



My File Gateway for Schools

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**1200 North Seventh Street
Harrisburg, PA 17102**

Change Control

Version	Date	Summary of Changes	Responsible Individual
Version 1.0	June 7, 2014	Initial Publication	Barb Shoop
Version 1.1	July 14, 2014	Added error message	Barb Shoop



My File Gateway for Schools

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Introduction

My File Gateway is a Web-based product that allows for the sharing and transferring of files between agencies through secure mailboxes that provide controlled access to data. Users can upload to and download from only those mailboxes to which they have access.

This document describes the procedures for accessing My File Gateway, and for uploading and downloading files.

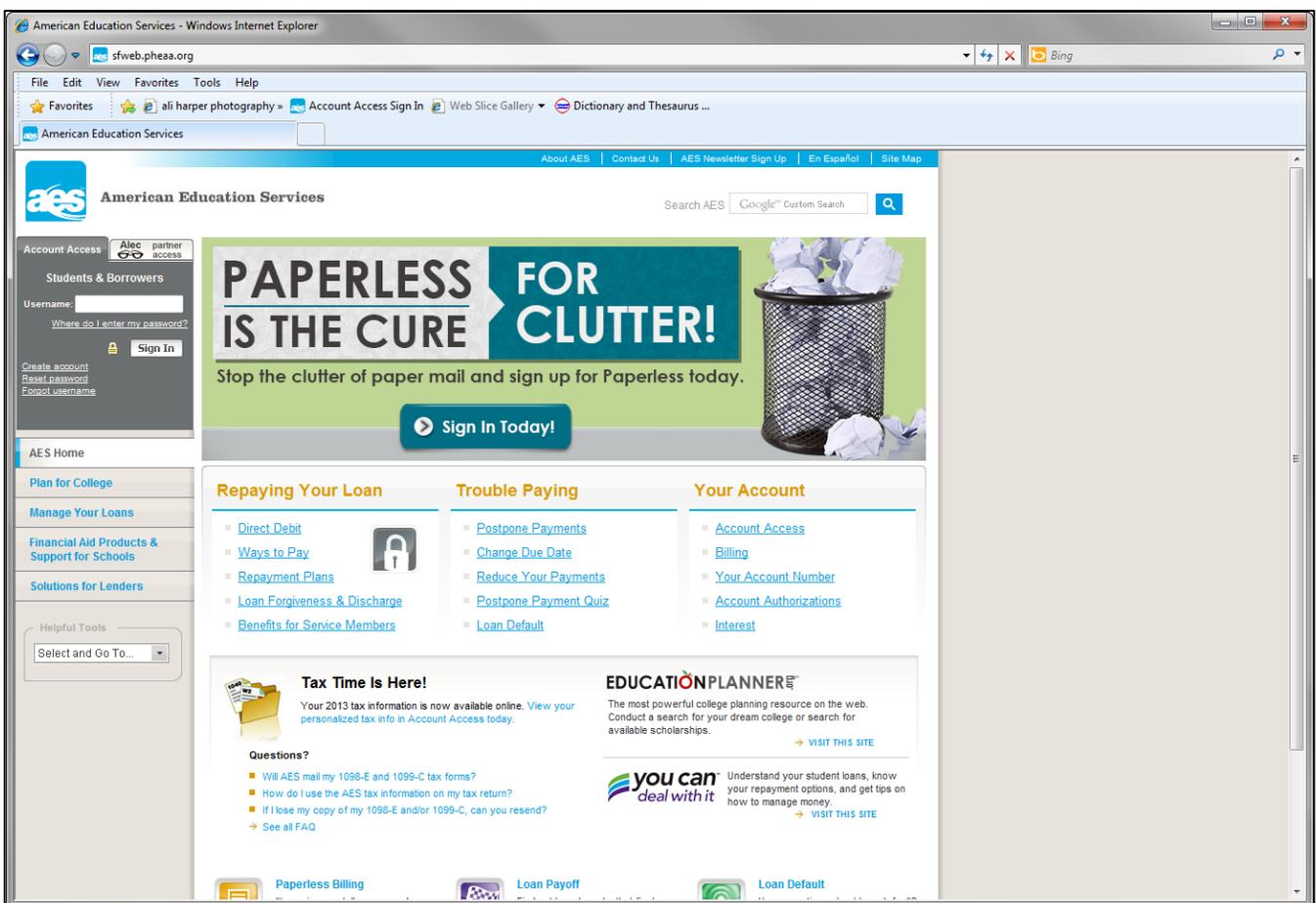
NOTE: Files that are uploaded to My File Gateway cannot be deleted by the user. All maintenance of the mailboxes is done administratively.

My File Gateway for Schools

Access My File Gateway

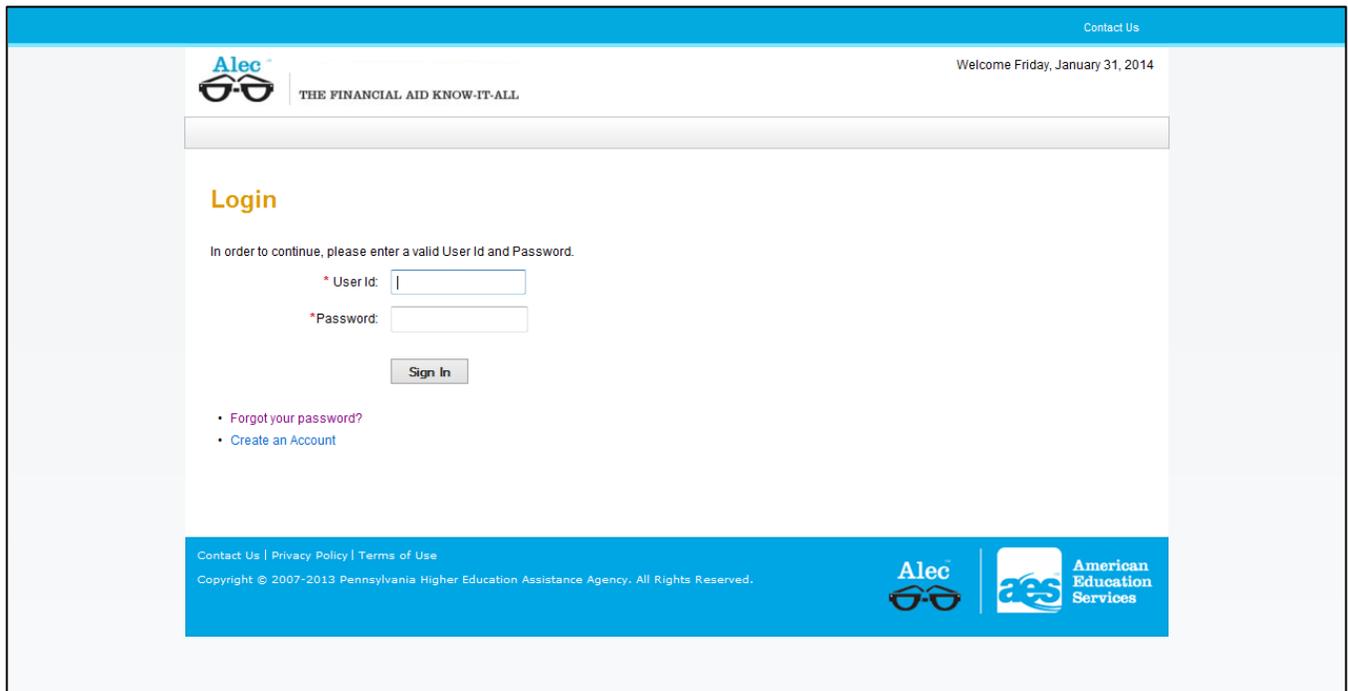
The steps below describe how users access My File Gateway. Users can use a direct link or, if they are already logged into the School Portal, they can access My File Gateway from the home page. See [Accessing My File Gateway using a Direct Link](#) and [Accessing My File Gateway through the School Portal](#) for step-by-step instructions.

Accessing My File Gateway using a Direct Link



1. Enter the following URL in a browser window and press .
<https://sfweb.pheaa.org/>

➡ The **Login** page displays when a user attempts to log into My File Gateway using a direct link or through the School Portal.

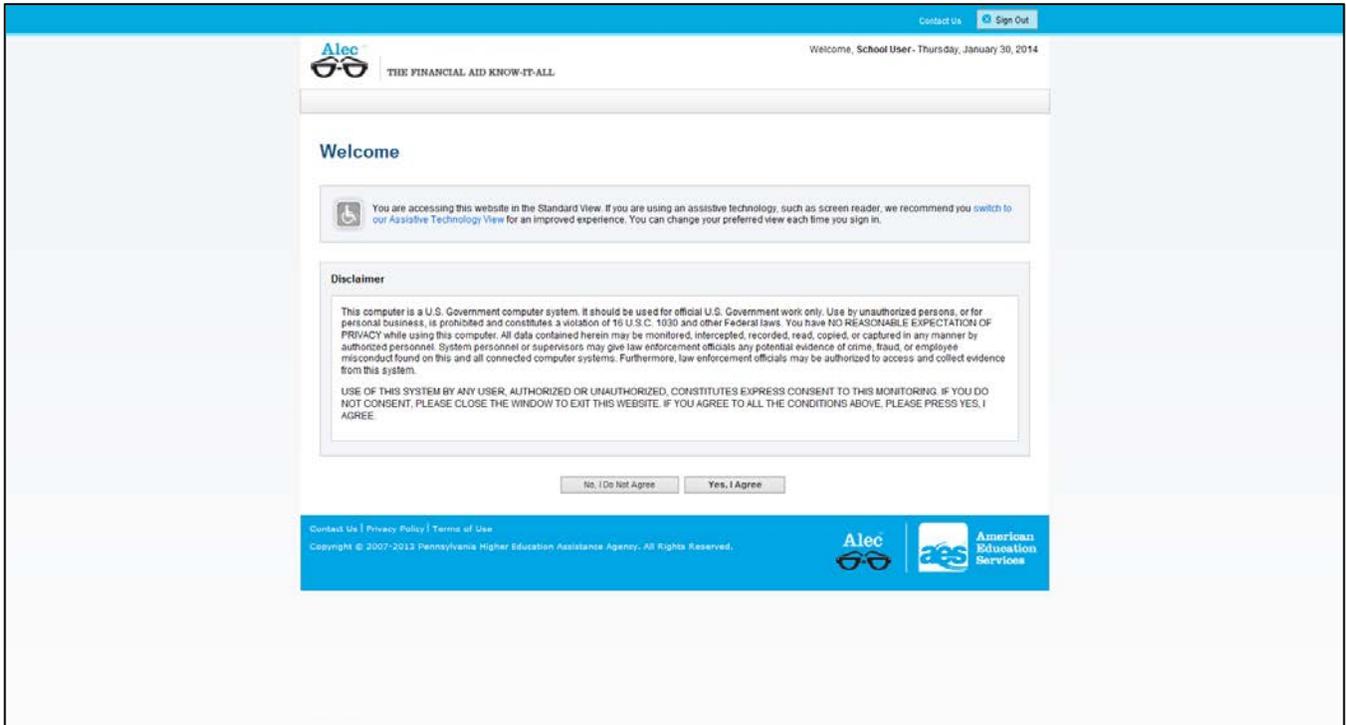


The screenshot shows the login page for Alec, titled "THE FINANCIAL AID KNOW-IT-ALL". The page features a blue header with the Alec logo and the tagline "THE FINANCIAL AID KNOW-IT-ALL". A "Contact Us" link is in the top right corner. Below the header, the date "Welcome Friday, January 31, 2014" is displayed. The main content area is titled "Login" and contains the instruction: "In order to continue, please enter a valid User Id and Password." There are two input fields: "* User Id:" and "* Password:". Below these fields is a "Sign In" button. At the bottom of the form area, there are two links: "Forgot your password?" and "Create an Account". The footer contains "Contact Us | Privacy Policy | Terms of Use", "Copyright © 2007-2013 Pennsylvania Higher Education Assistance Agency. All Rights Reserved.", and logos for Alec and American Education Services.

2. In the **User ID** field, enter a valid RACF ID (PHEAA-assigned user ID).
3. In the **Password** field, enter a valid RACF password.

➡ The **Welcome** page displays.

Users are required to agree to the terms of use each time they sign in.

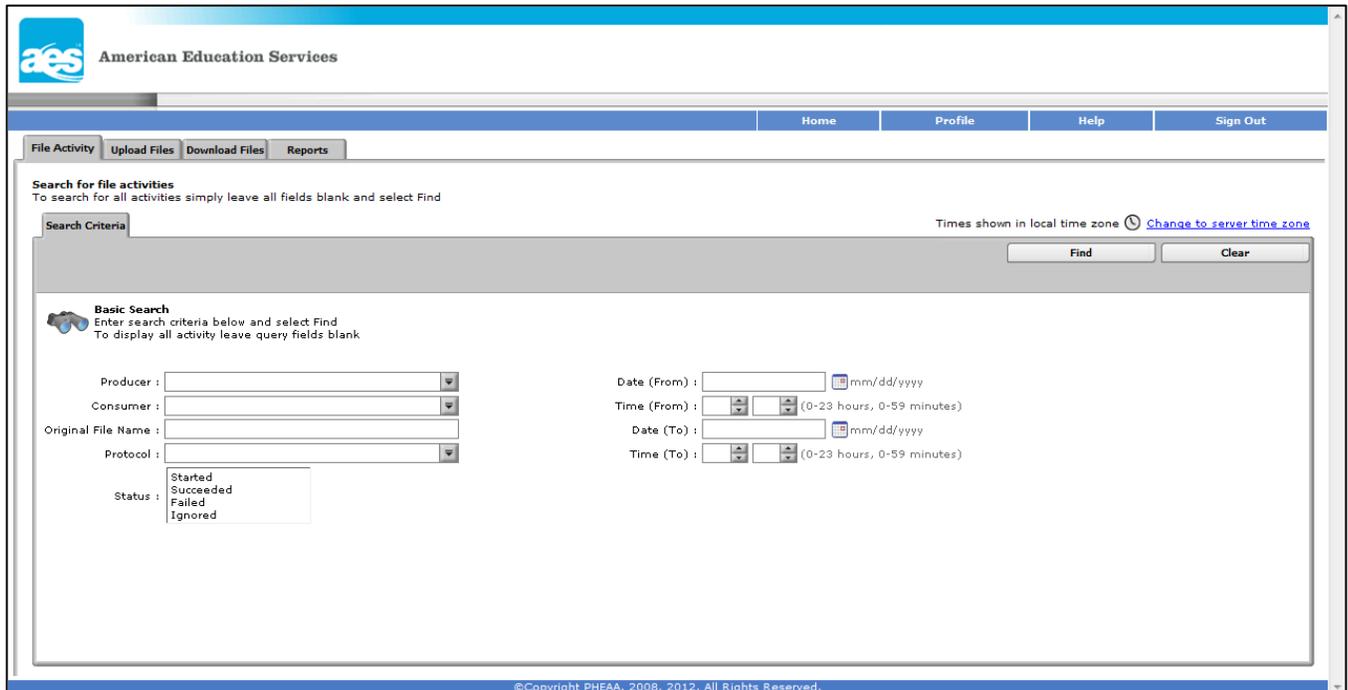


4. Click **Yes, I Agree** to continue.

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➔ The My File Gateway home page displays.

The **File Activity** tab displays when My File Gateway is first accessed by the user. The **File Activity** and **Reports** tabs are used to route files, which a feature that is not currently used in this version of My File Gateway.



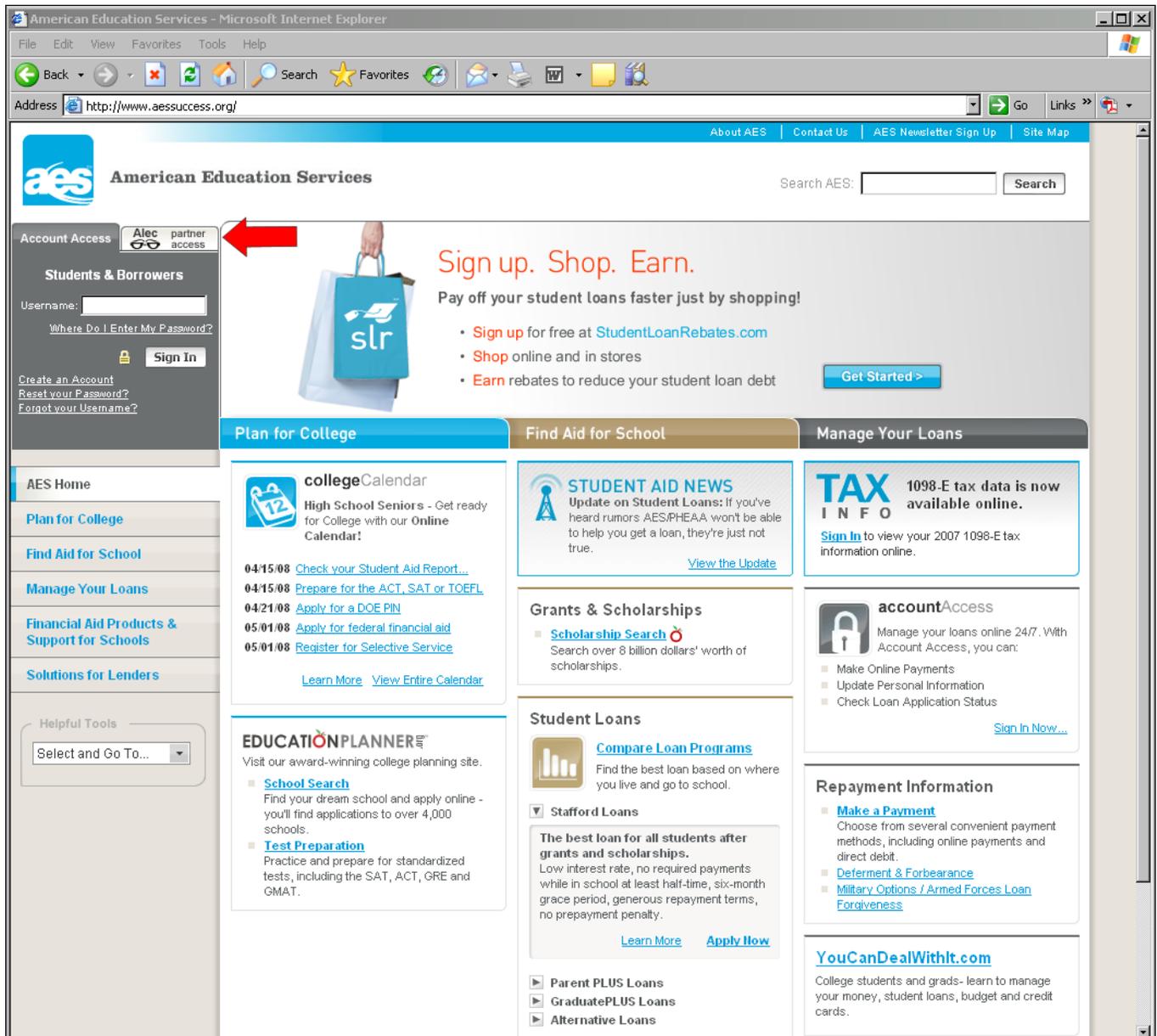
The screenshot shows the My File Gateway interface. At the top left is the 'aes American Education Services' logo. A navigation bar contains 'Home', 'Profile', 'Help', and 'Sign Out'. Below this is a tabbed interface with 'File Activity', 'Upload Files', 'Download Files', and 'Reports'. The 'File Activity' tab is active, displaying a search section titled 'Search for file activities' with the instruction 'To search for all activities simply leave all fields blank and select Find'. A 'Search Criteria' section includes a 'Find' button and a 'Change to server time zone' link. Below this is a 'Basic Search' section with the instruction 'Enter search criteria below and select Find'. The search fields include: 'Producer' (dropdown), 'Consumer' (dropdown), 'Original File Name' (text input), 'Protocol' (dropdown), 'Status' (list: Started, Succeeded, Failed, Ignored), 'Date (From)' (calendar icon, mm/dd/yyyy), 'Time (From)' (dropdowns, 0-23 hours, 0-59 minutes), 'Date (To)' (calendar icon, mm/dd/yyyy), and 'Time (To)' (dropdowns, 0-23 hours, 0-59 minutes). A 'Find' button is at the top right of the search area. The footer contains the copyright notice: '©Copyright PHEAA. 2008, 2012. All Rights Reserved.'

5. Click **Upload Files** to upload file to My File Gateway. Click **Download Files** to download files from My File Gateway. See [Upload Files](#) and [Download Files](#) for step-by-step instructions.

Accessing My File Gateway through the School Portal

1. Enter the Web site www.aessuccess.org in the Web browser.

➡ The **American Education Services** home page displays.



2. Click the **Alec partner access** tab.

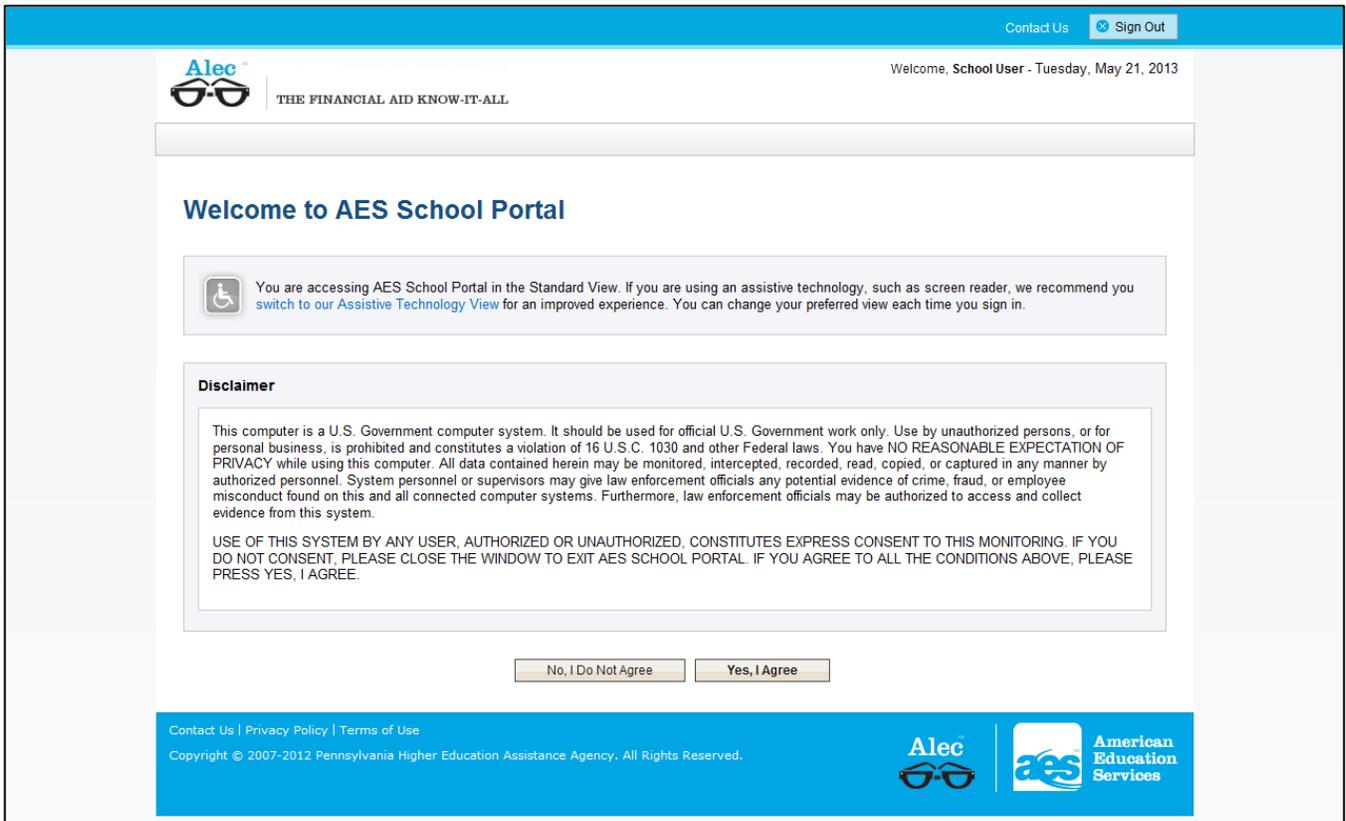
➡ The login box displays.

A school user must login to Alec with a RACF ID and password in order to access its features. A school user can attain a RACF ID and password from a client representative. Access to the Alec login is also possible by clicking on **Financial Aid Products & Support for Schools** in the navigation pane on the left.

3. In the **Username** box, enter a valid RACF ID (PHEAA-assigned user ID).
4. In the **Password** box, enter a valid password.
5. Click **Sign In** to login.

➔ The **Welcome to AES School Portal** page displays.

Users are required to agree to the terms of use each time they sign in.

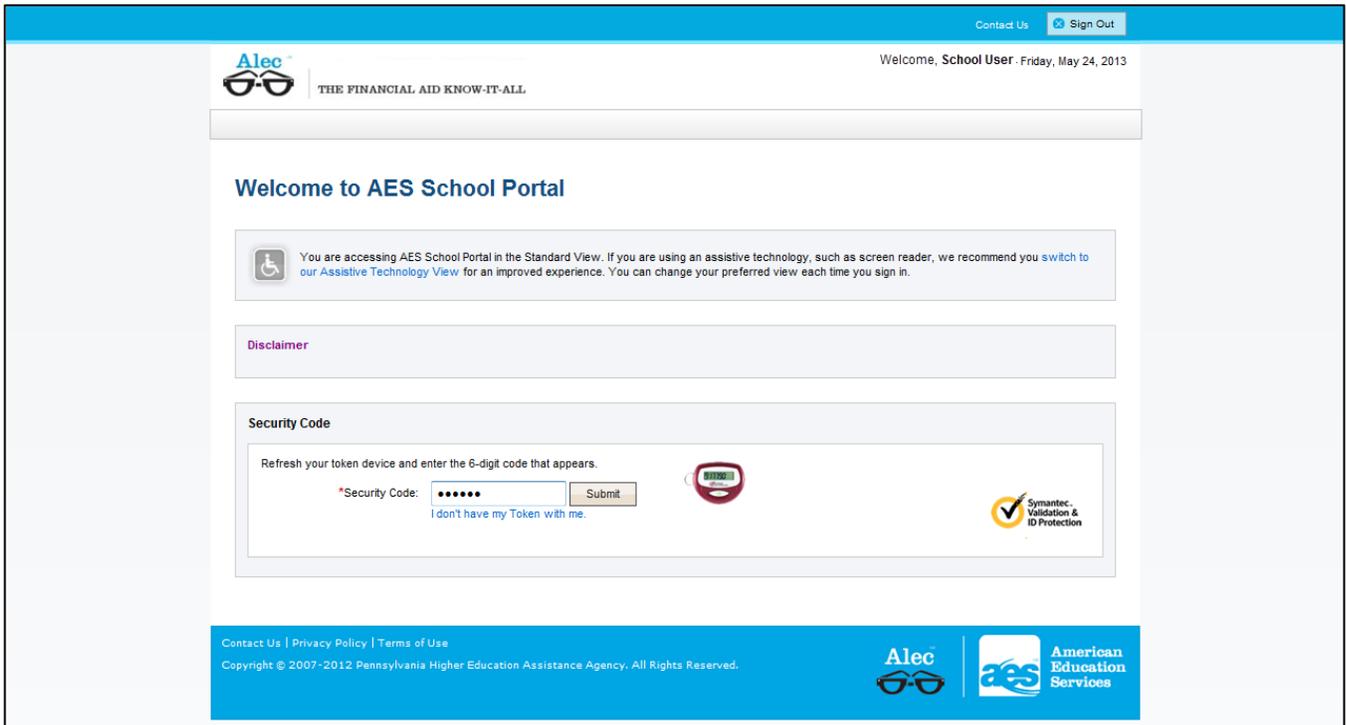


The screenshot shows the AES School Portal login page. At the top right, there are links for "Contact Us" and "Sign Out". The main header area includes the Alec logo (glasses) and the tagline "THE FINANCIAL AID KNOW-IT-ALL". A welcome message reads "Welcome, School User - Tuesday, May 21, 2013". The main content area features a heading "Welcome to AES School Portal" and a message with a wheelchair icon: "You are accessing AES School Portal in the Standard View. If you are using an assistive technology, such as screen reader, we recommend you switch to our Assistive Technology View for an improved experience. You can change your preferred view each time you sign in." Below this is a "Disclaimer" section with a text box containing a legal notice about U.S. Government computer system usage. At the bottom of the disclaimer are two buttons: "No, I Do Not Agree" and "Yes, I Agree". The footer contains links for "Contact Us | Privacy Policy | Terms of Use", copyright information for the Pennsylvania Higher Education Assistance Agency, and logos for Alec and American Education Services.

1. Click **Yes, I Agree** to continue.

My File Gateway for Schools

➔ The **Welcome to AES School Portal** page redisplay requires the school user's security code if the user has access to federal data.



Contact Us | Sign Out

Welcome, School User - Friday, May 24, 2013

Alec
THE FINANCIAL AID KNOW-IT-ALL

Welcome to AES School Portal

You are accessing AES School Portal in the Standard View. If you are using an assistive technology, such as screen reader, we recommend you [switch to our Assistive Technology View](#) for an improved experience. You can change your preferred view each time you sign in.

Disclaimer

Security Code

Refresh your token device and enter the 6-digit code that appears.

*Security Code: 

[I don't have my Token with me.](#) 

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Copyright © 2007-2012 Pennsylvania Higher Education Assistance Agency. All Rights Reserved.

Alec | **aes** American Education Services

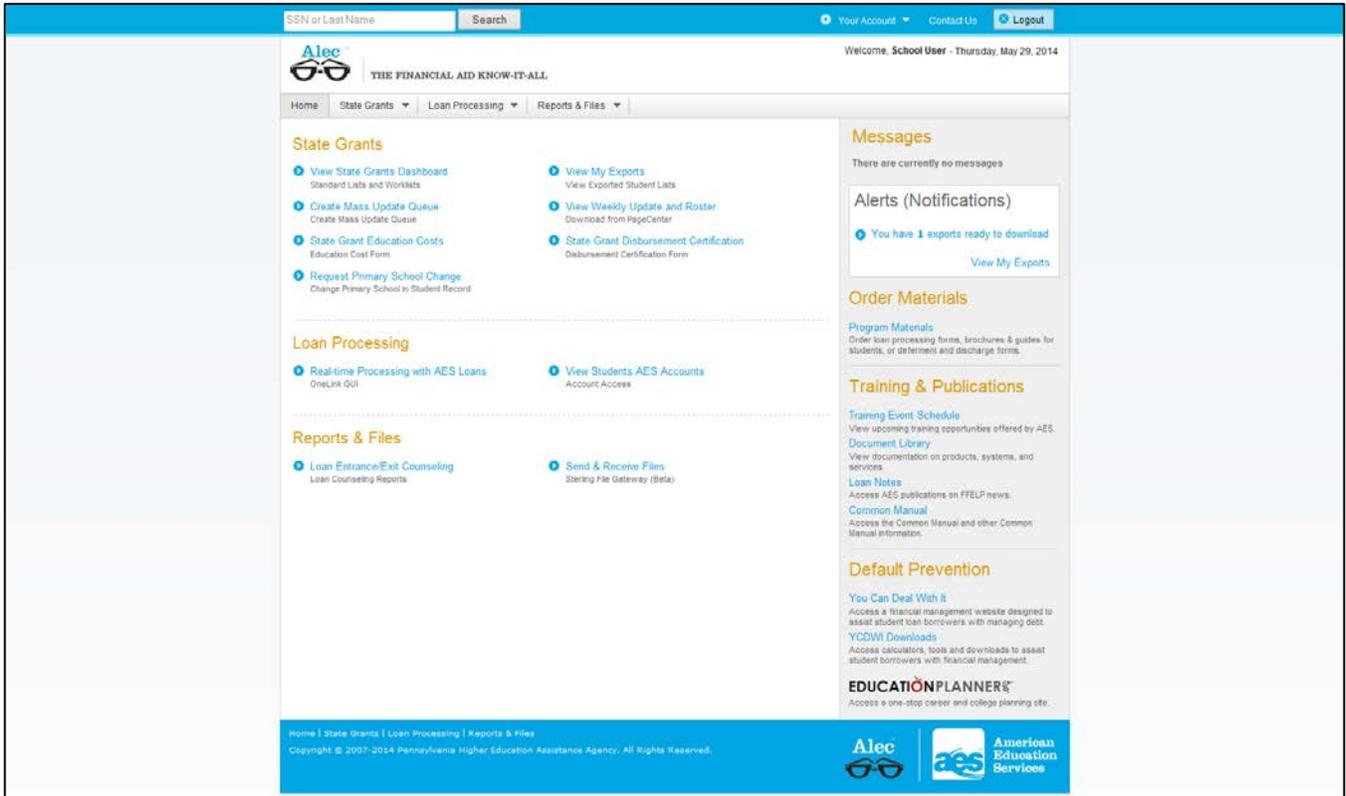
1. Refresh the token device.
2. In the **Security Code** field, enter the six-digit security code that was generated by the token device.

NOTE: Users who have registered a token but do not have it available can request a temporary security code. Click **I don't have my Token with me**. See user guide **WB0120-Web Login & Authentication for Partners_User Guide_AES** for more information.

3. Click **Submit**.

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➡ The Alec (school portal) home page displays.

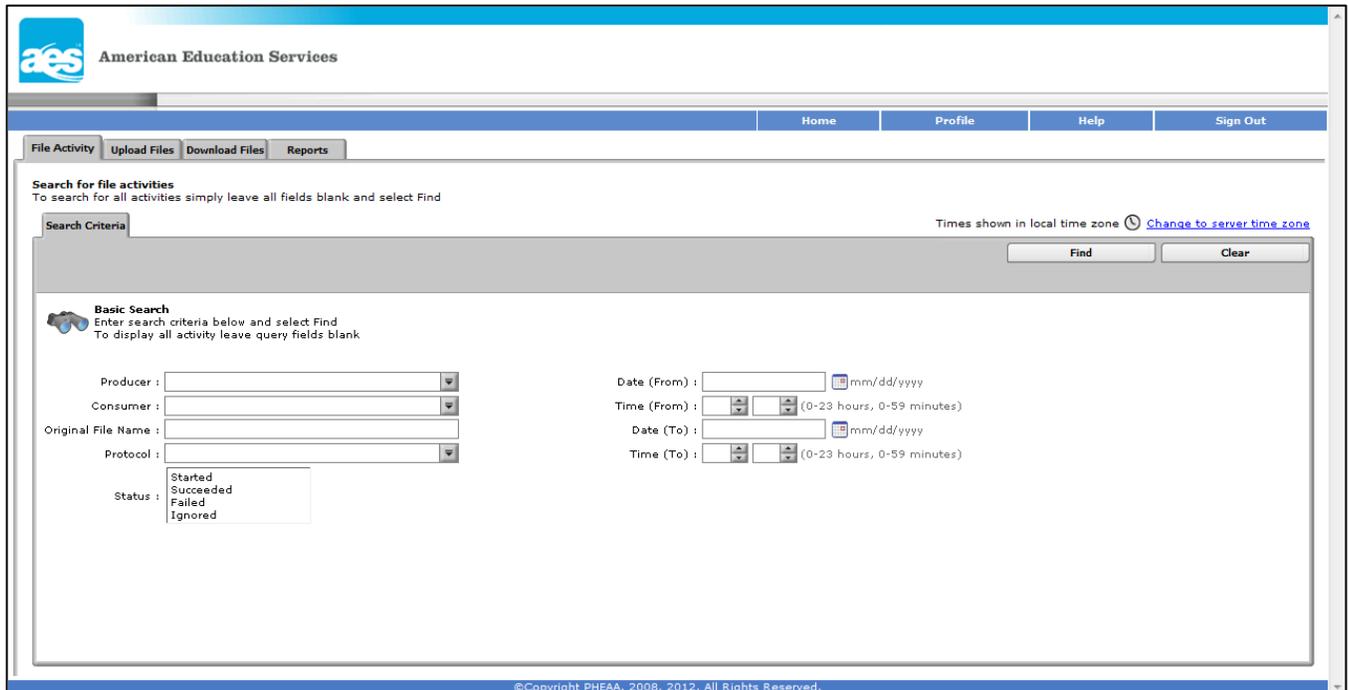


1. From the school portal Home page, click **[Send & Receive Files (Sterling File Gateway (Beta))]** under **Reports & Files**.

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➡ The My File Gateway home page displays.

The **File Activity** tab displays when My File Gateway is first accessed by the user. The **File Activity** and **Reports** tabs are used to route files, which a feature that is not currently used in this version of My File Gateway.

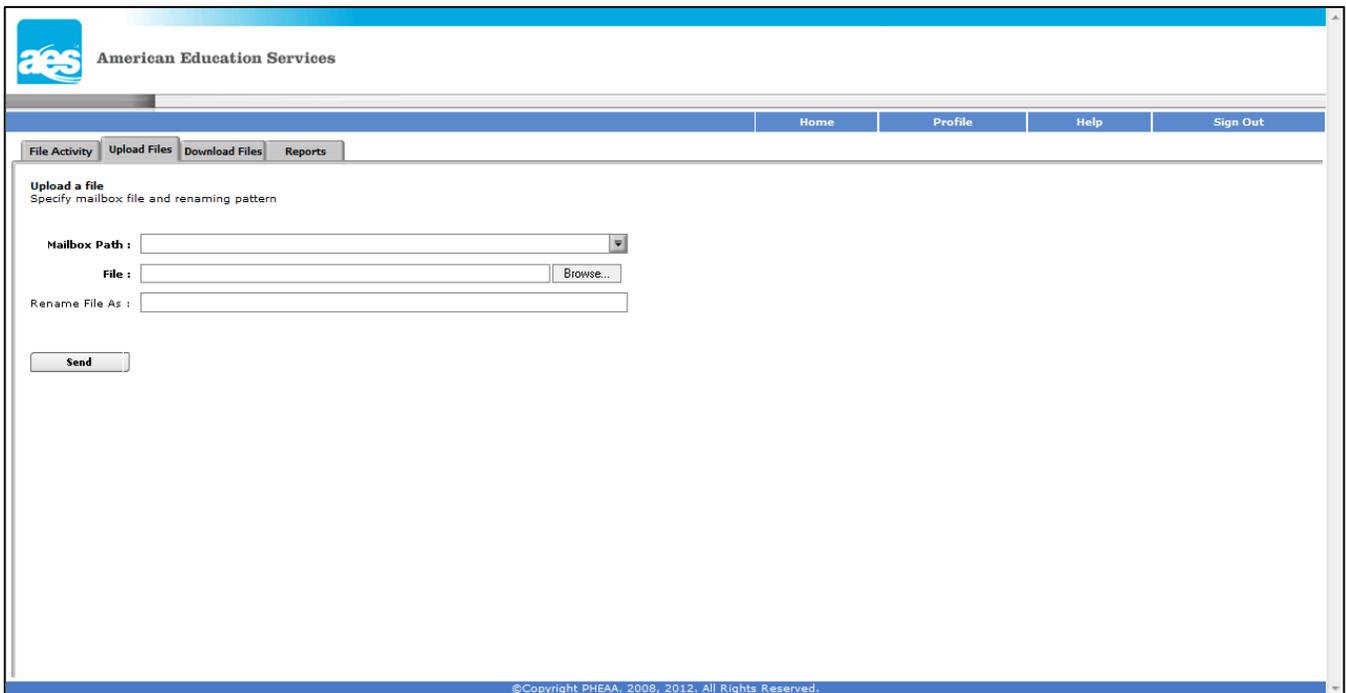


The screenshot shows the My File Gateway interface. At the top left is the 'aes American Education Services' logo. A navigation bar contains 'Home', 'Profile', 'Help', and 'Sign Out'. Below this is a tabbed interface with 'File Activity', 'Upload Files', 'Download Files', and 'Reports'. The 'File Activity' tab is active, displaying a search section titled 'Search for file activities' with the instruction 'To search for all activities simply leave all fields blank and select Find'. A 'Search Criteria' box contains a 'Find' button and a 'Clear' button. Below this is a 'Basic Search' section with the instruction 'Enter search criteria below and select Find. To display all activity leave query fields blank'. The search fields include: 'Producer' (dropdown), 'Consumer' (dropdown), 'Original File Name' (text input), 'Protocol' (dropdown), 'Status' (list box with 'Started', 'Succeeded', 'Failed', 'Ignored'), 'Date (From)' (calendar icon, text input, 'mm/dd/yyyy'), 'Time (From)' (dropdown, dropdown, '(0-23 hours, 0-59 minutes)'), 'Date (To)' (calendar icon, text input, 'mm/dd/yyyy'), and 'Time (To)' (dropdown, dropdown, '(0-23 hours, 0-59 minutes)'). A link 'Times shown in local time zone Change to server time zone' is located to the right of the search criteria box. The footer contains the copyright notice '©Copyright PHEAA. 2008, 2012. All Rights Reserved.'

2. Click **Upload Files** to upload file to My File Gateway. Click **Download Files** to download files from My File Gateway. See [Upload Files](#) and [Download Files](#) for step-by-step instructions.

Upload Files

Follow the steps in this section to upload files to My File Gateway.



The screenshot shows the 'Upload a file' interface within the 'American Education Services' (AES) application. The interface includes a navigation bar with 'Home', 'Profile', 'Help', and 'Sign Out' links. Below the navigation bar, there are tabs for 'File Activity', 'Upload Files', 'Download Files', and 'Reports'. The 'Upload a file' section contains the following fields and controls:

- Mailbox Path:** A dropdown menu with a down arrow.
- File:** A text input field with a 'Browse...' button next to it.
- Rename File As:** A text input field.
- Send:** A button at the bottom of the form.

At the bottom of the interface, there is a copyright notice: ©Copyright PHEAA, 2008, 2012, All Rights Reserved.

1. Click the down arrow in the **Mailbox Path** field and select the mailbox where the file should be uploaded. Only mailboxes to which the user has access are available in the drop-down list.

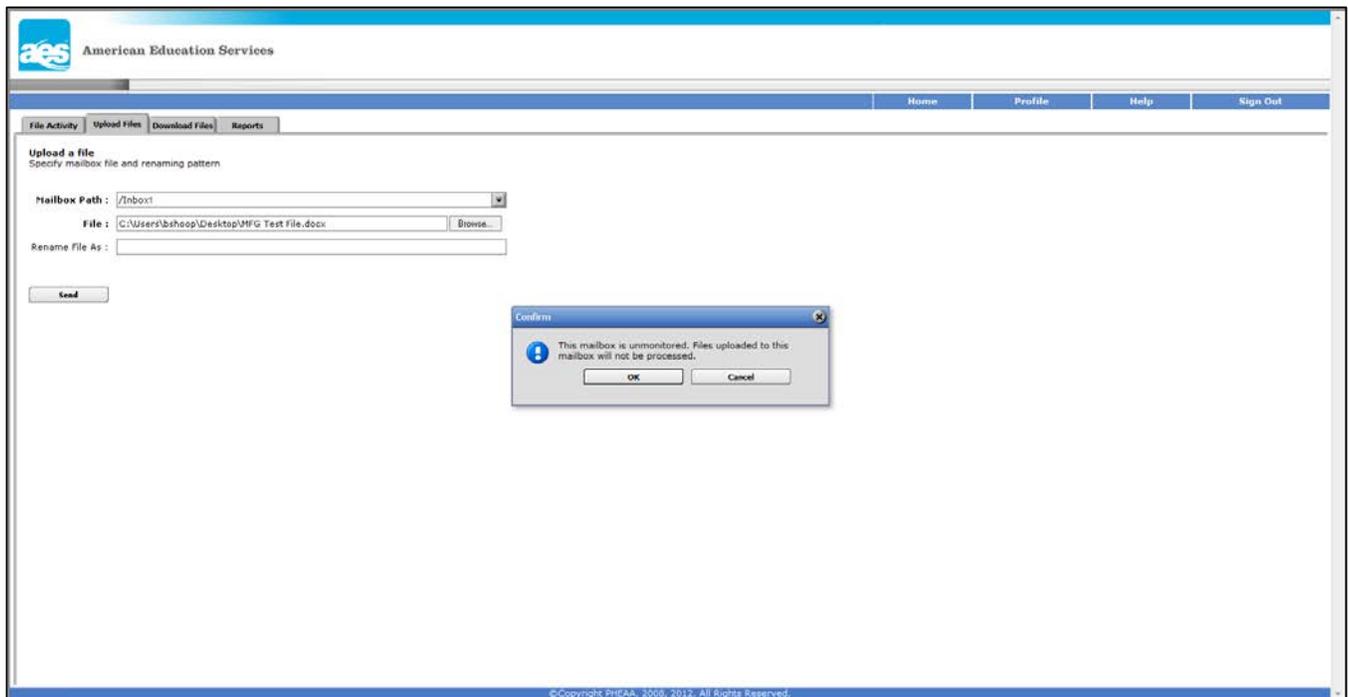
NOTE: ACT 101 files that are processed ad hoc must be placed in the Inbox (**/Inbox**) where they will be pulled for processing manually. All other files must be placed in the root directory (**/**) in order for them to be sent to the mainframe for processing automatically.

2. In the **File** field, enter the path to the file, or click **Browse** to browse for the file on the user's local directory.
3. In the **Rename File As** field, enter a new name, if necessary.
4. Click **Send**.

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➡ A dialog box displays with the following message when a file is uploaded to a mailbox that is not set up for automatic routing: **This mailbox is unmonitored. Files uploaded to this mailbox will not be processed.** *This message displays only when files are uploaded to the Inbox1 mailbox.*

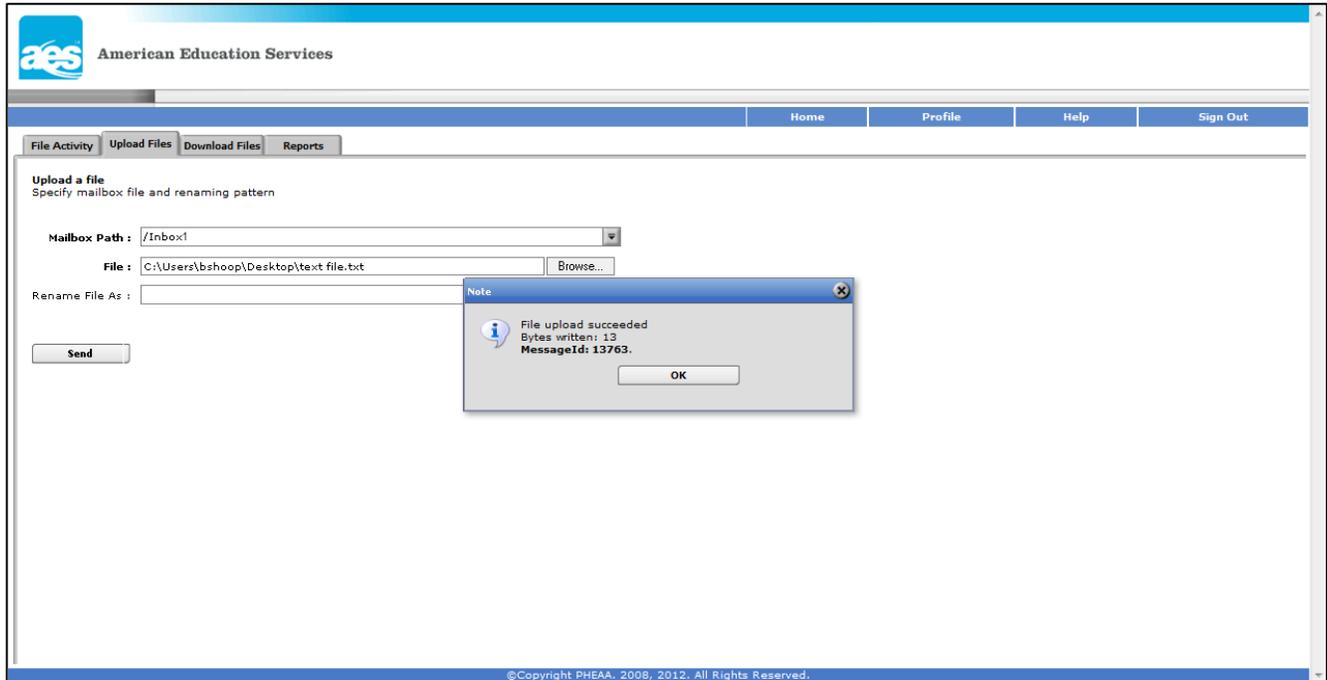
NOTE: Files that require automatic routing to PHEAA should be placed in the root mailbox. Files that do not require automatic routing should be placed in the **Inbox1** mailbox.



5. Click **OK**.

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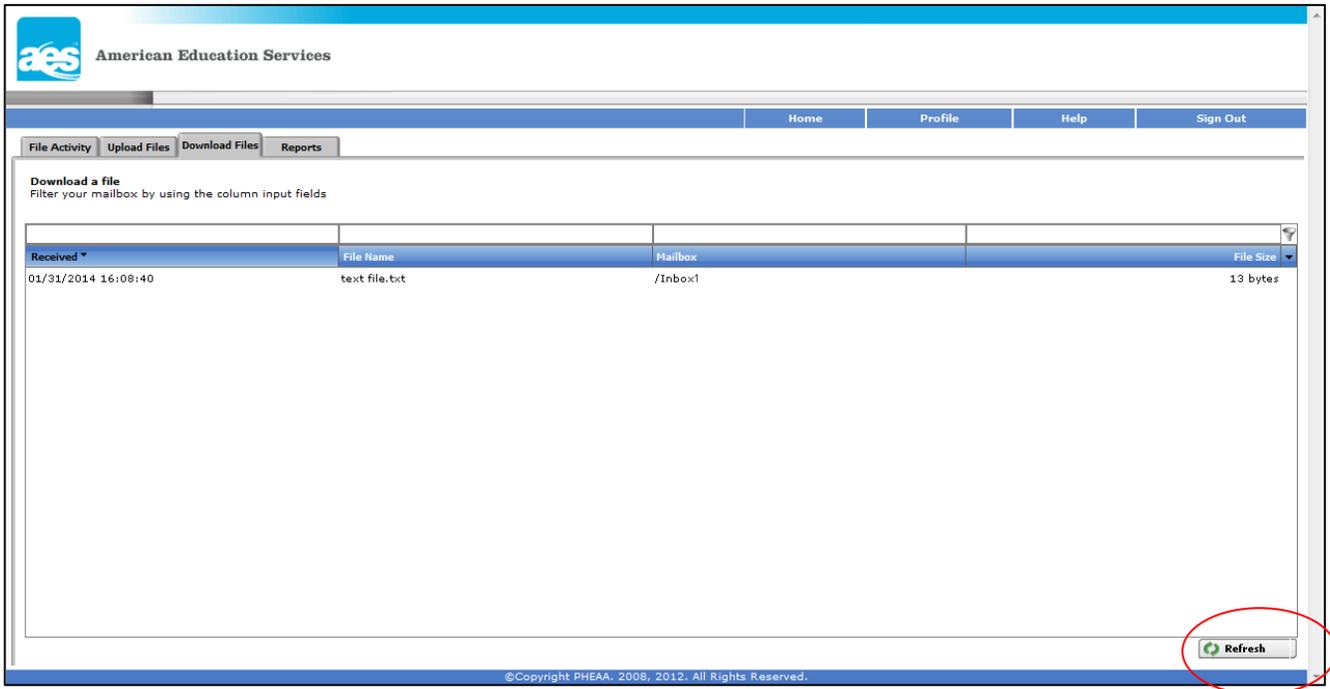
➡ A dialog box displays confirming that the file upload was successful.



6. Click **OK**.

Download Files

Follow the steps in this section to download files from My File Gateway.



The screenshot shows the 'Download Files' section of the PHEAA My File Gateway. The interface includes a navigation bar with 'Home', 'Profile', 'Help', and 'Sign Out' options. Below the navigation bar, there are tabs for 'File Activity', 'Upload Files', 'Download Files', and 'Reports'. The 'Download Files' tab is active, displaying a table with the following data:

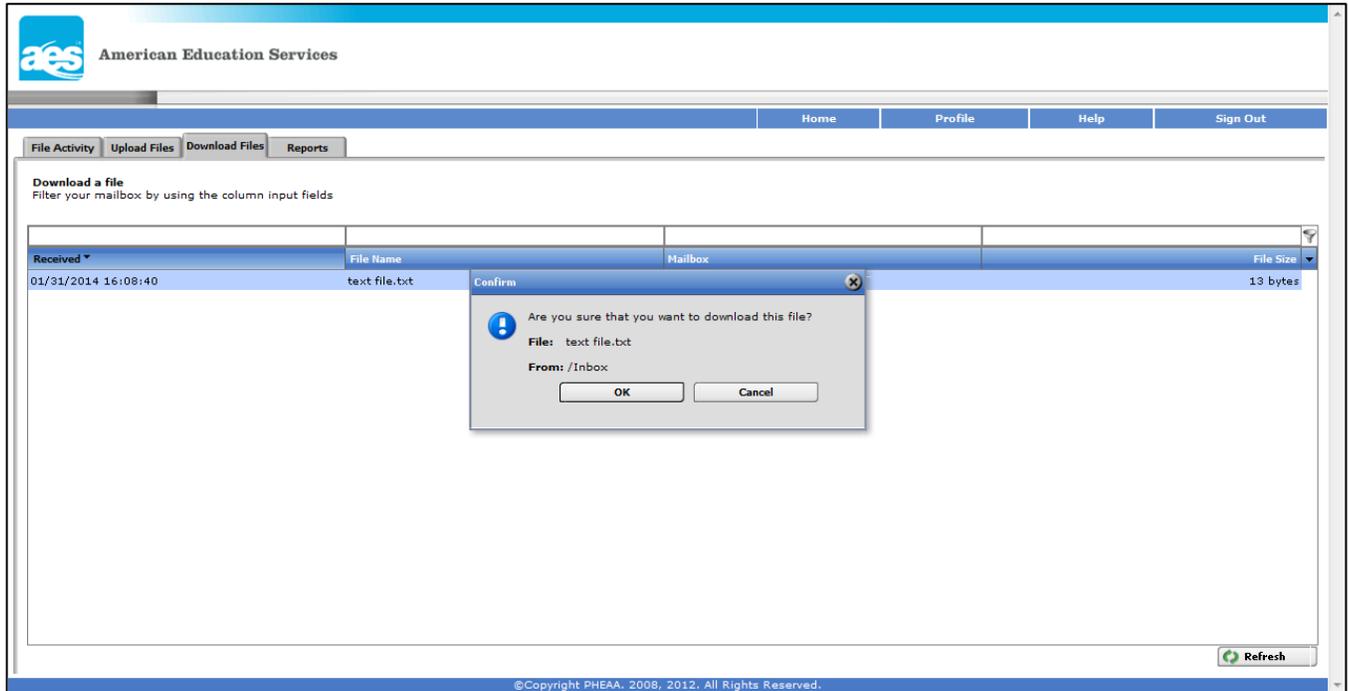
Received	File Name	Mailbox	File Size
01/31/2014 16:08:40	text file.txt	/Inbox1	13 bytes

A 'Refresh' button is located at the bottom right of the interface, circled in red. The footer of the page contains the text: ©Copyright PHEAA, 2008, 2012. All Rights Reserved.

NOTE: Files can be sorted in ascending or descending order by clicking a column heading.

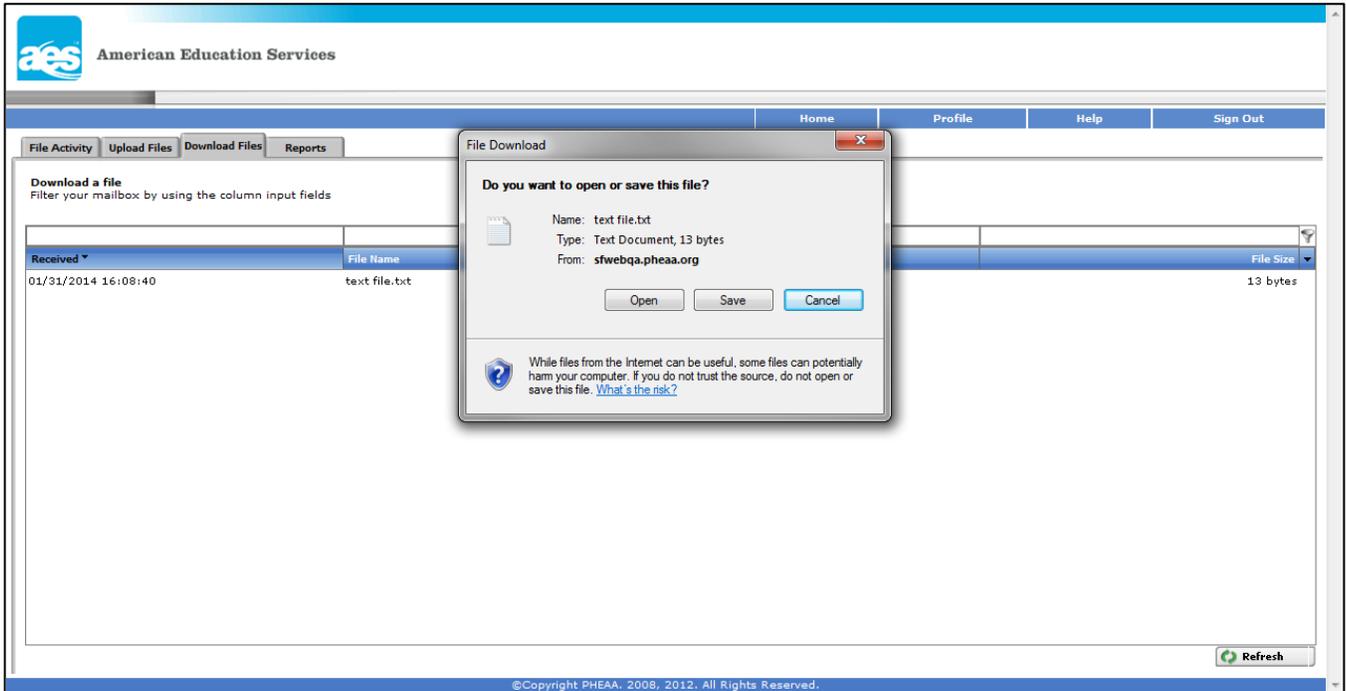
1. If the files do not display, click **Refresh** to refresh the list of files.
2. Select a file from the list of files. Click to make a selection.

➡ A dialog box displays requesting confirmation to download the file.



3. Click **OK** to download the file, or click **Cancel** to close the dialog box.

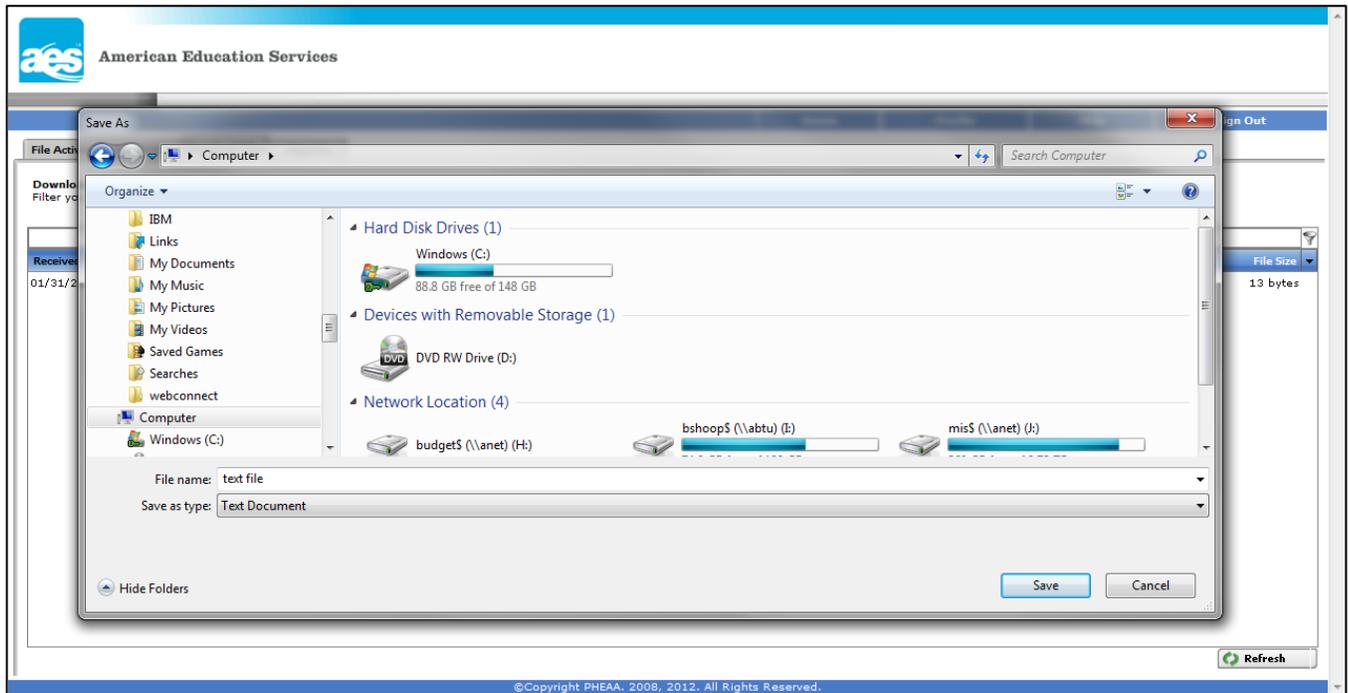
➡ The **File Download** dialog box displays.



4. Click **Save** to save the file to the user's local directory, or click **Cancel** to close the dialog box.

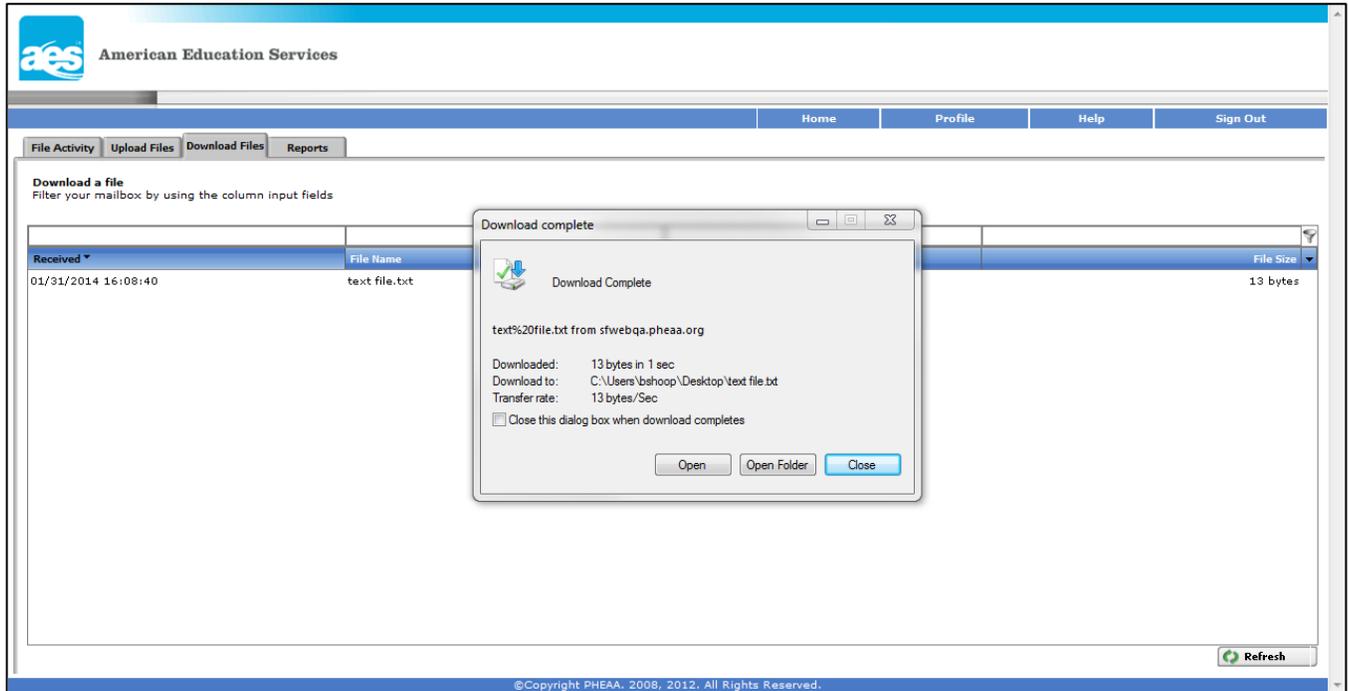
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➡ The user's local file directory displays.



5. Select a location to save the file, and click **Save**. Click **Cancel** to close the file directory without saving the file.

➔ The **Download Complete** dialog box displays.



6. Click **Open** to open the file. Click **Open Folder** to open the folder in the user's local file directory where the file was saved. Click **Cancel** to close the **Download Complete** dialog box.

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➡ The file displays when the user clicks **Open**.

