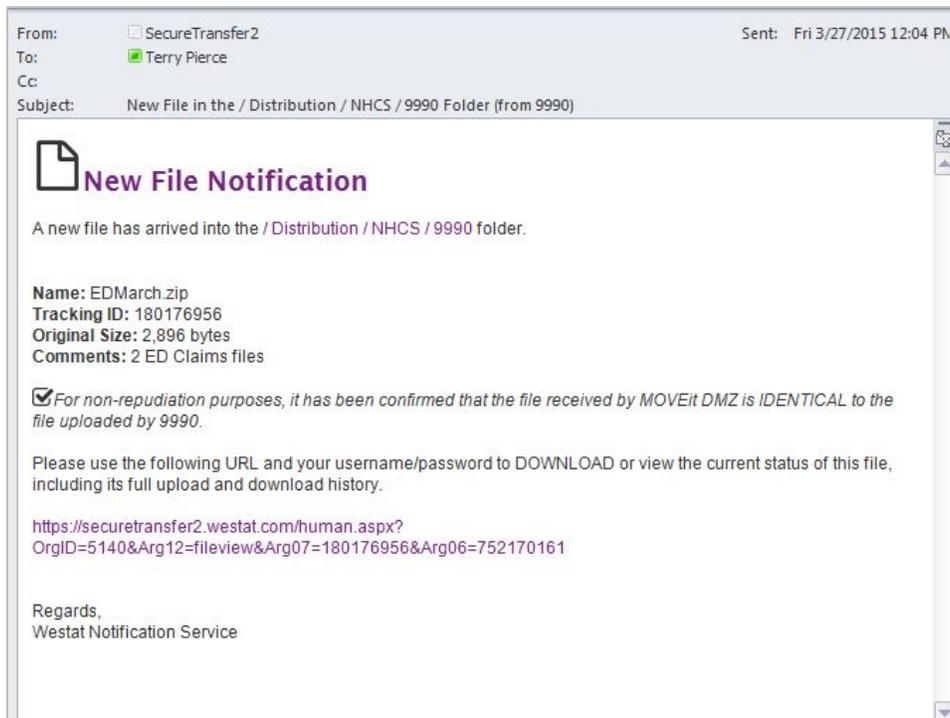
If you choose to upload files as a zip, you will be prompted to enter a name for the zip file. WSTS will handle the zipping of the files prior to transmission and the zip file will then be transferred.

Clicking "Next" transmits the file(s) to the secure server. You will see a screen flash by (this is the email being sent by the server) and then you will see the confirmation screen shown on the next page.

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You will receive a confirmation email from SecureTransfer2 for each file that was transferred. If you bundle a number of files in a zip, you will only receive a single email.



The file that was transferred, along with a tracking ID and size and any notes/comments are displayed in the message. Note that integrity checking is done as part of the process.

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If you click the URL near the bottom of the email, you will be returned to the Sign-On page. Once logged in, you will see the history associated with your file.

Signed onto Westat as 9990 My Account | Sign Out

Home

Announcements

Westat Secure Transfer System.

Please note - It is very rare that you would have a file in your Home/xxxx folder. 99% of all activity takes place in a Distribution/xxxx folder, so please look there for all files first.

Posted by Gavin Birch at 10/17/2013 4:28:42 PM

Browse Files and Folders

To search for a particular file, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

Go To Your Default Folder - Browse Other Folders

Upload Files...

Select a folder: / Distribution / NHCS / 9990

Launch the Upload Wizard...

Upload Wizard Transfer Report

Local Processing	Status
2 file(s) zipped into 'EDMarch.zip'	Uploaded to / Distribution / NHCS / 9990 OK (ID #180176956)

If you click on the ID# link, you see the log of events related to the upload.

Signed onto Westat as 9990 My Account | Sign Out

/Distribution/NHCS/9990/EDMarch.zip
(ID # 180176956)

File Information

Uploaded by 9990 (9990) at 3/27/2015 12:03:54 PM from 10.82.2.192 via Westat Upload Wizard 8.1.0.0

File Size: 2,896 bytes # of Downloads: 0

Integrity Verified: Yes A SHA-1 hash has automatically been used to confirm this file is identical to the original file from which it was uploaded.

Notes: 2 ED Claims files

File Log

Time/Date	User	Action
3/27/2015 12:03:56 PM	9990	Uploaded file "EDMarch.zip" from 10.82.2.192; integrity verified; upload took 0.765 seconds (3,785 bytes/second)
3/27/2015 12:03:56 PM	Automation	Sent new file notification to Recipient
3/27/2015 12:03:55 PM	Automation	Sent new file notification to Recipient

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Troubleshooting

Common Reasons Access is Denied

For security reasons the SAME message is displayed to anyone who fails to sign on for any of the following reasons.

- 1) Username is incorrect
- 2) Password is incorrect
- 3) Account has been suspended (too many incorrect sign-on attempts, password aging, or manual administrator action)
- 4) IP address has been locked out (too many incorrect sign-on attempts, often with different usernames)

Note, you will only be told that access was denied, not WHY access was denied.

Webpage Has Expired

Use of the browser's Back or Forward buttons occasionally result in a "Webpage has expired" message in the browser. Clicking on Refresh often resolves the issue.



Webpage has expired

Most likely cause:

- The local copy of this webpage is out of date, and the website requires that you download it again.

What you can try:

- Click on the Refresh button on the toolbar to reload the page. After refreshing, you might need to navigate to the specific webpage again, or re-enter information.

 [More information](#)

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Warning Message When Signing On

If you cannot install the wizard or it failed to install, you may see red Warning messages alerting you that the file wizard did not load. The following section explains how you can upload files without using the Wizard.

Signed onto Westat as 9990 (9990). [Account Options](#) - [Sign Out](#)

[Home](#)
[Folders](#)
[Logs](#)

Find File/Folder:

Go To Folder:
Distribution

Need Help?
[Online Manual](#)
[Tech Support](#)

Welcome to Westat! Please watch this area for important messages.

Home

Announcements
Westat Secure Transfer System.
Posted by Mark Friedman at 8/25/2009 5:21:12 PM

Browse Files and Folders...
To **search for a particular file**, enter the file name or file ID in the Find File box on the left side of the page and press the "Find File" button.

[Browse Other Folders](#)

Upload a File Now...
Select a folder: Distribution / NHCS / 9990
Pick a file with the "Browse" button:
Enter any applicable notes:
...and then press the "Upload" button:

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Installing the Wizard on browsers other than Internet Explorer

If you are using Chrome or Firefox, for example, the site will show you the JAVA installer and you will see this on your first log in.

Install the Upload/Download Wizard

It is recommended that you install the Upload/Download Wizard, a browser add-on that allows you to:

- Transfer files faster
- Transfer files greater than 2GB
- Transfer multiple files at once
- Perform automatic integrity checking to ensure file non-repudiation
- Compress/Uncompress data on the fly
- Add files via drag-and-drop

The Java version of the Upload/Download Wizard requires Java 6 or later.

 **Install the Upload/Download Wizard (Java)**

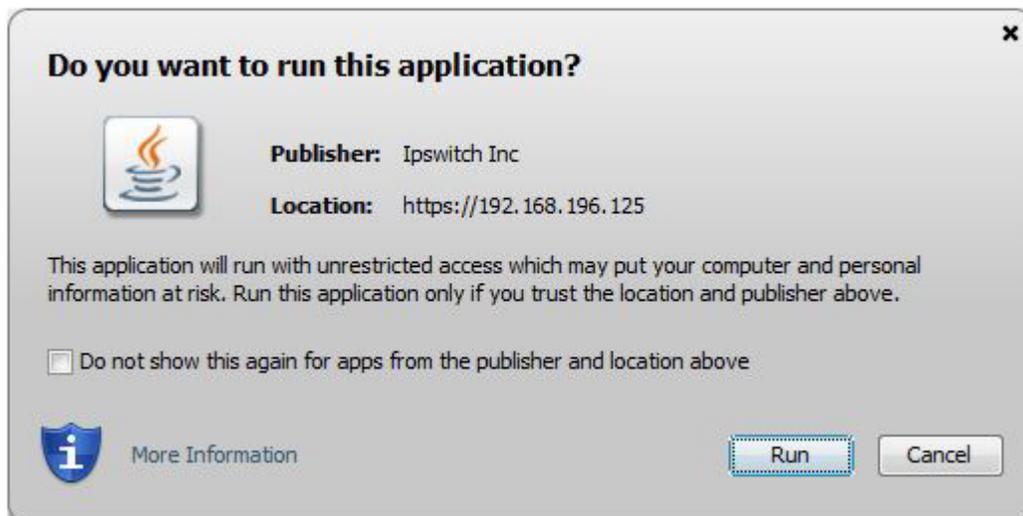
~ OR ~

Disable the Wizard

Disable the Wizard (for this session only)

 If you disable the Upload/Download Wizard or are unable to install it, you can re-enable or try re-installing through your My Account page.

Try to install the Java version of the wizard by clicking the install button.



When the Java dialog pops up, click “Run” and follow the prompts.

You can then continue from “Uploading a File or Files” found on Page 5.

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Uploading Files Without Using the Wizard

If you cannot install the Upload Wizard for any reason or have chosen not to, you will be presented with an alternate version of the Home Screen. At the bottom, you will see the following under “Upload a File”.



Upload a File

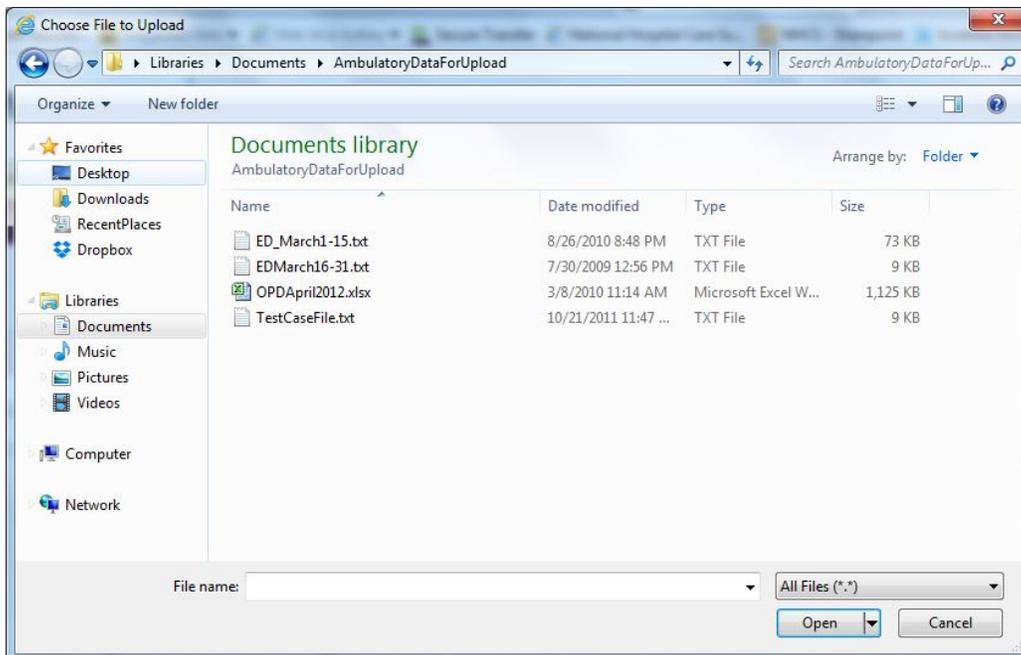
Select a folder: / Distribution / NHCS / 9990

Choose a file: Browse...

Enter any notes:

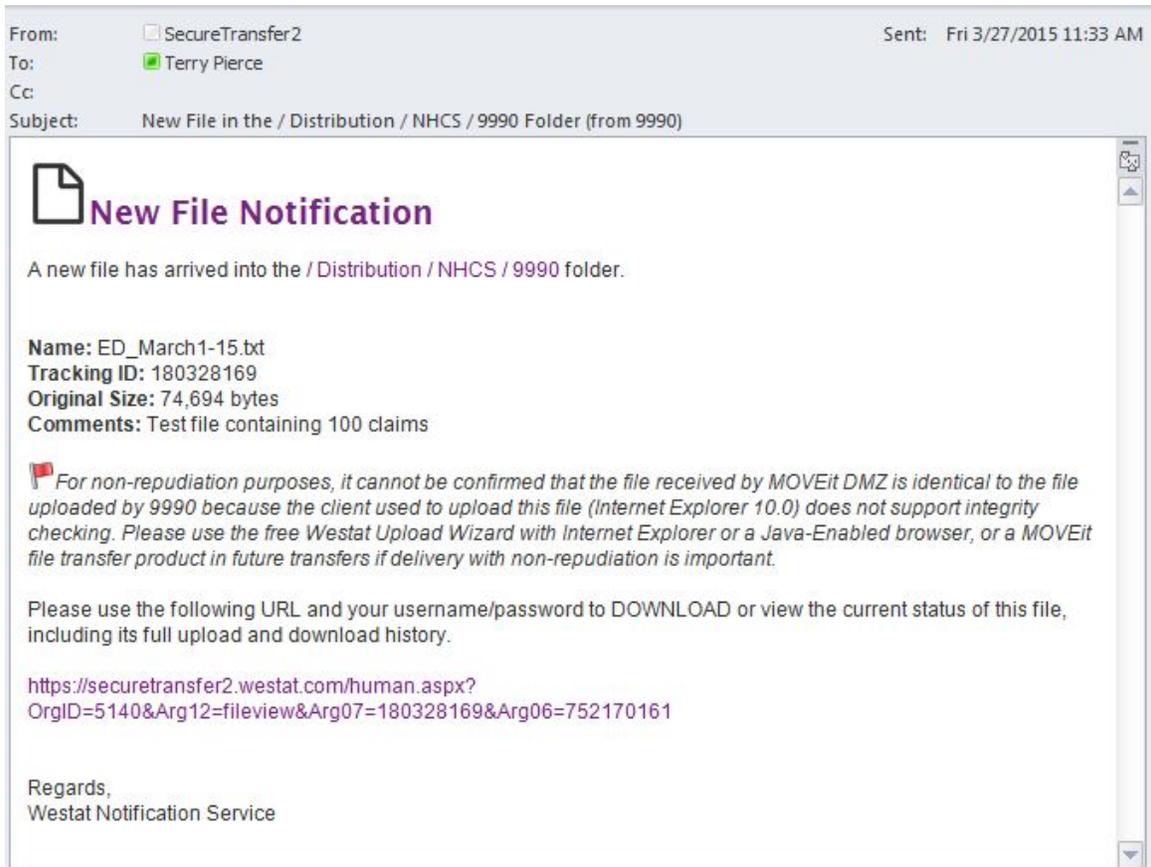
Upload

Click the “Browse” button to bring up the Dialog box shown below and then navigate to the file you are transmitting.



Enter notes regarding the file and then click the “Upload” button. Note that you can only select and upload one file at a time when the Upload Wizard is not installed. After the file has been uploaded, you will receive an email message similar to the one shown below. Note that WSTS cannot confirm the integrity of the file, since the upload Wizard was not used.

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Uploading Problems

If your file(s) failed to be transmitted, you may see something on the banner like this:

A file with the name 'ED_March1-15.txt' already exists in this folder.

You cannot upload a file with the same name if one exists in your folder.

A common reason for this error is that your session has expired or timed out. Please reconnect and try your transmission again. However, if the file exists on the server, a message like this appears on the Home screen:

 A file with the name '11122233331_20061121_082523.xml' already exists in this folder.

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Appendix

Supported Web Browsers

MOVEit DMZ has been tested against and fully supports the following major browsers:

- Internet Explorer version 5.0 and higher
 - Internet Explorer 5.5 and higher preferred
 - ✓when using MOVEit Upload/Download Wizard (ActiveX or Java)
- Netscape Navigator version 6.0 and higher
 - Netscape 7.0 and higher preferred
 - ✓when using MOVEit Upload/Download Wizard (Java - Windows/*nix Only)
- Opera version 6.0 and higher
- Mozilla version 1.0 and higher
 - Mozilla 1.6 and higher preferred
 - ✓when using MOVEit Upload/Download Wizard (Java - Windows/*nix Only)
- FireFox (all versions)
 - ✓when using MOVEit Upload/Download Wizard (Java - Windows/*nix/Mac OS X)
- Konqueror under KDE on Linux
- Safari under Macintosh OS X
 - ✓when using MOVEit Upload/Download Wizard (Java Only)

✓ = Indicates this client can perform integrity checking, an essential requirement of non-repudiation.

At the present time, there are Java bugs in certain browsers which make use of the Java-based MOVEit Wizard impossible in these browsers:

- *Opera (all platforms)*
- *Konqueror (this browser is available only for Linux systems running KDE)*
- *Mozilla on MacOS (use Firefox instead)*

Furthermore, use of the MOVEit Java Wizard on the Macintosh version of Firefox requires that you use the Java Preferences applet to select Java 1.5 (rather than 1.4.2).

As many of the open-source browsers allow end users to “vote” for bug fixes, please contact Ipswitch for information on how to vote for the related bug fixes on your favorite browser. Despite these browser bugs, MOVEit DMZ API for Java, and MOVEit Xfer for Java will still work on these platforms because MOVEit DMZ’s core Java transfer code does not depend on the local browser.